



MODELS OF COMMUNICATION

Effective Teamwork and Communication

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Lecturer: Diya

Student Name: Stephanie

Nkoli Kenechukwu

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Abstract

This academic report will give an idea of the models of communication and the communication skills needed to successfully pass on information's.

The term paper will also be referring to theories and two case studies carried out in lesson to show a better understanding to readers. It will contain examples of poor communication in the workplace and will put forward suggestions on how the passing of information can be improved by using appropriate findings from published literature.

Section 1. Introduction

The phrase "communication" has a wide variety of meanings. It is simply a way of communicating with people and their surroundings. Two or more people may affect each other's thoughts, opinions, and attitudes through such interactions. Words, gestures, signals, symbols, and expressions are used to exchange information in these interactions.

Communication is a constant process of giving and receiving information in organisations, as well as the creation of social relationships. (According to Disha, n.d.)

As a result, communication refers to the exchange of ideas that are shared by one or more people. It refers to a verbal or written message, a change of knowledge, a communication mechanism, and a process by which individuals/groups of individuals exchange meanings using a common collection of symbols. (According to Diksha S., n.d.)

Section 1.1 Definition of communication

"The process of passing information in oral or written form and understanding from one person to another in oral or written form" is just how communication is identified. It refers to the transmission and exchange of thoughts, views, statistics, figures, and knowledge in a way that the recipient perceives and understands. (According to Diksha S., n.d.)

Section 1.2 The importance of Communication in the workplace

Communication is one of the most important Skills needed in any type of Work environment. As Michael Page (n.d.) stated having good communication in a workplace can help improve team building, it gives everyone a voice, innovation, helps the organisation to grow and it shows strong management in the company.

Section 1.3 Barriers in Communication

According to Toppr (n.d.) multiple barriers exist in the communication process. The intended message can often be confused and misunderstood, resulting in confusion and communication error. Barriers to good communication may be verbal, social, mental, physical, and cultural, among other things. Some of the main barriers in communication are Language Barriers, Psychological Barriers, Cultural Barriers, Emotional Barriers, Physical Barriers, Perception Barriers and Attitude Barriers.

Section 2. Three Models of communication

Section 2.1 Basic Communication Cycle

According to Study.com (n.d), the communication process describes how the process of knowledge transfer and understanding works. While different representations of the cycle have different phases and descriptions, the basic elements are universal:

The sender is the person or entity that initiates communication. Communication is the information that the sender wants to communicate.

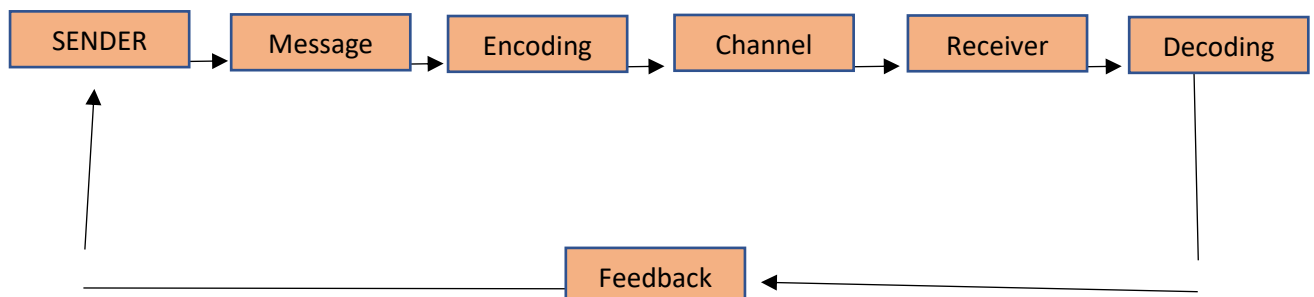
The system by which the sender converts to the appropriate medium for sending the message is known as encoding.

The channel refers to the method by which a message is sent.

The recipient is the person or organization to whom the message is sent.

The method by which the recipient fully interprets and understands the message is known as decoding.

Feedback refers to the recipient's response to the message.



Section 2.2 Shannon and Weaver (1948/49)

When Claude Elwood Shannon and Warren Weaver published "A Mathematical Theory of Communications" in the Bell System Technical Journal in 1948, they developed the Shannon Weaver model of communication. Weaver was a physicist and Shannon were an American mathematician. The mathematical theory was later dubbed the "mother of all models" or Shannon Weaver model of communication. (Businessstopia 6. January. 2018)

This model of communication is a linear theory between a sender delivering a message through an encoder which will then be decoded at the other side to make sense to the receiver however noise can misstate the message as in the case study Maria and Pedro where the noise of the building site could have misstated Marias's information and Pedro heard 'kitchen' instead of 'chicken'.

SENDER NOISE RECEIVER

Considering the time and situation Shannon and Weaver were very likely to think that what they described as noise was physical.

Section 2.3 Schramm (1954)

This model of communication is circular. It is an interaction between sender to receiver and back to sender.

In terms of the people who are interacting, Wilbur Schramm visualised conversation as a method of connecting knowledge and commonality of experience. The principle of mutual orientation between sender and receiver was implemented in this model. The sender and recipient exchange knowledge in terms of different kinds of interactions, which is the key idea that is emphasised. Communication systems become more successful and worthwhile as they share shared experiences.

Unlike the linear models discussed previously, the cumulative knowledge of two people involved in communication processes is emphasised in this model. Interaction, input, and exchange of experiences have no role in this situation. In terms of the interactions that the people had, the source can encrypt, and the destination can decrypt.

