

EFFECTIVE TEAM WORKING & COMMUNICATION

Practical portfolio about communication
skills

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Module code: BMSW4002

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1.0 INTRODUCTION

The present assessment is looking to evaluate our development of the range of communications skills as well as to show the knowledge learned in class about different aspects for instance show we have understood the difference between verbal and no verbal communication also about and all which has relation with communication skills so for example, the different types of communication as well as the three principal models. I am going to discuss about all of this giving my personal definition of each one, besides I will explain why some of this are important for my place of work.

1.1 TEAMWORK

- **Definition**

We understand for teamwork the union of two or more people which get together where they have to work and cooperating one with others to achieve a goal. A teamwork fulfill an important mission in any business because they have to work trying to put the same ideas to work and we know sometimes it will be difficult because each person has different suggestions but it is important to focus in get their goals as I mentioned at the beginning so it's important they built a good relation as teamwork using their own skills and to build a good feedback despite of any conflicts they could have in the process. The importance of have a good relation as a team also it implies that they have to value the future projects in a business and find a solution for their problems and those which the company could have.

Griffithsz, B.A. and Dunbham,E.B (2017)

1.2 COMMUNICATION

Communication it's the act to share, transmit and receive information to or from others it can be emotions thoughts or ideas through verbal or no verbal communication as well we can use different channels to transmit such information. We always have a person who transmit the message an in the other part there is the person who is going to receive the message all of this entails a

process of understanding, sharing and finally to give a meaning about the sender's information its important the last person answer with a feedback to let know that the information was received clear it will avoid any confusion. Also, we have a variety of communication it will be for intrapersonal, interpersonal, as a group, institutional and as a general in the society.

Griffithsz, B.A. and Dunbham,E.B (2017)

Communication its important in the workplace, employees can build a good relationship and obviously they can work better being more efficient to the organization also it let them to be more productive to the company which means also avoid to have losing to the workplace because they are going to be cooperating. In addition, it's important to keep motivated to personal with any change or any situation that may exist besides of increase the confidence in employees because having a good communication let us, we are being an important part of the workplace.

(Michael Page,2019)

Now I am going to give an explanation about the organization where I work. Actually, I am working at Wasabi Sushi & Bento which is a branch situated at Oxford street it is dedicated to prepare Japanese sushi and hot bento dishes such a warming noodles soups, innovating salads and refreshing bubble teas. This is a job where we need to have a good services skill because we are face to face to deal with customers starting from service in the Bain Marie until go the till or help them to find the ideal sushi for them.

Communication is important as a big team we are, we need to be alert in the necessities of each customers as well as the internal duties in the workplace.

For example my duties as a floor team member I have to be a clear communication with kitchen staff because I need to know which sushi are going to be available for that day because not every day we can have everything so with this information I can prepare the presentation with the correct name cards otherwise if I fail I will create confusion to customers because they can believe we have a product when really we don't have that day, as a result I will have an angry customers (I have had this situation). Another situation of important

communication is I have to give a clear report to my manager about missing or expired products because she has to manage it for then check the productivity obviously this helps the company to know losses and know if they have to make more or less food for next days . Also, I am the person who replenishes drinks and snacks so having a good communication its crucial because I have to pass a report about the drinks or snacks, we are needing otherwise we will not have products to offer our customer when they come to Wasabi. Finally as sometimes I am serving in the Bain Marie I have to let know the person who is in the till which dishes I have served as for example I have to let know if it's a large portion or if it has a special requirements, for then make a correct charges and payment otherwise we will create a losses to the company. For all of these reasons is important to have a good communication in my workplace it ensures a good service skill required for our company and to achieve a strong productivity.

2.0 TYPES OF COMMUNICATION

We have two types of communication which we have discussed at class with our lecturer besides all of these can be different from person to person using a variety of channels as we have learned there is a Verbal and Non - Verbal communication which in the next paragraphs we will extend the explanation of each one.

2.1 VERBAL COMMUNICATION

First of all, as we have learned at class Verbal communication are the things, we say using sounds and words to express a message.

