

Effective Team Working and Communication

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INTRODUCTION

In this work we are going to talk about communication and teamwork. The teamwork is the different skill that a group have for do a collaborative effort to complete task or common goals in the best way. Michael Jordan said one time "Talent wins games, but teamwork and intelligence wins championships." (NBA Encyclopedia, 2017).

The communication is the skill that all of us have for send and received information I mean mutually understood this can be verbal or non-verbal, his utility in the workplace its almost every second if you have a good communication this can make easier everything and prevent misunderstanding and problems. Communication is the process of sending and receiving messages through verbal or nonverbal means, including speech, or oral communication; writing and graphical representations (such as infographics, maps, and charts); and signs, signals, and behaviour. More simply, communication is said to be "the creation and exchange of meaning." (Nordquist, 2019)

At the moment I am not working but I have worked as crane operator, it was in a construction company in this sector the communication its very important but the non-verbal was more important because there is a lot of noise which make impossible to hear instructions.

TYPES OF COMMUNICATION

As we already discuss in the introduction the communication is the ability that all of us have and it's use for have a mutually understood also there are 3 parts which are the sender, the message and the recipient. This have 2 types which we are going to explain next, they are the verbal communication and the non-verbal communication we will start with the verbal communication

Verbal Communication.

The beginning of the verbal communication is our ability to speak in other words, what we say, this could be depending the situation but basically is the same, also this no works only with words there are a lot of sound which we are able to do for give our message when you get hit by something automatically you shout for show that is something that causes you pain or when laugh the sound that you make demonstrate that you are happy.

The verbal communication could be distributed not only face to face, this also can be by telephone when you call someone to talk or something like that, also by radio or T.V because the message it's still being transferred with a voice. The written communication is included in the verbal communication too

Also, with can see this ability through races the best example are pets, the trained pets easily understand the order which they have received or another example are the parrots they can learn about 300 to 1000 words and understand what message are you transmitting

I had practices in an enterprise in the sector of problem solving by computer this works like a supermarket when you got a ticket for take a turn and you have to wait to be attended well in our case we received these tickets from persons who have problems but as we were much persons we talked between us for advise when you take a problem this makes

Non-verbal Communication.

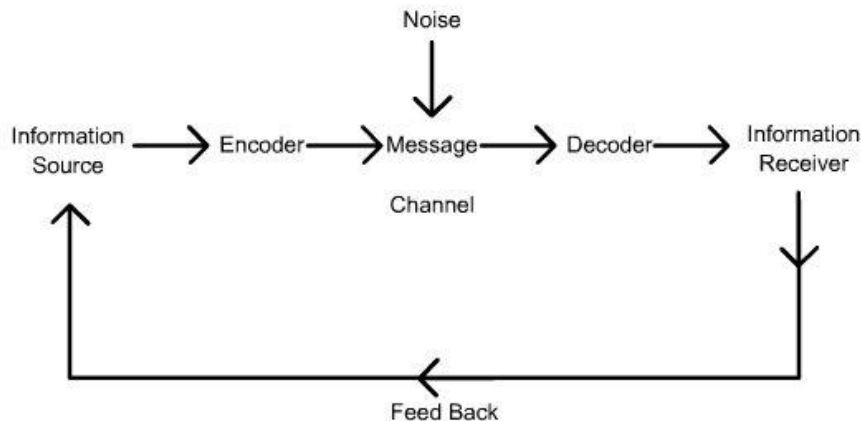
On the other hand, we have the non-verbal communication which is basically the opposite for verbal communication, these are the things which we don't say directly but we talk through our body in other words body language. Even if you don't talk the people can understand your mood or message through your gestures.

