

- ASSIGNMENT 2: Group Presentation

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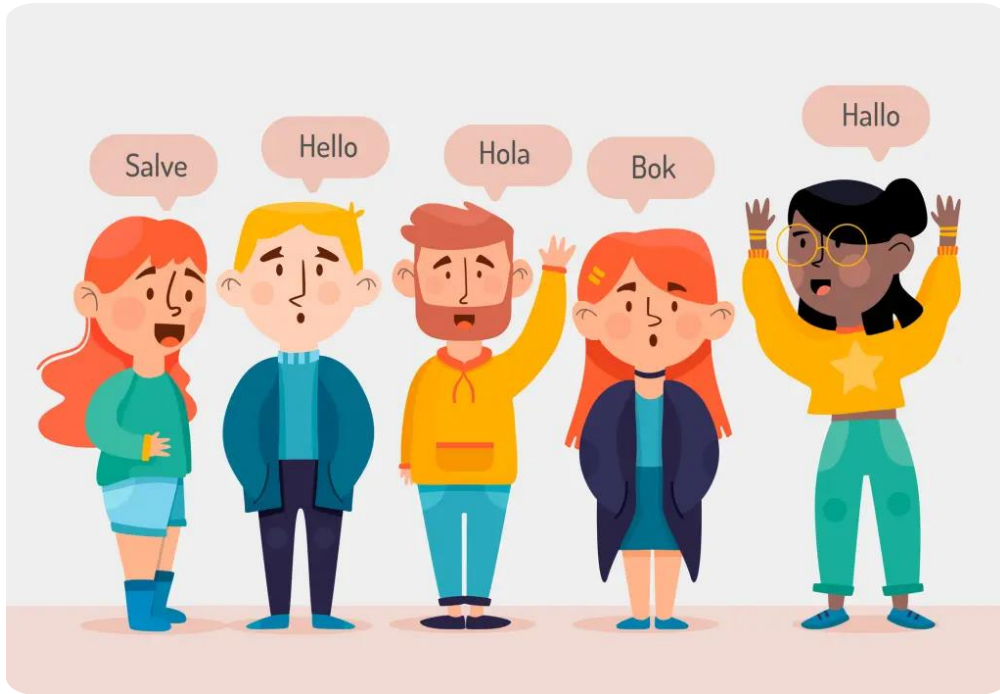
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1.Introduction

Good communication is important in any workplace, and when it breaks down it can cause mistakes and lower standards. This assignment looks at the communication problems at Flight Foods Ltd, a company that makes ready meals for airlines. The business has been losing customers because of issues with food quality, many of which seem to come from misunderstandings and unclear instructions on the factory floor. By using ideas from group dynamics and communication theory, this presentation will explore what's going wrong and suggest ways the company could improve its teamwork and processes.



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Language Barrier 1

- **Diverse workforce from different countries**
- **Not everyone is fluent in English**
- **Limited English training provided**
- **Accent differences Fast-paced working environment**
- **Lack of visual or written guidance**

BARRIER 1

Description-

- **Diverse workforce from different countries** The company employs many workers from various backgrounds, meaning they speak different native languages.
- **Not everyone is fluent in English** Some employees only know basic English, which makes it hard to follow detailed or fast instructions.
- **Limited English training provided** Workers may not have received proper language support or training from the company.
- **Accent differences** Different accents both from workers and supervisors can make spoken instructions harder to understand.
- **Fast-paced working environment** The factory is busy, and instructions are often rushed. This makes it even harder for non-native speakers to keep up.

