

STUDENT NAME:

WILLIE HARDING

STUDENT NUMBER:

2009425

COURSE MODULE:

EFFECTIVE TEAM WORK AND COMMUNICATION

COURSE CODE:

BMSW4002

LECTURER:

ANITA NAN

DATE:

28/04/2021

CONTENTS

INTRODUCTION

DEFINATION OF CCOMMUNICATION

COMMUNICATION SKILLS

MODELS OF COMMUNICATION

POOR COMMUNICATION IN MY WORKPLACE

HOEW IT CAN BE IMPROVE

CONCLUSION

REFERENCES

INTRODUCTION

This report will discuss the understanding of the models of communication and skills also how to avoid poor communication giving examples of poor communication in my workplace and how it could be improved.

Communication is simply the act of transferring information from one place, person or group to another. Every communication involves (at least) one sender, a message and a recipient. The transmission of the message from sender to recipient can be affected by a huge range of things. These include our emotions, the cultural situation, the medium used to communicate, and even our location.

COMMUNICATION SKILLS

Good communication skill results in mutual respect as it can resolve the difference in opinions efficiently. (Stanton, 2009)

Active Listening- help make information processing more transparent and also the key to accurately understand what another person is saying thus requires effort and discipline.

Eye Contact- Maintains direct eye contact according to appropriate social norms.

Relax- Stay relaxed. Listeners should be comfortable with silence where appropriate and allow the conversation to unfold without any force.

Assertiveness- is the ability to express oneself directly and honestly without disrespecting or dishonouring another person these kind people are able to stand up for themselves and Communicate their ideas firmly without bullying, or manipulating others.

In communication theory (Scudder, 1980) states that all living beings existing on the planet communicate although the way of communication is different. Also means that all living beings whether they are plants, animals, human beings communicate through sound, speech, visible changes, body movements, gestures or in the best possible way to make the others aware of their thoughts, feelings, problems, happiness or any other information. Communication is influence by pitch, volume, speed and clarity of speaking, there are two types verbal and non-verbal.

Verbal- is any communication that uses words to share information with others thus it is a two-way process simply by passing information from one person to another it can be oral and written.

In oral, spoken words are used. It includes face-to-face conversations, speech, telephonic conversation, video, radio, television, tone of voice, and the internet. Oral communication can also be formal and informal. Formal, is the form of presenting presentation at a business meetings, classroom lectures and commencement speech given at a graduation ceremony, whereas Informal is normally face-to-face conversation, telephone, just a casual talk. It is established for societal affiliations of members in an organization and face-to-face

discussions. It is normally happens among friends and family. The use of slang words, foul language is not restricted and is done orally and using gestures, unlike formal communication.

ADVANTAGE OF VERBAL COMMUNICATION

Verbal communication is also the most effective way of explaining intangible concepts, as problem areas can be readily addressed and explained. Verbal communication also does not use natural resources in the way that technological methods or printing can.

DISADVANTAGE OF VERBAL COMMUNICATION

Verbal communication can also be quickly forgotten, especially if there are multiple points to consider. Additionally, there is always the possibility of miscommunications leading to angry responses or quick escalation of a situation that could be less intense in written form.

ADVANTAGES OF ORAL COMMUNICATION

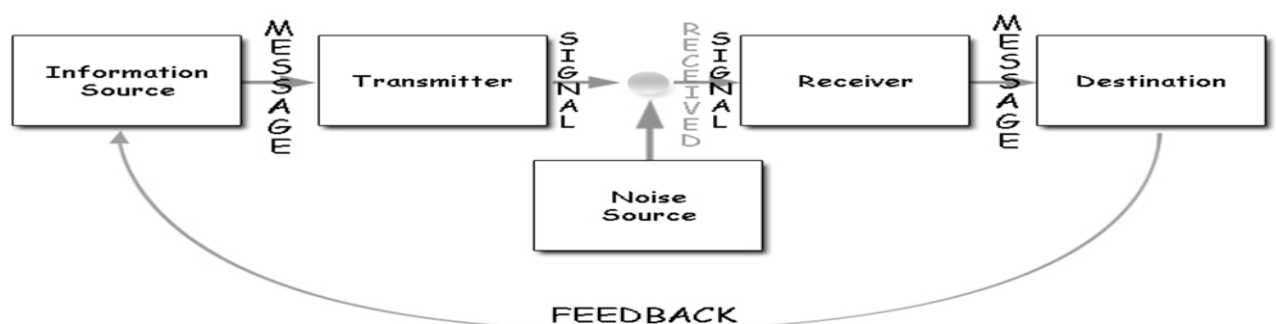
Written communication, written signs or symbols are used to communicate. A message may be printed or hand written and message can be transmitted via email, letter, report, memo etc. Message, in written communication, is influenced by the vocabulary and grammar used, writing style, precision and clarity of the language used.