An example of how verbal communication is used at my work place is when my manager give us instructions about how to serve customers also we have to ensure a clear message is received by customer when they come to the till for instance I have to ask if they are going to eat in or take away or if they want to buy anything else it is essential because it will give us to procedure to make a correct payment this was an example about when transmitting a message with verbal communication has to be clear to be sure the receiver interpret our words properly to avoid any confusion or conflict. A part of all of these is important that we have to greet guest as soon as they enter with this verbally.

2.2 NON - VERBAL COMMUNICATION

As we mentioned in the last paragraph, we have learned at class about Non- Verbal communication are the things we don't say but we communicate through our body language although both types of communications are important its essential we are clear to make the properly body language to transmit information which the receiver has to interpreter of the correct way.

A good example in my workplace is when I am attending people at Bain Marie I try to put my eyes in contact with customers as well as smile to transmit them that they have my attention to serve the correct food besides of having a good appearance and presentation to show I am clean and friendly staff. So, all these gestures are important at my work, basically I am transmitting to the customers I have put my attention in them to resolve their necessities and to show I am available to help them with everything involve with wasabi.

3.0 THEORIES OF COMMUNICATION

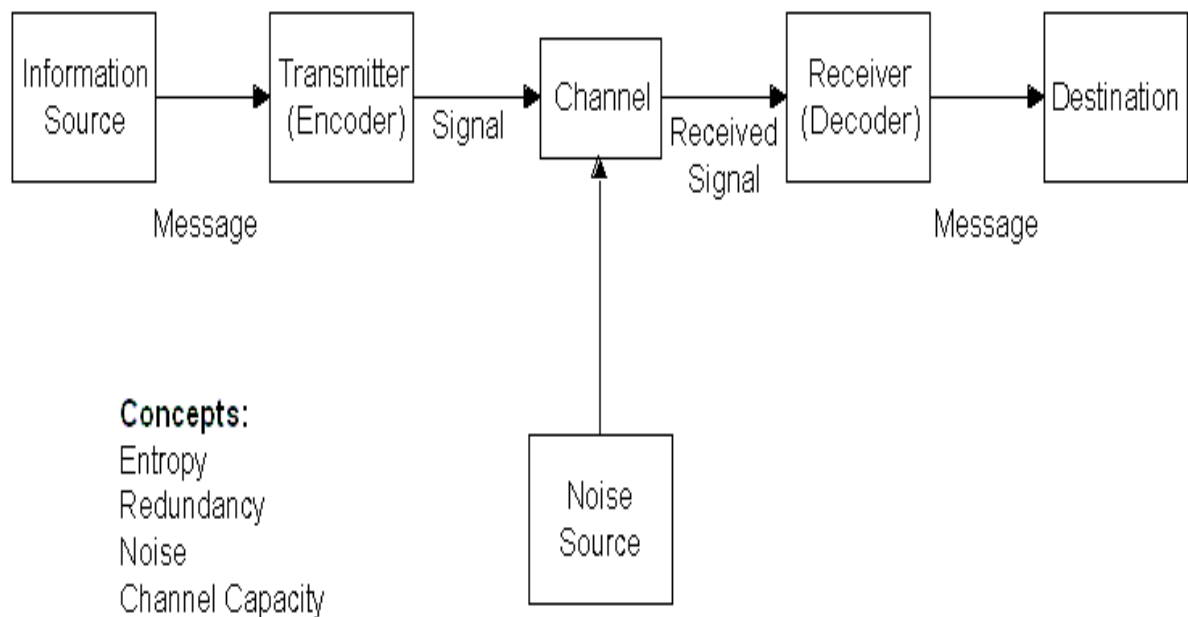
Our lecturer gave us a list of three models of communications which I will mention down and later I will make an explanation of each one.

- Shannon-Weaver Model of Communication
- Berlo's Model of communication
- Schramm's Model of Communication

3.1 SHANNON-WEAVER MODEL OF COMMUNICATION

First of all, I am going to attach a picture which was given us for our lecturer at class to make a brief explanation in spider gram about this kind of model.

The Shannon-Weaver Mathematical Model, 1949



This model is known as the mother of all models because this was the first person who developed this theory, also it was created to improve communication.