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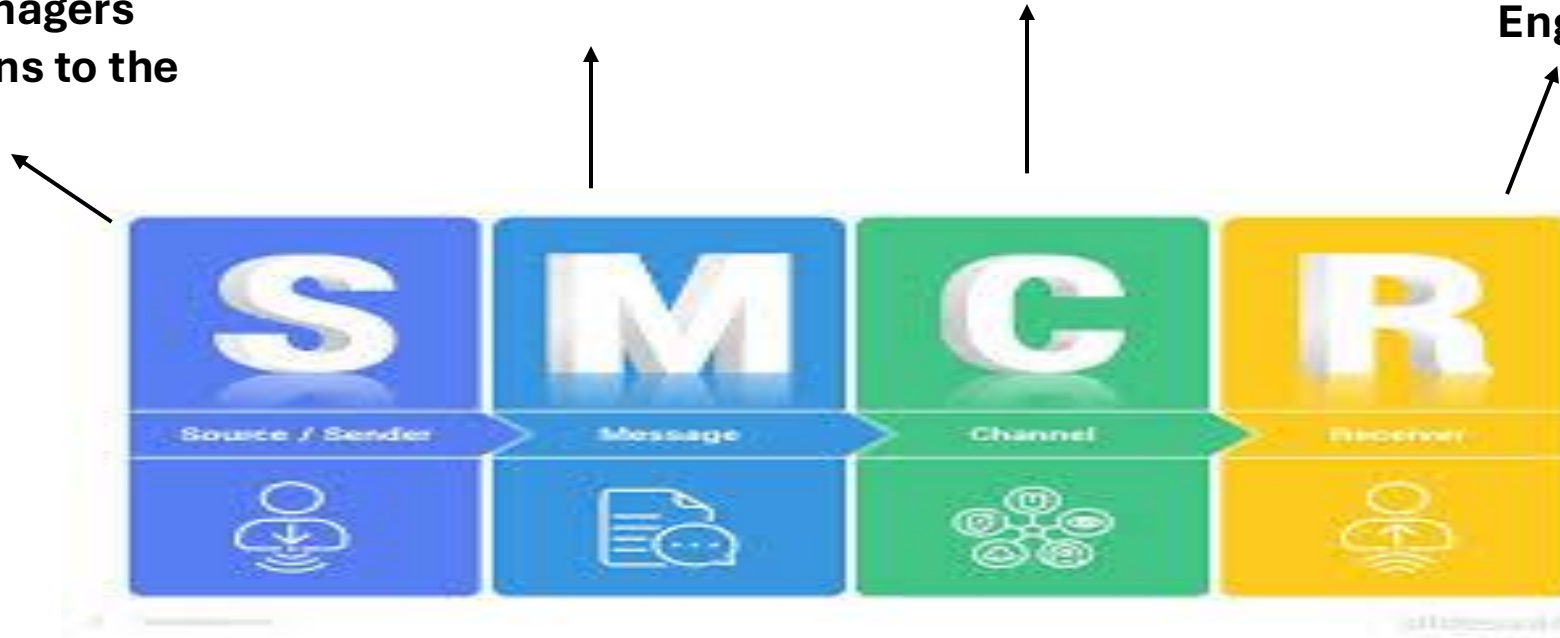
BARRIER 1

The supervisors/managers giving instructions to the workers.

The instructions about tasks such as food preparation, hygiene rules and safety procedures.

Mainly spoken communication (verbal), sometimes written notices but often in a noisy factory environment.

The factory workers, many of whom have different first languages and varying levels of English.



Analysis using communication Berlo's SMCR model

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BARRIER1

Solutions for the Language Barrier

- Provide basic English training for staff Offering short language classes or on-site lessons can help workers understand instructions better
- Use visual aids and demonstrations Pictures, diagrams, colour-coded signs and step-by-step demonstrations make instructions easier to follow.
- Simplify and slow down verbal instructions Supervisors should use simple language, speak clearly and avoid giving too much information at once.
- Translate key instructions Important rules (like hygiene steps) can be written in the main languages spoken in the factory.
- Use multilingual team leaders Having staff who can translate, or support others can help reduce misunderstandings during busy shifts.
- Encourage workers to ask questions Creating a friendly, supportive environment makes staff feel comfortable asking for help when they don't understand.
- Check understanding regularly Supervisors can ask workers to repeat or show the task to make sure the message was understood correctly.