Non Verbal- this is whereby speeches are not said or spoken or in other words the exchange of messages through non-linguistic means, instead we uses gestures, facial expressions, eye contact, body language, posture, and other ways people can communicate without using language. (Quintanilla and Wahl in Maund et al., 2017) Non-verbal communication helps receiver in interpreting the message received.

MODELS OF COMMUNICATION

SHANNON-WEAVER MODEL (1949) is more technological than other linear models. The sender encodes the message and sends it to the receiver through a technological channel like Telephone, E-mail and Telegraph where the sender converts the message into codes understandable to the machine. The message is sent in codes through a medium.

Diagram explains



Here is a case study between MARIA and PEDRO

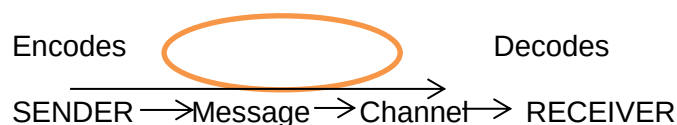
Pedro works on a building site which is normally noisy, he receive a phone call from his wife Maria saying when you're coming home, see if you can get me a chicken and Pedro answered Okay. Pedro finished work came home unfortunately did not buy the chicken Maria asked 'where is the chicken?' He replied Oh, no! I thought you said when I come home I will see you in the kitchen.

Shannon and Weaver Model of Communication (1948), noise was the physical disturbances like environment, people, etc. which does not let the message get to the receiver as what is sent.

BERLO'S MODEL (1960) developed Sender- Message-Channel –Receiver (SMCR) and described factors that are affecting individual components in the communication which should make the communication more efficient. Criticisms to this model mentioned as follows:

1. No allowance for noise.
2. Did not mention barriers to communication
3. No feedback hard to know about the effect
4. It is a complex model
- 5 It is a linear model of communication.
6. People need to be on same level for communication to occur.

Diagram below:



Here is case study of a Professor and the village people

A Professor of English at a well-known Welsh University lived in a large house not far from a little village. He never went into the village, he always shopped in the town near the University because he had nothing in common with the village people, who were largely uneducated and did manual jobs.

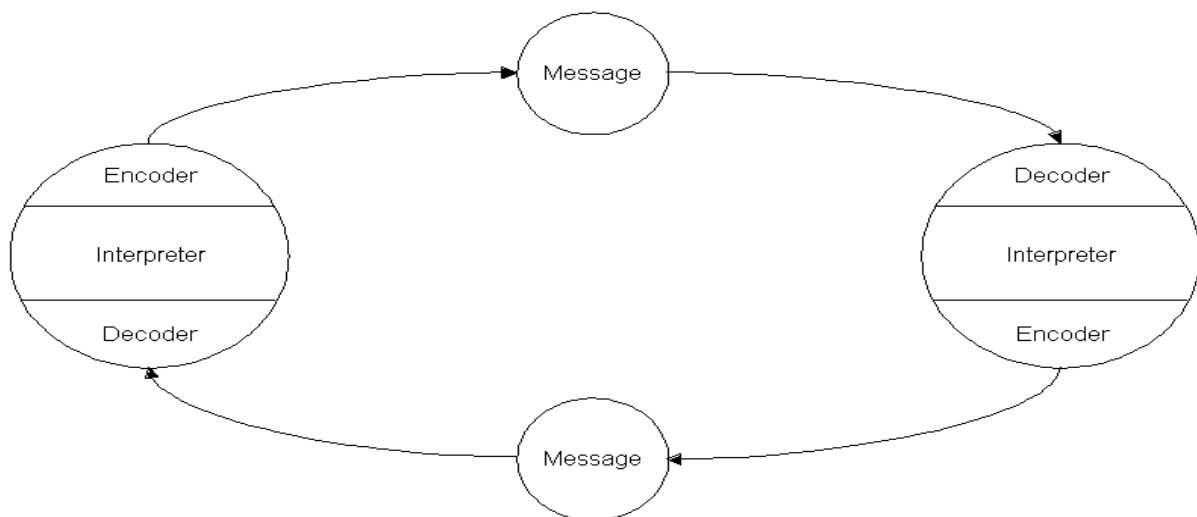
He was smoking his pipe one night and unfortunately fell asleep then accidentally the pipe fell onto the carpet and started a fire. When awoke and saw the house on fire, he rushed into the village, screaming: The edifice is being consumed by a great conflagration! The village

people ignored him and continued doing their job because they do not understand such grammar or language.