As example I am going to use my own experience working as crane operator in the buildings there are a lot of noise which could interrupt the operations but its no the case because we have specific signals which we use for a good communication between us this count with 2 parts the crane operator and a person who has the responsibility to transmit the message by signals, this signals could be for example hoist or lower the crane also there is a emergency stop signal this is a great help because its very faster when you have already seen a signal you know what you have to do a the moment

THEORIES OF COMMUNICATION

In this section I will talk about the three models of communication which are used by the social scientists. These models are Shannon-Weaver, Berlo and Schramm. I'm going to start with the Shannon-weaver model

Shannon-Weaver Model



The most well-known and influential formal model of communication, developed in 1949 by Claude Shannon and Warren Weaver (Oxford, 2019)

This model has a structure which have more parts than the basic structure of sender, message and receptor

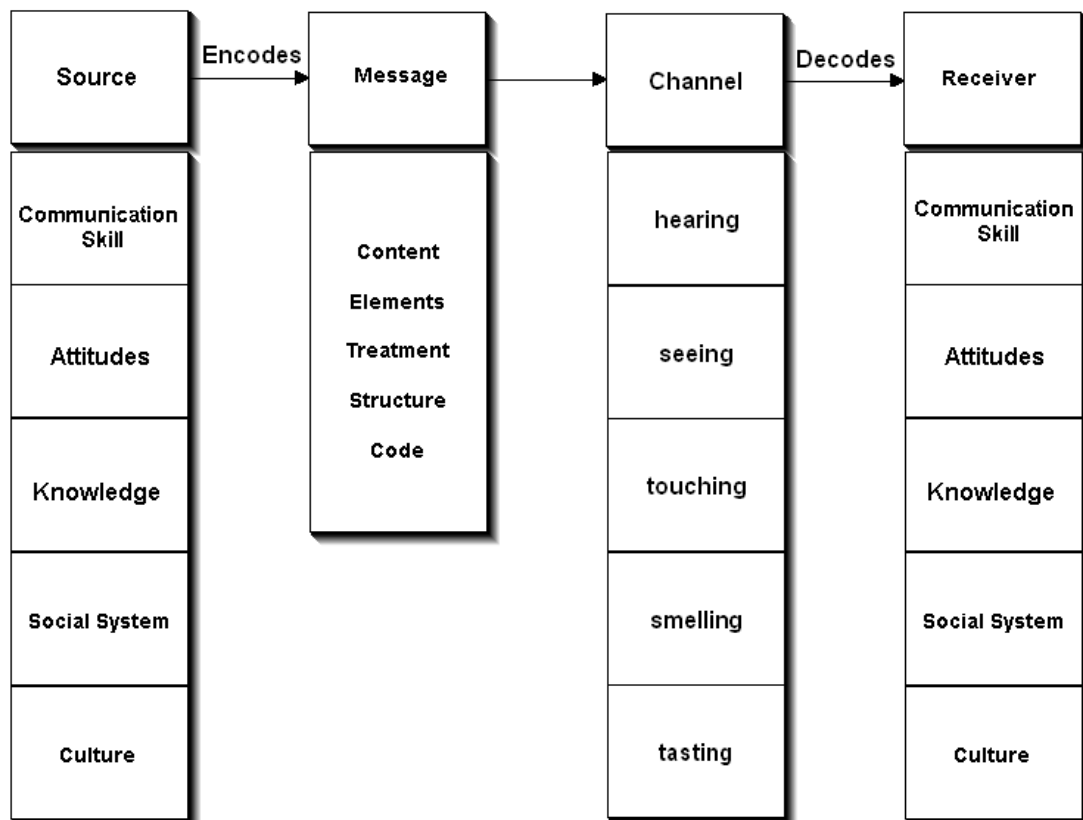
- Information source: this is the place where we are going to take for generated our message
- Encoder: it's the frequency which we send the message with a security that only the receptor could understand
- Message Channel: This is the via which we use for send the information which we want to transmit
- Decoder: it's the frequency that the receptor uses for understand the message
- Information Receiver: it's who receive the message.
- Feedback: this is an answer that the receptor makes to say what he has understood

Besides of the feedback, there are another factor which its important because take the possibility of an external distraction which in this case it's called noise which could cause interferences in the message and generated misunderstandings.