6 BARRIER 2 –Cultural Differences

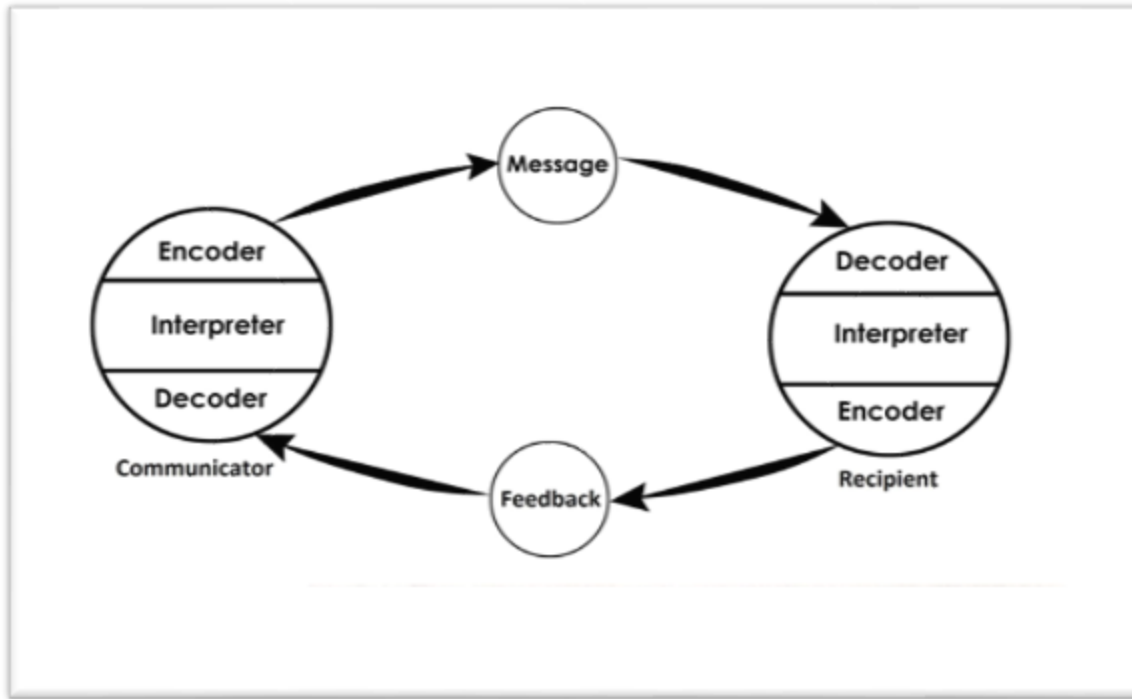
- Staff comes from different cultures.
- Cultural expectations & communication styles
- Some staff cultures relies on non-verbal cues ,they can learn better with images & symbols.
- Gary's direct English may feel rude or confusing to some of the staffs.
- We can use the cultural differences to link with Schram's Model(1954) as because of these differences it leading to unclear messages creating mistakes.

(Schram's 1954)



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BARRIER 2- Schramm's Model of Communication



8 BARRIER 2- SOLUTION TO CULTURAL DIFFERENCES



- Flight Food should encourage communication between staffs and manager
- Use pictures and symbols to support instructions
- Make staff and manage do training to ensure they all have a shared understanding .

9 BARRIER 3

Environmental Barriers

- **Rush Working Environment**
- **Old and noisy Machines**
- **People cannot hear instructions**
- **Overcrowded Workspace**



Rush Working Environment-

Gary is always in a hurry, so he give quick, unclear instructions

- **Old and noise machines-**

factory noise . The machines are loud , so workers cannot hear Gary clearly .