- The **information source** is where the sender starts to create a message which is going to be transmitted to finally arrive at the destination, sender will be a person who decides the channel which will be writing, oral, etc.
- The second step will be **transmitter (encoder)** it means the sender converts the message into signals which can be via telephone.
- The third step is the **Channel** through the message is sending, this is an important moment because here we will have some distortion produced by noise which will give us a result of an inaccurate message. Noise can be produced by internal or external noise. We understand internal noise is when the sender encrypts a wrong message so for example in a writing message the sender can have a mistake in spelling giving as a result a distortional message.

External noise is produced for somethings which doesn't involve responsibility of sender and receiver; for example, if a person is speaking via phone but in that moment the person is in a crowded place noise will be made by cars or for people.

- The fourth step is the **receiver** here is the moment where the decoder has to interpret the information that the encoder sent so he or she has to be available to understand the message properly.
- Finally, there is the **destination** where the information finish and the person get the message.

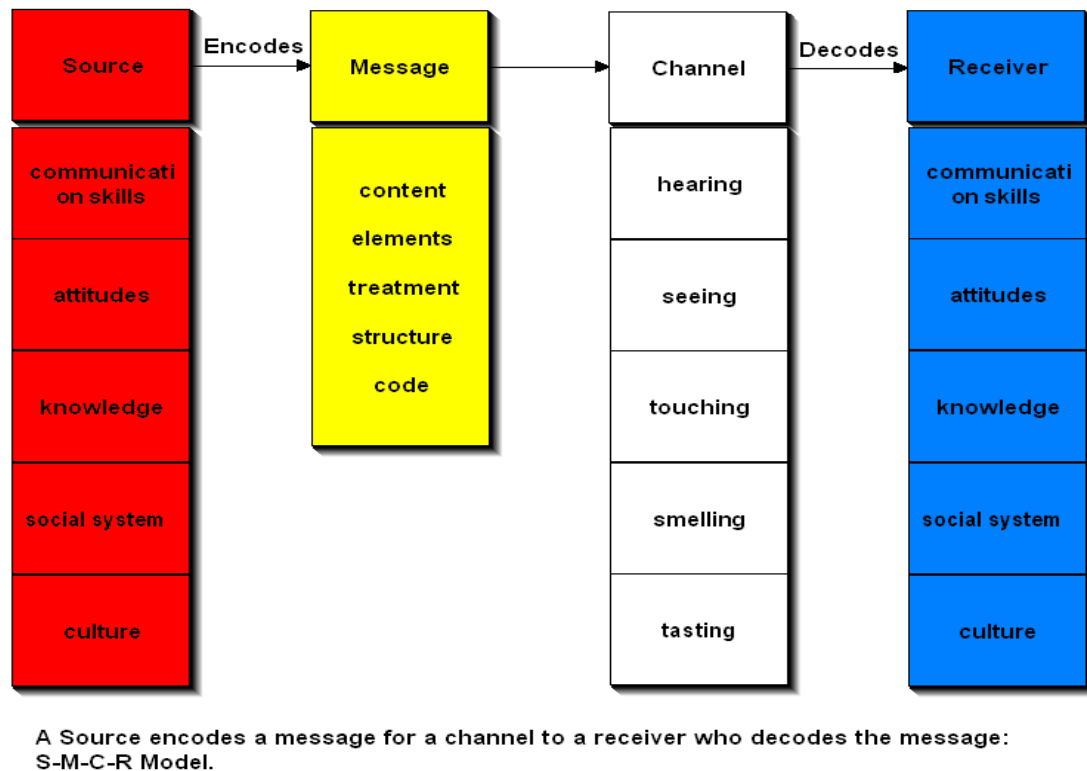
Chris Drew, Phd (2019)

An example of using this model at my workplace is when I give to my manager a report to make the order with the material we are needing so I will be who create the information and the channel in this case will be via verbal communication where we can find some distraction due to the noise produced by the kitchen so the receiver is my manager who at the end will send it to the company and this is considered as the destination.

3.2 BERLO'S MODEL OF COMMUNICATION

Here there is another spider gram which our lecturer gave us in class.

Berlo's Model of Communication



The curious fact of this model as we can see is the source and receiver have the same styles and in my personal opinion is simpler than the Shannon – Weaver method also gives an efficient communication due to source and receiver have the same coding and decoding as I mentioned at the beginning.

First of all, there is the **source** which involves where the message starts, inside of this there are communication skills, attitudes, knowledge, social system and culture where each one has a function. Communication skills means the kind of individual skills of each person such as the capacity to read or speak properly.