This model of communication its usually used in restaurants or franchises when a waiter/waitress or employee takes your order they usually do a feedback to confirm that everything is alright with the order, which is a good idea because if you give a costumer a different order, there will be different problems like lose of money because you have to throw the order, you cant sell it to another client

Berol's Model

Berlo's Model of Communication



A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.

Using the Shannon-weaver model as reference this model was born, *The Sender-Message-Channel-Receiver* (Berlo,1960)

In this model there are more factors that could be found in the process of the communication

Starting with the source factors

- **Communication Skill:** this is a factor which can have an effect in the process of the communication, when the sender counts with a high level skill of communication the message will be delivered easier than someone who doesn't have a good level this situation also can be found in the receiver side, these skills are compound by speak, present, read, write, listening, etc.
- **Attitude:** depending in the attitude from the sender and receiver will be a different environment which can make easier to understand the situation and reason of the message
- **Knowledge:** the knowledge of both parts is a fundamental factor; the message will no have the same effect it's a person with advance knowledge send a very theoretical message to a newbie

- **Social Systems:** when you are speaking with someone there are a list of social factors that you have to consider since the culture, religion, political, rules, etc. this system must be considered carefully because if you don't have in mind these factors can make misunderstands or problems
- **Culture:** each person has a different culture even if you were born in the same city, you have to be carefully if you make something wrong this could be an offence for another person

Now we will continue with Message

- **Content:** it's the essence of the message. Its all that makes it up starting from the beginning to the end
- **Elements:** they are the non-verbal actions which are along with the content
- **Treatment:** is the way that we decide to transmit the message to the receiver it can have different effects depending in how we send it and the feedback if the receiver.
- **Structure:** The structure of the message also has different effects, the way how we structured it in his effectiveness.
- **Code:** is the form that we use for sent the message there are different forms like language, text, video, audio, etc

And next, the channel

- **Hearing:** when we can hear the message.
- **Seeing:** when we can see the message.
- **Touching:** usually the non-verbal communication it's send or received by touching we our hands.
- **Smelling:** we have an "odor store" which we used for difference the different essences.
- **Tasting:** the tasting is a good provider of information too, sometimes when you smell something its taste its very different from its essence.

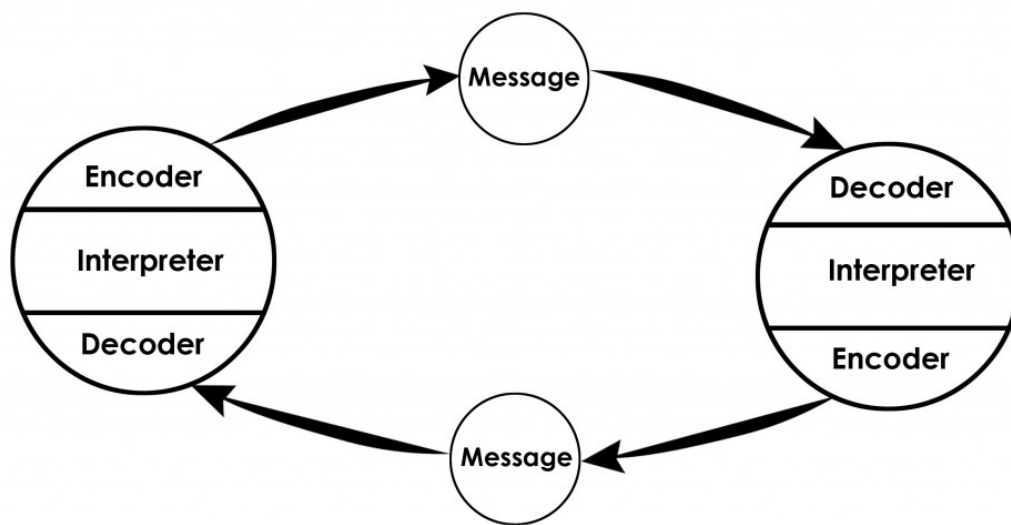
With the receiver occur the same as source depending on the factors could make easily or difficult to understand the message which it's receiving.