ENCODER MESSAGE DECODER ENCODER MESSAGE DECODER

When people are diverse in terms of numerous factors, they will have difficulty interacting with one another, and communication methods will not be applied effectively. (Dr. Radhika Kapur, September. 2020)

Section 2.4 Berlo's

From Shannon Weaver's Model of Communication (1949), David Berlo created Berlo's Sender-Message-Channel-Receiver (SMCR) model of communication in 1960. He defined factors that influence the individual components of communication, resulting in more effective communication.

The model also considers encoding and decoding, which take place before the sender delivers the message and before the recipient receives it.

The process of engaging is primarily defined by Berlo's Model, which has four components. Sender, message, channel, and receiver are the four components. Many variables have an impact on each component.

SENDER MESSAGE CHANNEL RECEIVER

Section 3. Communication Skills

This section of the report inquires the different types of communication skills and their usefulness in one's day to day basis. There are two main types of communication which is generally known as Verbal and Non-verbal Communication but there is a third category of Communication which is also recognized as Written Communication. All these classifications of Communication have their own positive and negative side when communicating with one another.

Section 3.1 Verbal communication

The use of words to exchange knowledge with others is known as verbal communication. As a result, it may involve both oral and written correspondence. Many people, however, use the word to refer to only spoken conversation. The choice of words you use, as well as how they are understood and perceived, are all part of the verbal aspect of communication. (According to SkillsYouNeed n.d.)

Written Communication

Written communication refers to any mode of communication that takes place using a written document. Written correspondence occurs when messages or facts are exchanged or conveyed in written form. It is a communication device focused on words. Memos, letters, papers, notes, and email are all examples of written correspondence that convey meaning. The following sentence is the main meaning of written communication: So, written communication is the method of exchanging or communicating messages or information between sender and receiver in a written format. (as stated by The Business Communication n.d.)

Choice of words

A word is the most basic component of any language. A correct term must be used for talking or delivering some suggestions or opinions. A person's word preference is their use of vocabulary. There are several influences that influence or force a person's word choice. Any correspondence relies heavily on word choice.

It is a way of putting things into writing in a specific way. The type of speech is determined by the vocabulary used. In general, a person chooses terms for which he/she is at ease, optimistic, and plain enough for a broad audience to comprehend. (stated by toppr, n.d.)

Section 3.3 Non-Verbal Communication

The method of sending and receiving messages without using words, either spoken or written, is known as nonverbal communication or manual language. Nonverbal actions may highlight parts of a verbal message in the same way that italicizing emphasises written language. (on the Report of Richard Nordquist 29. June .2020)

Body Language

According to HelpGuide (n.d.) Body language is the nonverbal communication of nonverbal actions, gestures, and mannerisms, which is often performed unconsciously rather than intentionally.

When you communicate with others, whether you realise it or not, you are always sending and receiving nonverbal messages. All the nonverbal behaviours—your expressions, stance, tone of voice, and amount of eye contact—send powerful signals. They can either put people at ease, create confidence, and attract others to you, or they can annoy, confuse, and detract from what you are attempting to communicate.

Gestures

A gesture is a physical expression that confirms a verbal meaning or expresses a clear thought or emotion. The majority of movements are done with the hands and arms, but they can also be made with the head, back, or even the legs and feet.

Gestures are the most evocative means of nonverbal communication that a speaker may use. Gestures are unlike any other human activity in that they can stimulate your voice in so many respects. They:

Clarify and back up your statements. Your audience will appreciate your message better if you use gestures.

Get your thoughts more dramatic. Gestures, in combination with what you mean, aid in the creation of vibrant images in the minds of your listeners.

Give the spoken word more focus and vitality. Gestures are more expressive of your thoughts and emotions than words.

Assist in the relief of anxious stress. Purposeful movements are a good way to release the nervous tension that comes with talking.

Section 4. Refer to two case studies.

The Professor and the Village People

Famous University of Wales English Professor one night he drank a pipe and fell asleep, and the pipe fell to the ground with the sensation of fire. When he woke up, the professor came across the village, saw the house burning, and shouted, "The house has been destroyed by mass discrimination!" The next day he went to the village and kept muttering, "Why didn't you save me?" The fire destroyed my house. I came to ask you last night. "But professor, why didn't you say your house was on fire?" You need to go inside. '

Maria and Pedro

Pedro is a construction worker and Maria is his wife. One day Maria called Pedro and ordered him to pick up a chicken on the way home. "Very good," said Pedro. He took off his boots and coat and went into the kitchen when he got home. "Maria, where have you been?" He asked. His wife said: "Here in the living room." Where is the chicken? "Asked Maria when Pedro entered the living room. "Which chicken exactly?" Pedro

was confused. No, no! This is the one I asked you to pick up on your return home. I thought you were going to say I would see you in the kitchen when I get home !

Section 5. Example of bad communication in my workplace

As a crew member in McDonald's, it is sometimes very busy and noisy so one day the shift manager asked one of the staff members to go to the stock room to get bags for the deliveries (which are labeled as e-bags). So, she went and got small bags for packing drinks (which are labeled as d-bags). Fifteen minutes later the shift manager came back from the office and saw the wrong bags stocked up. He got upset as it was busy and other staff members were using the wrong bags to pack the food, so he proceeded to the crewmember he asked to stock up the e-bags (delivery bags). After she spoke to the shift manager, they realised that there was a misunderstanding.

Section 6. Suggestions for Improvement

On the part of the sender, focusing on speaking louder to overcome the background noise can take their attention away from the content of the communication, making it more difficult for recipients to understand them. (Fleximize n.d.) This is what happened with the manager and staff member.

Section 7. Conclusion

In this academic report the different communication. On the whole communication means passing on conveying or exchanging information. In other words, it implies the conveying of knowledge from an initiator to a receiver. It includes the process as well by which an individual affects another's mind by speaking, writing their opinion.

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