

# Effective Team and Communication

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# 1. Introduction

What is communication? “ Definition”

Communication is a Latin word, and the meaning of that word is ‘to share’ that means people can share several ideas, know logs, some advice, approaches and can be shared by writing.

The communication can be called when someone can transfer some information from one place to another place. This can be managed in diverse ways by people from diverse groups or in the workplace further. Communication is something noticeably clear and easy but, when we have issues with distance then communication becomes complicated and even more tough.

There are three aspects of communication, the sender. Message and receiver. The sender is the most important person who is the one who has the responsibility to deliver the message to the receiver. However, the receiver is not informed about the information he is going to receive it.

Not but what the communication is an action and divides into three parts, and this includes, thought encoding and decoding. Thought is the process that is the sender's mind, when the sender converts his ideas his all that he thinks and transforms the spoken word into the written word. in that case the receiver is not reasonable to give the right answer but just receive the message. This could be described as encoding.

The barriers that can affect effective communication are:

**Physical barrier** research has Showen that physical (close) communication is critical element for formidable team at workplace, but the placement of workplace is full of barriers. Related to how the offices are located and how people can be adapid in the place where they are to work.

**Language barrier** can be one of the common barriers in the workplace. Cause some people are using some words and some people are not familiar with it. This can include something like expressions, buzzwords, and jargon.in every workplace the people should talk to others with understandable language if we want to be understood and influence them.

**A perceptual barrier** can be on the human's mind how they perceive the world around them and the environment of the workplace, how they perceive the relationship with their colleagues, which prevents them understanding the different type of situations and relationship with coworkers.

**Emotional barriers:** these are adverse feelings some people have towards others. It can be stress, fear and not feeling confidence with other people, however they can affect effective communication and to build formidable team of people.

**Cultural barrier** if someone wishes to be member of group, sometimes needs to adapt some behaviors. To be familiar with unfamiliar cultures, to be adapted to different situations can be present.

**Gender barrier** they are quite common because there is difference how the women perceive the information and how they say in front of people. Most of the team at workplace are built with women and men. Nevertheless, we must respect both opinions to have effective teamwork.

**The distance barrier** prevents effective communication between group members or with other colleagues, this can be related to online work, which is quite common.

## 2. Models of communication

There are some models of communication

- a. Shannon and Weaver (1948/49)*
- b. Schramm (1954)*
- c. Berlo (1964)*

### *2.1 Shannon and Weaver (1948/49)*

Shannon was born in America and her profession was mathematician and Weaver was scientist later was named as Shannon and Weaver model of communication also some people know as main model of communication. Also were considered that this model was more specialized than other models of communication

Concepts of Shannon and Weaver model are:

**Sender (information saucer)** the sender is the person who chooses the subject (message), he chooses the channel, and he sends the message.

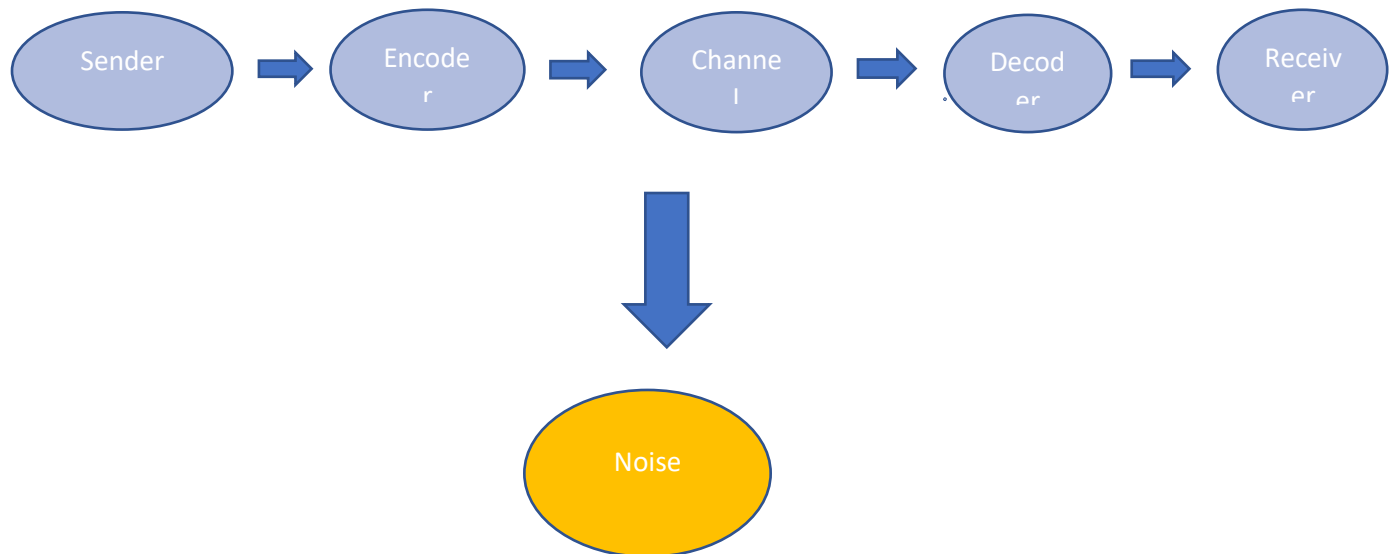
**Encoder (transmitter)** encoder is the appliance or (human) which transforms the concept(idea) into the signal.