Describing the **attitude**, it means what the person needs to do or to learn to teach something.

About **knowledge** it involves how much the person know about the topic for then transmit the correct information with a strong understanding. Basically, it means the person has to be familiarized with this.

Social system can affect different aspects such as religion or cultural.

Culture it belongs to the society system which means it depends of the culture 's people to interpret the message.

Message as I explained in the other paragraph it is the information created from the sender to the final receiver which is known as **content**, if we speak about **elements** we are referring to no verbal aspects about **treatment** it is the way where the message is sent, the **structure** means the order about how is sent the message, . It can be sent to many ways such as video.

Channel in this case I understand it refers to five senses which are:

- Hearing: involves the ears to receive the message so for instead we need to focus in use this kind of sense when we have an oral information.
- Seeing: involves the visual channel where we will use eyes to catch the information as for example an information is transmitted by television.
- Touching: it refers to a variety of channel that we can use as a media for example to send a love's message through a hug we have to use our touching sense.
- Smelling: it will be another channel of communication for example if we smell some food, we can recognize which kind of food will be prepared.
- Tasting: it refers to the taste we can feels using our muscular organ we have.
- Finally, we find the **receiver** which as all receiver involves where the message will finish. But in this situation has to analyses the same elements which the source used at the beginning to start with the message.

David, B (1960)

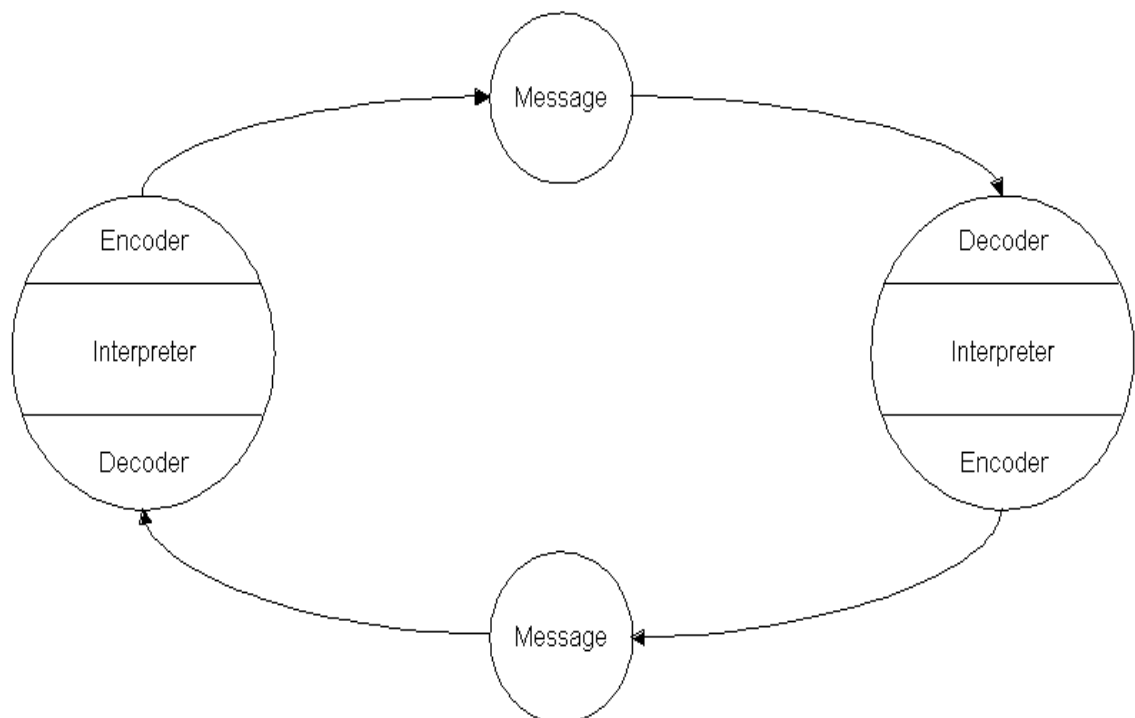
In this case a good example could be when inspectors come to check everything is working properly to be sure the health and cleaning will be the best for then offer the best quality of food to the customers so they must have a good communications skills, attitudes and to have the best knowledge for then judge about different aspect where they must be clear and show a good understanding. When they are going to give their comments they have to use a good content and structure to pass the proper message also their channel has to be clear using the correct ways of hearing what the staff works, tasting the flavors prepared for then give a report of all of this.