- **People cannot hear instructions-**

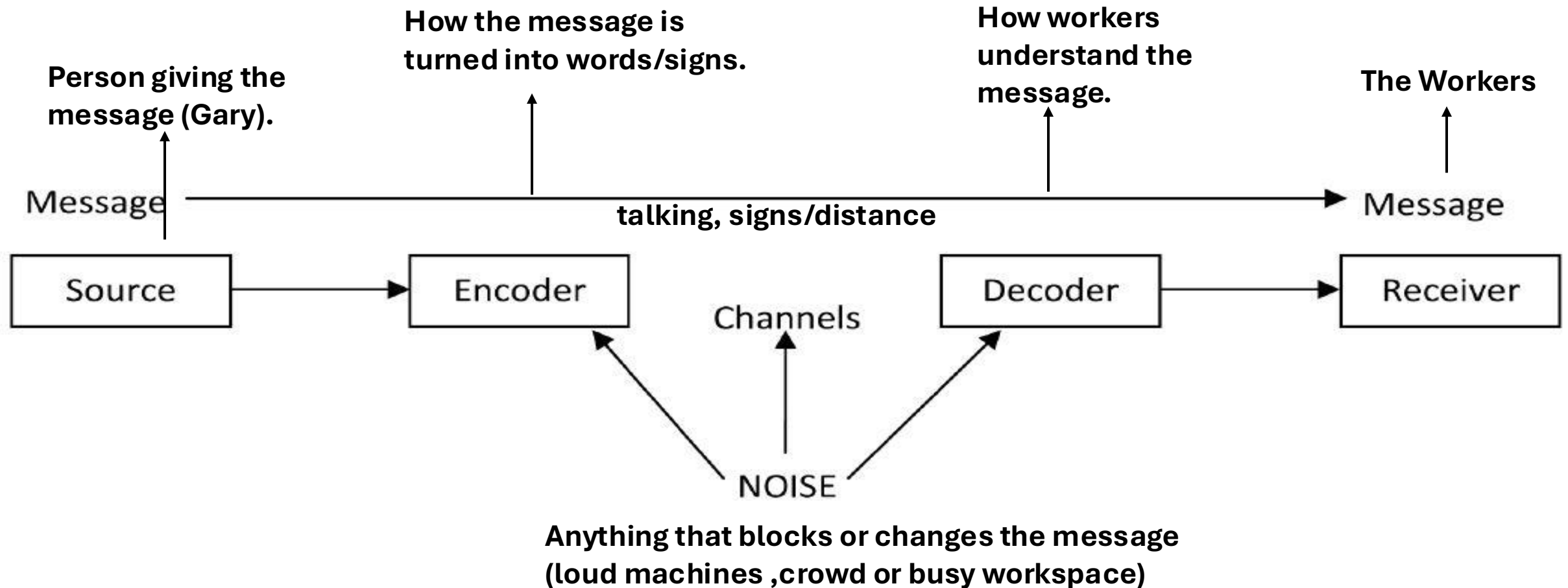
Many workers in on area make it hard to communicate clearly .

- **Overcrowded Workspace**

people are shouting over each others ,People bump into each other or miss important information.

