

Communication is the exchange of information that can be done by speaking and writing. This skill is very important and useful in the workplace as it allows workers to keep in touch with workers or fellow students. In this essay, I will be discussing how effective teamwork and communication come hand in hand in maintaining a positive work environment. Further, I will be going over the key points on why communication in the workplace is essential and what can be done to improve. I will be using my friends workplace as an example for how communication is used effectively and also what could be done to improve.

Not all workplaces run smoothly due to the lack of communication and team building exercises. There are some essential tips that can be used in order to enhance effective communication skills in the workforce and team building within the company. How can we achieve a better synergy between colleagues, employees and employers? To begin with, one of the most important key factors is body language and how it plays a key role in communication. We don't always need to have someone speak verbally to understand what they feel or what they are trying to say. If we look and observe, a lot of times someone's body language can be an indicator as to what someone is trying to say. How can we tell what a person is feeling without them verbally speaking. For example, If a colleague gives minimum eye contact and is agitated then you know that you will not get the best of conversations from the individual. Learning how to listen to someone's body language and also being able to speak without words in a positive way will allow others to feel more open towards you.

A positive body language will be more beneficial in the workplace as this allows situations and meetings to be less tense and more comfortable for everyone. Another important tip is Communication with comprehensiveness as this is crucial for success at any workplace. It's one thing to be able to communicate, but to be able to understand what the person is saying is even more important. With excellent group synergy, great results will follow. Without communication, nothing would be accomplished in the workplace. Instructions could not be understood completely and as a result, misunderstandings and arguments can occur which will lead to higher levels of stress. An open door policy is also a great way to create a better team working happy environment for everyone. Open door policy is a policy where anyone and everyone is welcome at any given time to reach out without hesitation to talk or voice their concerns. With this policy set into place, it allows everyone to feel comfortable to ask questions when needed at any time. This alone takes off a load of worry and stress in the workplace, creating a safe environment for everyone to voice any concerns they may have about the workplace or fellow team members allows for a faster solution to issues and also a smoother operation as a whole. In doing so everyone will be able to talk, communicate and listen which will benefit the entire team as it builds up trust and transparency between everyone. This policy also allows individuals to pitch in any ideas they may have which allows employees especially to feel included and heard. This also allows management to reach out at any time with concerns too. Feedback allows room for open communication and constructive criticism. Just as you are open to giving feedback, be also willing to receive it in return. If all feedback is made public in a respectful manner, that allows everyone in the workplace to learn and take back from it as well.

A great way to build trust between one another is to get to know your team members. That's where Team building activities come into place. Team building activities are specific activities that allow workers to interact with each other. This can help in building chemistry in the workplace and therefore the team bond will be strong. Most team building activities are enjoyable and they act as ice breakers within the workplace. This method to improve the workplace is also to improve trust between one another. Some of these activities can take a few minutes and some can take hours. Also some can be outside of work hours while other activities can be taken during work hours. As a team, being open and honest with your colleagues and employers is crucial. Finding the right balance is the most important thing. Although sometimes by being too open and honest at work, workers could potentially take advantage of that only for their personal benefit. However, in general, being open and honest can resolve almost all conflict. It can further improve the quality of work with the team.

Being open and honest with each other will help in gaining respect for one another. Following that, Showing appreciation to your team members or workplace employees is a great way to enhance workplace morale. This will help maintain a healthy and happy working environment. Where appreciation is shown, there is a higher chance of it being reciprocated. These are important tips to have to be able to run a smooth workplace where everyone not only feels heard and welcomed, but everyone feels part of one team working towards the same goal.

Taking the tips that have been talked about, I'd like to compare it to a workplace where a friend of mine works at. This will be an analysis of a waxing salon. This salon has expanded their company into five locations so far. Although communication and teamwork are very important in any business, at this Salon is even more essential due to the nature of many locations having to run every day of the week with different employees working on different days and all locations are expected to deliver the same experience in order to keep an upstanding image as a whole. In order to run as a team while working at different locations Every person has a specific role to play. Without the different roles, the salon would not run properly or smoothly.