At the end the receiver will be the manager who is the person who decodes the information using the same tools from the beginning with this we can sure the indications are taken with the best knowledge to improve the company.

3.4 SCHRAMM'S MODEL OF COMMUNICATION

The last model learned at class which I have taken as a reference to paste here.

Schramm's Model of Communication, 1954



I understand this model has the roots from the Shannon weaver and at the same time this is easier if we compare with the last models. In this type of model, the receptor decides which part of the information sent by the interpreter he wants to take in this case will be the part which will give less effort to understand.

Giving an example at my workplace using this method I will say a situation when my manager wants to give us some indications, we should do during the day to improve some areas so we as staff only take the information, we consider easier and important.

Janse, B. (2019)

5.0 CONCLUSION

In this essay I have started explaining about the definition of teamwork and their importance of different aspects of model communication as well as I have explained how I can use it at our workplace, understanding how efficient it can be for this last point I have named some examples of real situations that actually I having at job.

So I have learned better the different concepts of communication as well as the models that exists and how important it can be.

APPENDICES



Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 1

Student Name: Myriam Tawapanta Student ID: 1909629

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Dear Miss Mary December

In my concern I am writing to you because I would like to invite to you for a training course about non-verbal communication we are preparing at company. This training will take place at the ground floor in room 8 on Friday 29th of November it will start from 10:00 a.m. until 3:00 p.m.

You have been invited to be part of this training course due to we have observed you need to improve your non-verbal communication at place of work because we have had some wrong messages from your part so as you know we like working properly and part of our job is to encourage our employers to improve and develop your abilities.

The company is happy with you and we appreciate your hard work but we completely consider you should attend to this invitation which not only will give benefit to us the most important point it is you will be involved in different activities and examples about how to manage your non-verbal communications and how to apply it at your job at the end you will receive a certificate which will give you further promotion in the future at the company.

We are sure this opportunity will be fantastic for you as well as you will improve your skills and relationship with your fellow workers.

Yours Sincerely

Director of Communications

Lecturer's signature: Mafuz

Date: 15/11/2019

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Exercise2: COMMUNICATION: A CASE STUDY

As you read their case, think about how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case and, wherever possible, say whose communication model is relevant.

BARRY AND HIS STAFF

Barry is a 27-year old who is the manager of a restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working there range from 16 years old to 55 years old. In addition, the employees come from varied cultural and ethnic backgrounds. For many, English is not their primary language.

Barry has a Health and Safety (Food) Certificate and tries his best to keep up with food safety issues in the kitchen, but he admits it's not easy. Employees receive 'on the job training' about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often hurried, and some new employees are put right into the job without training if it is a busy day.

One day Barry overslept because he had been working on his car until 2 a.m. He was rushing around and realized that he didn't have a clean uniform. However, he managed to find one that was not very dirty. As he dressed, he realized that he needed a haircut and a good hand scrubbing, especially after working on his car.

When he arrived at work, he dashed into the kitchen and noticed several trays of uncooked meat on the work tops. They appeared to have been sitting at room temperature overnight. He called one of the kitchen staff and asked: 'Why did you leave the chicken out when I told you to put them in the fridge?'

The man replied: 'I heard you screaming but I thought you were trying to talk to the chef above the noise of the food mixer he was using. I didn't know you were talking to me'. Barry is frustrated and doesn't know what to do. He felt like he was beating his head against a brick wall in trying to get his employees to practise food safety.

He has made many efforts to get them to learn how to handle food safely. He has put large signs all over the kitchen: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS OFTEN.

Questions:

1. What are the communication challenges and obstacles that Barry faces?
2. Which communication models can you use to explain Barry's problems?
3. What solutions might Barry consider in addressing each of these challenges or obstacles?

Myriam Tayupanta

1909629



Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 1

The challenges he found first of all were he didn't have time to training all staff because lots of time he was hurried specially when they had a busy day.

Secondly people in this case one of the Kitchen staff was not properly informed about how he had to manage hot and cold food however in my opinion I think only some of staff were not training but the other who work there before they knew how to keep it food so they could help him.