11 BARRIER 3

Analysis using communication Shannon & Weaver model

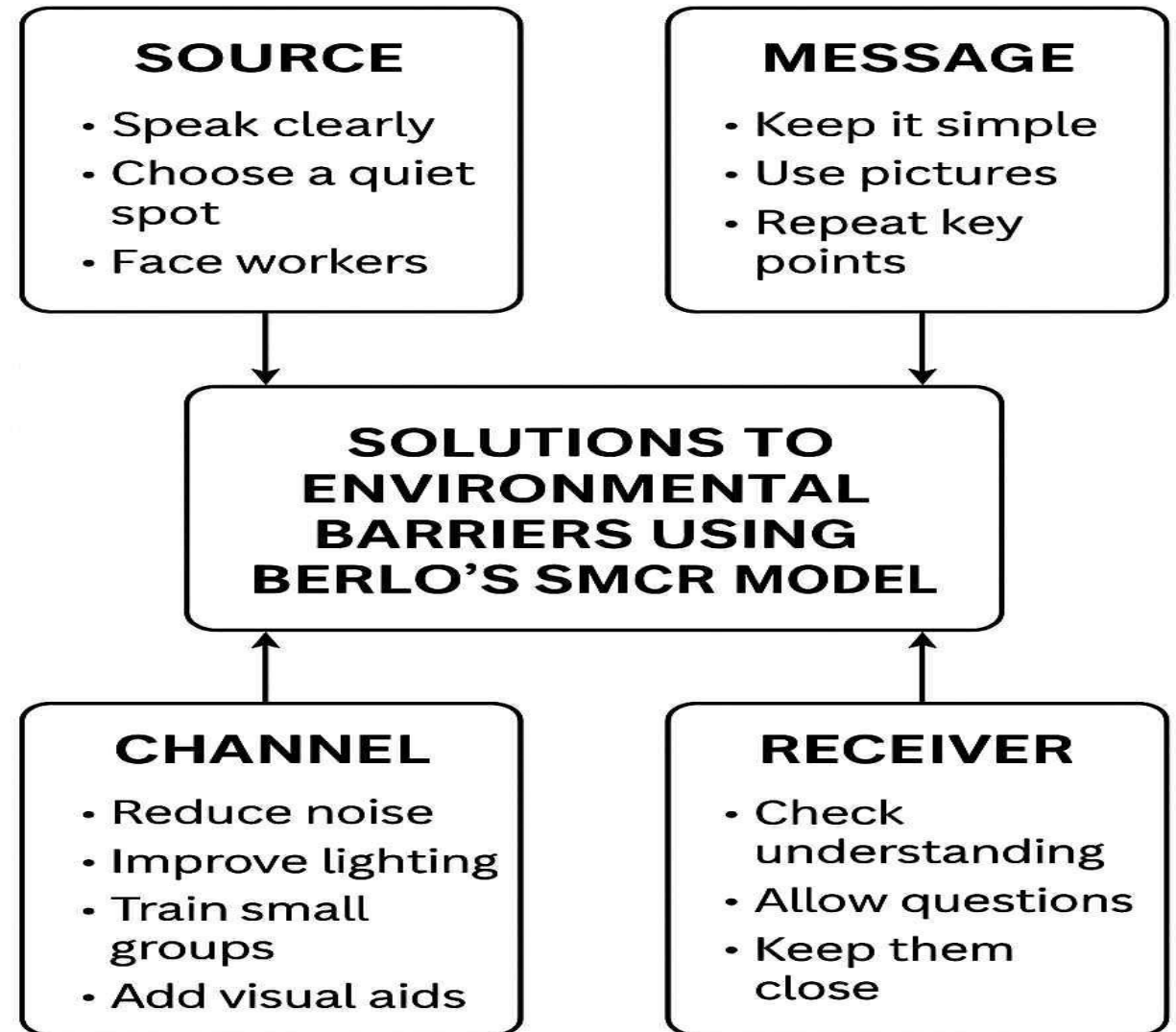


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BARRIER 3

- **Solution using communication model**

The diagram shows how to fix communication problems caused by noise and the environment. Each part of the SMCR model has an easy solution, like speaking clearly, using simple messages, improving the space, and making sure people understand .



13 BARRIER 4

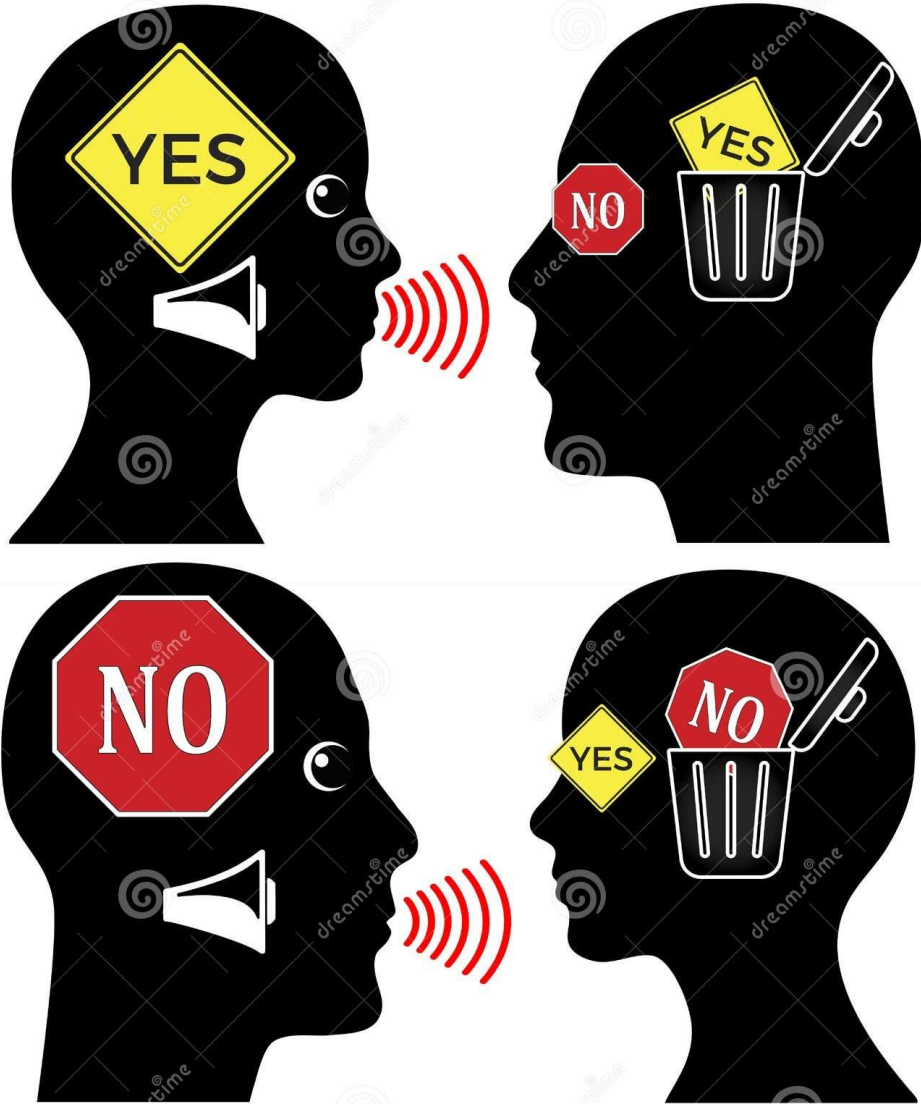
Attitude Barriers

- Negative or Disrespectful actions
- personality conflicts
- Lack of Motivation
- Stress or Frustration