**Channel** this model is about, receiving information from the sender via decoder.

**Noise** prevents the message from reaching the receiver from the sender, we have two groups of noise one is internal and the other is external.

**Decoder (receiver)** we have noticed that Decoding is completely antithesis of encoding, Shannon has created this model of communication and can only be used by phones.

**Receiver (destination)** this model of communication of *Shannon and Weaver* is the last model. And after all the message has been delivered to the receiver or what is left after the noise.



#### Description of Maria's and Pedro case:

This is a perfect example of misunderstanding, how can it happen between two people while they are talking, how can it be avoided?

The time when Maria called Pedro, most luckily, he was very busy at work, further he is working on a building, the place where it is very noisy, and many people are working at the same time.

This was the reason why Pedro did not receive the correct message from Maria.

At the same time Pedro should have listened to Maria more carefully. He also had to ask her again what exactly Maria was asking for and let her repeat it or ask her to phone later at the time when he would be off from his job.

However, Maria should make sure that Pedro listens to her, and he gets the right message.

The conversation between them was not successful and Maria felt disappointed, further we could characterize it as bad communication between Maria and Pedro.

In everyday life it is very common to have similar situations, with family members, with friends or at work.

I can talk about myself and say that I had some similar examples at work. When I tried to explain something to my manager, she thought I meant something disparate.

We were discussing some customers who left some good feedback about our service, but the manager did not listen carefully, and she misunderstood something I had said, or the volume of my voice was not loud enough to receive my message.

She understood that the customer had complaints about our service. I think I was responsible to repeat again, make sure she is informed about that and give some advice for the future.

Although manager should stay longer and ask for more details for the case we were discussing.

## 2.2 Schramm (1954)

Schramm model of communication is created the way that same time sender and receiver can send the information to another person. This model of communication combines the concept of noise which helps to avoid any further problems.

Cause of that this model of communication has feedback. For the sender it is easier to find if the receiver has the message, also he is aware how the receiver had received the message he sent.

The two most crucial elements of this model of communication are Encoding and Decoding.

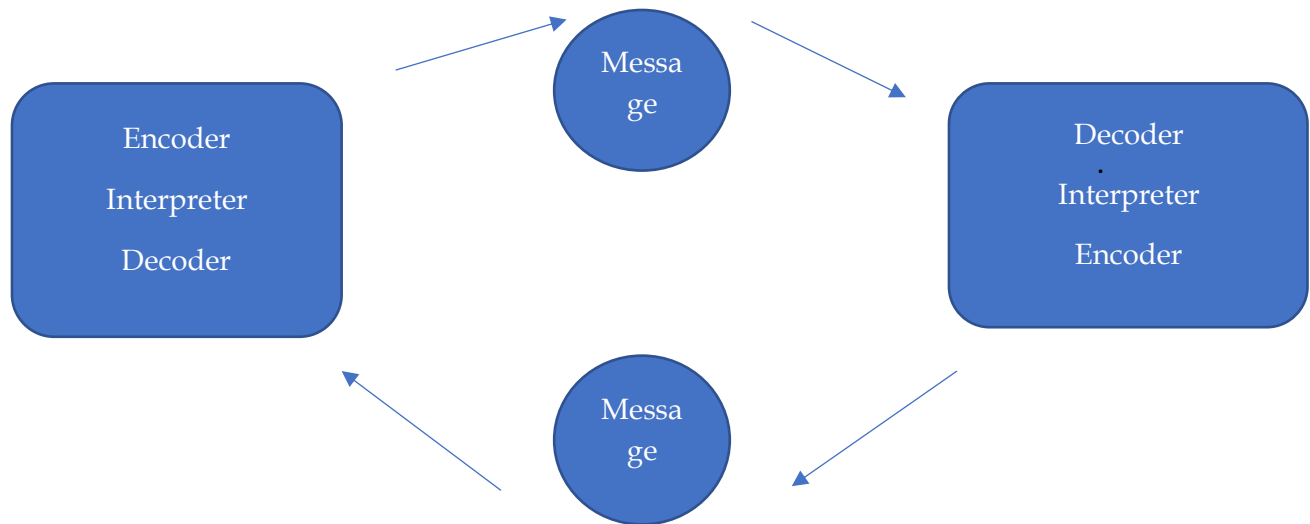
On the model of communication, the receiver is responsible for how he communicates and how he receives the message from the sender he has deal with.

The concept of the Schramm model is eight:

Sender, Encoder, Decoder, Interpreter, Receiver, Message, Feedback, Medium, and Noise.