Another important point it's Barry had to be sure his Kitchen staff understood the information he was giving to him. In this case they needed a feedback due to at Kitchen was noisy.

- - The model communication they used is Berlos because they were the Emissor and in the middle they found some noisy who avoided to the receptor take the correct message.

Barry could try to have all his staff training properly as well as he could put a responsible person who can manage this situation in case he will be absent.

Lecturer's comments: You presented a very good piece of work that demonstrates engagement with learning outcomes.

Lecturer's signature:

Mafwa

Date:

22/11/2019

Student Name: MYRIAM TAYORANTA

Student ID/Group: 1909629

Time allocated: **1 hour.** Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the cases and answer the questions that follow

CASE 1: Mary was working on some paperwork when her daughter came into the room upset. As the child told Mary what was wrong and how she felt, Mary kept typing on her keyboard and said, "It'll be OK," and 'Everything will be all right.' She was confused when the child only continued to become more and more frustrated. Just then, Mary's phone rang and she was all excited when she heard her friend's voice. They spoke for fifteen minutes and when the call ended, she turned and said to her daughter, 'Oh, darling, that was Susan. I'm so excited about seeing her tomorrow!'. The child broke down and cried.

1. Why weren't Mary's calming words having any effect on her daughter?

Because her daughter is a person and although she is a little human she can feel when a person pay attention to her and when not. In this case the child was feeling her mum was thinking in another things instead of listen to her. We don't know what happen but maybe the situation needed to heal a wound not just to say "Everything will be OK".

2. What could she have done to make the situation better?

As a mother I am completely sure the best action was to put attention to the needs of children she had to left unless one minute her duties to listen her daughter. Children can't manage a situation as an adults.

CASE 2: Steve was exhausted from work when his wife, Sally, came home. So he was quite annoyed when she began telling him all that went wrong about her day. He interrupted her and said, 'I'm so tired, can't it wait?'. The next morning while they were in the kitchen making breakfast, Steve said, 'Did I tell you what happened at work yesterday?'. Sally said nothing, but walked out of the kitchen.

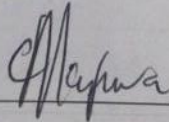
1. Why was Sally upset?

Sally was upset because she thought her husband didn't want to listen about her problems at work the last night before so her reaction was ignore him making feel him the same he did. But Sally didn't know why her husband had that behavior.

2. What could Steve have done to help the tension that had developed?

First of all Steve had to say "hello to his wife" and then explain he was tired and the only thing he wants to do is have a rest and tomorrow he will explain about how was his worst day at work so she could understand and not tell anything so next day they could have a conversation together.

Lecturer's signature: _____



Date: _____

13/12/19

Exercise2: Writing an e-mail.

You are a teacher of Communication and have received this e-mail from one of your students:

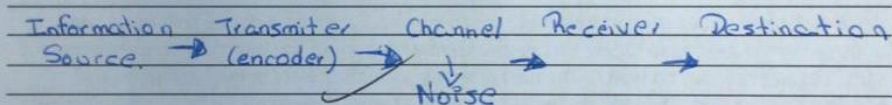
Dear Sir,
I am writing to you because I am confused about Communication.
Could you please explain:
1. What Communication is:
2. The Shannon-Weaver model.
3. What is meant by non-verbal communication and why it is important.
Many thanks,
Lucy Mars.

Reply to the student and answer her questions. Use a diagram in your answer, if necessary.

Dear Students

Thanks for your interesting about different topics in my subject
I will answer your doubts and I hope everything help to you.
• Communication is the action to exchange information
between two or more people with the aim of give different
opinions we have the person who send the information called
transmitter and for the other hand the person who receive
the message calle receiver.

• Shannon-Weaver model here the sender send a message through
a channel. I will draw a diagram for you to explain clear
this model.



• No-verbal communication means the behaviour a person is going
to have to the moment to show another person so it is important
because depends how you are going to show you're interesting in the
conversation between the other person. Some non-verbal signals are
about your contact eyes which represents a lot of you.
If you have any questions don't hesitate in contact me.

Lecturer's comments:

An excellent piece of work which demonstrates
engagement with learning outcomes-

Lecturer's signature:

[Signature]

Date:

20/13