14 BARRIERS 4

Description



- **Negative or Disrespectful actions**

Unprofessional behaviour or body language, like eye-rolling or ignoring instructions, shows a negative attitude and makes communication harder.

- **personality conflicts**

In this factory, workers of different ages have varied personalities, experiences, and communication styles, which can cause misunderstandings and frustration.

- **Lack of Motivation**

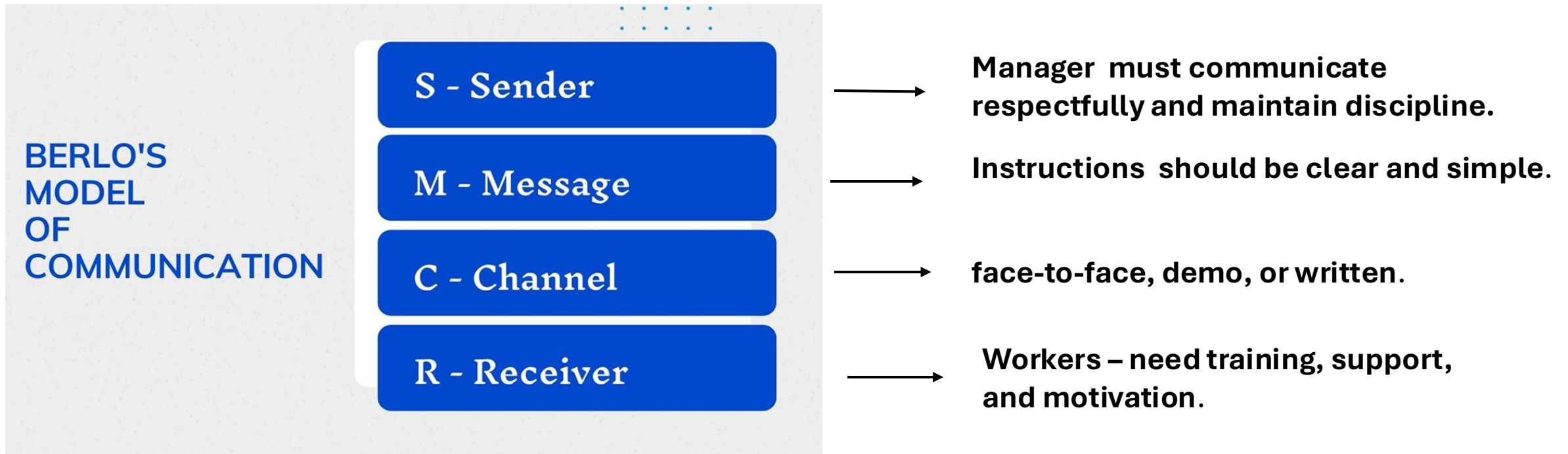
Gray is in charge of the factory, but he's not a good role model for the team. His hygiene is poor, he wears dirty clothes, touches food without gloves, and checks temperatures without using a thermometer. The way he acts is really bad for the workplace

- **Stress or Frustration**

When workers don't receive proper training, they can become stressed and frustrated, making it harder for them to follow instructions, listen carefully, or avoid misunderstandings. This can hurt their performance and reduce overall team productivity and morale.

15 BARRIER 4

Solution using communication Berlo model



Solution: Team-building, proper training, and responsible leadership help prevent conflicts, reduce stress, and create a positive, productive work environment.



Conclusion

In conclusion, Flight Foods has several communication problems that affect the quality of their work. The biggest issues are language differences, the loud factory environment, and not enough proper training. The communication models we used show how and why the messages are getting lost. If the company improves training, uses clearer communication, and supports workers better, the communication problems can be reduced, and the overall work will improve.

17 Reference

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Questions