The reason was the villagers did not understand the language that was sent across thus they were not at the same level. Berlo's Model of Communication (1960) is used for this case study.

SCHRAMM'S MODEL (1954) this model of communication explains that when a sender passes on the information to the receiver, the receiver must interpret it in the desired form the sender wants and give him the feedback or respond accordingly. Any communication where the sender does not get the feedback, the communication is not complete and thus ineffective. Diagram below explains and example of this Model to a case below:

Schramm's Model of Communication, 1954



Here is a case study: Barry and Communication Barry a 27-year old who speaks good English manages a restaurant and he is responsible for supervising and managing all employees in the kitchen most of them come from diverse cultural and ethnic backgrounds and ages ranging from 16 to 55 years old. They only received basic food safety and hygiene. One day Barry rushes to get into work on time and in the kitchen, he noticed several trays of uncooked meat on the work tops they appeared to have been sitting at room temperature for some time. Barry 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. Barry is frustrated and do not 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.

Concerning the above case to be solved, there was Cultural, language and attitude barriers including age differences Barry should have used text as well for the younger employees because they constantly on their phones. Individuals from diverse cultures, language or background tend to interpret the message in different ways (Schramm's, 1954) Model believed that an individual's knowledge, experience and cultural background also play an important role in communication.

POOR COMMUNICATION IN THE WORKPLACE

Whether you are a speaker, a listener, a writer, or a reader, you are responsible for making sure that messages are communicated accurately. Pay attention to words and actions, ask questions, and watch body language, they all help to ensure that you say what you mean, and hear what is intended. In any workplace settings, good communication is necessary and essential. Examples: Tone of voice and pitch, Language barriers, Posture, Misunderstanding and Clarity.

Here is a poor communication case in my workplace where I work as a chef in a banqueting environment and was appointed to act as a supervisor to manage a group of five members including me for a dinner function to serve main course food dish. I called a brief meeting with my members explained them what they have to do by putting each item in the correct order before sending out to customers but unfortunately no feedback was asked. My English is good and four speak broken English and are mainly foreigners. When the function started I went to the room making sure all customers are served. As the food dishes were coming into the room by the waitresses I realised items were scattered all over and improper order, I came back to face the team again with high pitch and tone of voice to express my dissatisfaction.

HOW I IMPROVE MY COMMUNICATION SKILLS

In this case, there was Language Barrier, Misunderstanding, Cultural Diversity thus should have asked for feedback and whether they understand my explanation. I was able to improve my communication skills to resolve this situation by calmly, respect, listening to others opinion and mutual understanding by all members and eventually resolved. Using these skills motivated the team to perform exceedingly great job output (Maund, 2017).

BARRIERS TO COMMUNICATION

Where there are barriers due to message is not delivered to the receiver or a message may deliver exactly the same way the sender intended. The communicator has to ensure the message has been delivered and to seek feedback to check that their message is clearly understood (Ludlow & Panton, 1992)

CONCLUSION

Previously I have little ideas in Communication skills and solving problems but after having gone through the studies, lectures, class discussion, exercises and works on cases, questions and answers in class on Effective Team Work and Communication I now gained experience more effective ways of avoiding poor communication with workmates, team members, family and friends. In addition I have acquired significant knowledge in Communication skills and problem solving by reflecting to sample cases already studied or done and to make use of Communication Models.

REFERENCES

Ludlow, R. & Panton, F. (1992) *The Essence of Effective Communication*. New York: Prentice Hall.

Maund, A. *et al* (2017) *Certificate in Higher Education: Skills for the Workplace*. London: Sage Publications.

Morgan, P. (2017) *The Business Student's Guide to Study and Employability*. London: Sage

Stanton, N. (2009) *Mastering Communication*. Basingstoke: Palgrave McMillan.