Shannon and Weaver model has mentioned noise and, in the communication, and has direction, same time the Schramm model of communication does not have any direction.

The Schramm model of communication is more complete and has feedback as well which helps make communication.



I have already discussed Maria and Pedro's case and I have mentioned how the misunderstanding could be avoided, according to the Schramm's model of communication I could say that Pedro had the opportunity to phone Maria and make clear what Maria was asking, instead of kitchen she was asking to buy some chicken. Personally, I have many examples at work. Seeing that I have been working for nearly 10 years in customer service.

Today, 31.08.22, I have been working morning shift. I was at the door in the cafe and dealing with customers, helping them to find the space and table where they were going to seat, likewise what they would have for drink, one moment I had a customer who was asking for some coffee, I gently asked my colleague to prepare the coffee, but she served the customer some tea.

According to the Schramm model of communication I could describe this case as a misunderstanding. However, she could ask me one more time to make sure what I was asking for to give some feedback.

### **Barlo (1964)**

David Berlo created his model of communication in 1964, it's popular as SMCR and it is consistent from four parts:

1. Source
2. Message
3. Channel
4. Receiver

Berlo's model of communication evolved some concepts about communication. The first person who noticed that the key person was the receiver, for successful communication was Aristotle. We

cannot find feedback in that model, but it is always good for sender and receiver to change places.

If we compare this model with the other two models it is:

We can does not find the noise. Also, no barriers of communication, it is a complicated model,

There is not thinking understanding as channel, which is important for communication.

| Sender     | Message   | Channel  | Receiver          |
|------------|-----------|----------|-------------------|
| communicat | Content   | Hearing  | Communicat<br>ion |
| Attitudes  | Elements  | Seeing   | Attitudes         |
| Knowlodge  | Treatment | Touching | Knowlodge         |
| social     | Structure | Smelling | Social            |
| Culture    | Code      | Tasting  | Culture           |

According to the example below, misunderstanding is very common when the language is a barrier for some people, and they do not understand each other. But misunderstanding can always be avoided, try to be Clear your words and be patient. Allow people sometime to get the right information, also ask them if they have any questions about it.

According to the example below. I have a similar example at work.

In 2017 when I first came to the UK. It was tough for me to communicate with people at the workplace. When my supervisor or manager talked to me about everyday work, I was very stressed and awkward because I could not understand and act properly. Cause of the language barrier I had faced. But to avoid misunderstandings I always try to ask again to manager or my colleagues what is the main point of the talk.

Verbal communication is spoken communication, when we talk, we make noise or other people do. This can include spoken and written, choice of word, tone and pitch. We use verbal communication when we talk to others.

It is very important verbal communication at work as well as everyday life, it is a basic part of the workplace. To exchange information with colleagues or to inform the manager about what you are working for. further we can use verbal communication at work because when you write you are going to talk so you can use some skills for interviews as well.

**Verbal and Written communication skills** are to express the information, the ideas, to share up knowledge, this can be written or oral. It is also important to be able to make others want to listen to us.

**Choice of word is** when we must choose the words for our ordines to be suitable for them. We can use technical terms when the person we talk to is intimate with us. Or we use these terms in addition we must explain properly to make sure that this person we talk to gets the right information.

**Pitch** of our voice may fluctuate when we speak, the Hight pitch can hide something like insecurity.

If we use the Hight pitch this can mean that we are asking for something not to talk to them.

**Tone** of our speech can show nervousness and anxiety. This can affect negatively to our speech and make us confused.

**Non-verbal body language. To** be successful and have great contact with others it is important to communicate with body language. This can help to contact easily with others. Body language is the result of our actions.

**Facial expression is** a key role in human communication, this can express feelings emotions without talking. the facial expression can show our mood too.

**Gestures** are visible and observable actions of our body. This can include movement of one part of the body like movement of our hands.

### **The advantages and disadvantages of technology in communication in the**

#### **Advantages:**

The world today has changed and our life as well. Technology has restored human contact by using phones, tablets, computers or other devices. People are active on social media like Facebook sending emails, twitter or other platforms. This helps people to communicate more often and easier than it was before. However, people are using social media for far destination cause of the different location Thay may be.

Also, technology is a very important point in the workplace many people are using for online meetings and online conferences, that way they can communicate no matter where they are located.

#### **Disadvantages:**

Lika advantages technology has disadvantages too. Less face-to-face contact, teaching online, most people have preference to study online than face to face this helps to have poor communication between people. However, online platforms are not safe always, someone can

hack our privacy without our consent. it is expensive as well. If we want to save some data, we must pay for it. Or give access to our phone this sometimes can be dangerous.

### Conclusion

In this report I have dealt with the subjects that are very conventional and play a decisive role in the workplace and in everyday life. I have learned different types of communication and I will be able to deal with any problems I will be faced with in future. However, I know and it's very important point the technology in communication such as a different social platform, as a result the technology of communication can help people to communicate more often because of the different destination they are located.

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