This salon uses multiple methods to communicate new tasks, new policies and new ideas that are in effect or will be going into effect. Each month, management sends out a paper update to be pinned up in the back room so each employee can keep up to date with all the new rules or regulations that have been put into effect. If there are any upcoming meetings for the month alongside with any general updates and reminders of the basics, will be noted on this paper. The Salon also used this bulletin paper to welcome any new employees and update us on anyone who leaves. This physical paper is updated monthly and printed on the last day of each month. There is also a weekly online discussion board which all employees have access to in order to keep up with any weekly changes and reminders. Management also uses tips to help employees be better and more efficient with their work of need be. In the management department, there is one person who deals directly with the front desk employees answering any questions or helping with any difficulties or malfunctions. They implemented an online group chat specifically for all front desk members so everyone can get to know one another and if management for whatever reason was unavailable at a given hour, they have each other to turn to for basic questions. This also creates a small community within the salons where everyone knows one another and feels comfortable asking for help without hesitating. Then there is a different individual from management assigned to all the waxers. Their role is to train new waxers, help with any technicalities and answer any questions. Each salon has a lead waxer assigned which aside from working, they also micro manage the specific salon and take daily notes and report back to head office. End of the day everyone sits together and voices any concerns, questions or ideas they have and everything is noted and sent off to the head office.

This creates open space with transparency where everyone is open to talk freely. It's also good to sit together to do so because any small conflicts could potentially be resolved in a professional and comfortable manner. Furthermore, there are meetings held by the owners for each employee where they are booked in for thirty minutes every three months to make sure everything is up to date and if there are any specific issues employees like to address they may do so in a safe and trusting environment over a cup of coffee with the boss. There is also open communication where at any time any employee may book an appointment with the boss to talk and they are always available to do so. End of each year the boss sits with each salon as a group and they practice team building exercises and come up with ideas to work better as a group. This is also a time for everyone to voice any concerns or ideas out too as a group.

Throughout the year, they hold friendly competitions against the other 5 salons whether it be who is best dressed for halloween, best monthly sales of products etc. and there is always an incentive attached to each competition. Each salon holds a money bank where money is added for competitions won, and sales targets met where the group can cash out and use the money for a team outing. This was implemented so there are team outings where you get to spend time outside of work with your colleagues. Builds trust, group synergy and more transparency between the employees. Management is always giving feedback on whatever that takes place and also is open to receiving feedback too. Creates a two way communication between everyone. End of each year, there is an annual Christmas work dinner held where all five salons come together for a private dinner with all of management's expenses paid. Everyone is asked to dress up and bring a small present for secret santa. At this time too, the boss gives back a small present back to each employee for good work done. Management thanks everyone for their good work and this practices recognition and appreciation. Showing appreciation and recognising people for a job well done is a very important part of team building in a workplace. If meetings, rules and regulations or any other general concerns whether it be from the employees or the employers, are not communicated in a clear way then it will lead to failed jobs and a lack of work synergy. There will be a lack of understanding with tasks and with one another. There will also be more stress and anxiety followed by confusion. My friends' workplace practices different forms of communication and team building to build a stronger workplace where everyone is up to date, recognised, appreciated and in return hard working and happy.

However, communication could be improved in ways such as longer in house breaks together and mandatory team dinners and outings. Longer in house breaks will give the workers more time to discuss certain issues that need to be overcome. Words can be exchanged in a correct manner over a cup of tea. Mandatory team dinners and outings can help massively, this will bring the workers together in a non working environment to communicate and enjoy each other's company. This can also help with getting rid of any conflict created in the salon. For this reason it will create a more healthy and enjoyable workplace; this will create a healthy work family.

Based on the findings in regards to tips given and my friends workplace teamwork and communication skills, I like to conclude by stating that when it comes down to teamwork and communication, both need to work hand in hand in order to function properly and without any issues. Without proper communication, the workforce will not be able to run smoothly and there will be a lot of unresolved issues between colleagues, management and potentially customers as well. Continuous effort in the workforce with room to talk openly and freely will create a great environment where people can work together. With proper management, continuous feedback and open communication everyone will be able to work as a team. This is what the workplace will essentially want to be able to achieve. Happy staff, happy customers and in return happy management. Proper communication and understanding will bring everyone closer together and more keen to work harder. Opposite to that, if there is a lack of communication and lack of understanding, people will be stressed and they will not be performing at their best. In the world we live in today, having good communication will be more beneficial, it allows business and workplaces to thrive. In this generation face to face communication has become harder to execute

due to the rising of technology and virtual communications. People are more comfortable using a device to communicate rather than a face to face conversation.

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