

# TASK 1

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Effective Team Working and Communication

ETW

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# Introduction

The following pages will describe my new experience in the module Effective team working and communication, I will try to explain my knowledge and new skills learning.

In the last ten weeks I try do by best, is my first experience in other language, for me was very difficult but I think I can do this and now I try to develop my skills in write, read, talk, I learn how to communicate with others and professional communication.

This Module help to introduce students to strategies for effective team working and develop our awareness of the range of communication to success in the workplace.

# Types of communication

In the world have two types of communication, Verbal e non-verbal communication, Communication is a natural phenomenon, it is an act of interacting with people and sharing information with them, we use these two types of communicate to be comprehensive with others using words or not.

the verbal and non-verbal communication are important and can say different things, It is important we are aware of our own and others verbal and non-verbal communication.

## Verbal Communication:

Is a form of communication when you use words to interchange the information with other people either in the form of speech or writing, using formal or informal language, the message transmission rarely happens wrong. The message can be transmitted through letters, phone calls, etc. so the personal presence of the parties, doesn't make any change and can be clearly understanding and have an immediate feedback.

The speech communication is face to face, the sender spoke, and de receiver understand the message, is the most effective form of communication, there are between the parties fewer chances of misunderstanding.

The communication can be done in two ways Oral or Written and two types of communication, Formal and informal communication.

Formal communication is when we used the in office or organization, officially designated channel. Formal communication is mostly in the written form. it is a type of communication in which the sender follows a pre-defined channel to transmit the information to the receiver is known as formal communication.

informal communication is when we used with the employer, we can use in a workplace, informal communications is mostly in the oral form. We can be in any place or time. the type of communication in which the sender does not follow any pre-defined channels to transmit the information is known as informal communication.

The verbal communication is used in all world, each country have your language, but they can communicate with others using the most type off communication, I learn in this part how to communicate in my Job, using formal and informal language, I improve my skills using all knowledge learned.

We learn how to socialize with others, work in groups, improve vocabulary, listening more.

## **Non-Verbal Communication:**

Non-verbal communication is the things we don't say but communicate through our body language, includes facial expressions, the tone and pitch of the voice, gestures displayed through body language the physical distance between the communicators. These non-verbal signals can give additional information and meaning over and above verbal communication.

When you stay in a conversation, you need to be aware your body language because you mouth say one thing and your body say another thing. In my opinion the body language or non-verbal communication is most important, if we show the wrong feeling in an interview or in a job meeting, or in another conversation you can lost you credibility.

### **Types of Nonverbal Communication**

- Eye contact.
- Facial expressions.
- Gestures.
- Posture and body orientation.
- Body Language.
- Space and Distance.
- Proximity.
- Para-linguistic.
- Humor.
- Touch.
- Silence.
- Personal Appearance.
- Symbol.
- Visual Communication.

Non-verbal communication can take many forms depending on the situation, the ability of communicators, although no word is used in non-verbal communication, it can effectively communicate many human feelings more accurately than verbal methods of communication. In many cases, we communicate information in nonverbal ways using groups of behaviours.

## Models of communication

To have a good communication we need to understand a different communication models and approaches, in a communication have a sender and a receiver, have a decoder and an encoder

- Linear model – Berlo's model

Considered one-way process where sender is the only one who sends message and receiver doesn't give feedback or response.

- Transactional model - Shannon and Weaver Model

Is the exchange of messages between sender and receiver where each take turns to send or receive messages.

- Interactive Model - Schramm's Model

Has two-way process in which participants alternate positions as sender and receiver and generate meaning by sending and receiving feedback within physical and psychological contexts.

What is required for an effective communication:

- Listening
- Motivations
- Skills

- Environment
- Clear
- Language
- Body language
- Approach

## Written communication

The written communication is the most common and effective mode of business communication. In any organization, the electronic mails, memos, reports, documents, letters, journals, job descriptions, employee manuals, etc. are some of the commonly used forms of written communication.

### **Personal written communication:**

- Is not Formal
- No Rules
- Relax
- Slang

### **Business written communication:**

- Polite/formal
- Objective
- Paragraph
- Structured
- Grammar
- May need some explanation
- Names right
- Subject
- Electronic Signature
- Automatic reply
- Receipt, Cc, Bcc
- Attachments

It is a formal method of communication and is less flexible. A written document preserved properly becomes a permanent record for future reference. Effective

writing allows the reader to thoroughly understand everything you are saying. This is not always easy to do.

Written business communication has several purposes. In most business settings, there are four types of written communication: transactional, persuasive, informational and instructional. Regardless of what kind of written communication you are using, be sure to write clearly and succinctly while using the proper level of formality required. Address the key points your audience wants to know and ensure the tone of your writing is in line with your company brand.

## **Effective communication and Listening**

When communicating with others, we often focus on what we should say. However, effective communication is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to communicate.

10 ways to have a better conversation:

1. Don't multitask
2. Don't pontificate
3. Use open-ended questions
4. Go with the flow
5. If you don't know, say you don't know
6. Don't equate your experience with theirs
7. Try not to repeat yourself
8. Listening
9. Stay out of the weeds
10. Be Brief

# References

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In Class notes