The principal differences between this model and Shannon-weaver model is that don't have feedback which could be a disadvantage because if the receiver doesn't understood correctly

the message can make difficulties later and no includes the possibility of a noise doesn't think that something could make difficult to understand the message.

This model the best example in the work place I think are the tourism and hospitality sector they both need to know how speak to their customers, in a way that everyone could understand and make the things easier for everyone, usually they receive customers in with different ages, cultures, religions, etc.

Schramm Model



The Schramm Communication Model is a cyclical communication model containing all basic principles of communication. The Schramm Communication Model offers a classic approach to and explanation of communication. It can be used to determine how communication between two people works when they're exchanging information, ideas, or attitudes. (Janse, 2018).

This model in particular is differentiated of the previous models is because these is a cycle which works in the same form for both parts the sender and the receiver, now I'm going to talk about its parts

- **Encoder:** is what or who makes the coding and then send the message
- **Decoder:** in this case this is the receiver, in other words, who receives the message

- **Interpreter:** is who is trying to understand the content of the message

In the workplace this model of communication I think it's the fastest as you always are receiving a message and a feedback you don't have to be carefully like the previous models and makes the work more efficient and faster and if you are working in the same frequency you will not need too much time for encode, decode and interpret the messages which are constantly in movement. A good example of this can be the professional players, football. Basketball, volleyball etc. All of them have to be constantly exchanging messages they can be verbal or non-verbal but automatically they send a codify message that shows their intentions to the other players

CONCLUSION

We have covered the communication which is the skill that you use when give or receive information also we have covered the types of communication verbal, which is the one that goes through verbally, vocally or written forms and the non-verbal communication which works with body language. Also, we discussed the theories of communication and the three models of communication Shannon-weaver, Berlo and Scrahmm where everyone had a different point of view for the communication. On my own words I consider that the communication is the key for a constantly evolution, I mean working alone never will help you to progress the person, instead we don't want, always will have the need of express itself with others and while you are knowing another person you can found people who shares the same goal as you and work as a team complementing between them covering the faults, supporting strengths, facing threats like a single individual because the union make force.

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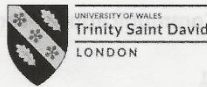
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ANNEXES



Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 1

Exercise2: COMMUNICATION: A CASE STUDY

As you read their case, think about how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case and, wherever possible, say whose communication model is relevant.

BARRY AND HIS STAFF

Barry is a 27-year old who is the manager of a restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working there range from 16 years old to 55 years old. In addition, the employees come from varied cultural and ethnic backgrounds. For many, English is not their primary language.

Barry has a Health and Safety (Food) Certificate and tries his best to keep up with food safety issues in the kitchen, but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often hurried, and some new employees are put right into the job without training if it is a busy day.

One day Barry overslept because he had been working on his car until 2 a.m. He was rushing around and realized that he didn't have a clean uniform. However, he managed to find one that was not very dirty. As he dressed, he realized that he needed a haircut and a good hand scrubbing, especially after working on his car.

When he arrived at work, he dashed into the kitchen and noticed several trays of uncooked meat on the work tops. They appeared to have been sitting at room temperature overnight. He called one of the kitchen staff and asked: 'Why did you leave the chicken out when I told you to put them in the fridge?'

The man replied: 'I heard you screaming but I thought you were trying to talk to the chef above the noise of the food mixer he was using. I didn't know you were talking to me'. Barry is frustrated and doesn't 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.

He 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.

Questions:

1. What are the communication challenges and obstacles that Barry faces?
2. Which communication models can you use to explain Barry's problems?
3. What solutions might Barry consider in addressing each of these challenges or obstacles?

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Student Name: Shen Eddy Salcedo Student ID: 1909111

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Greetings

I am
I'm hoping that you are okay, I'm writing to you for give an advice, I'm looking for a new supervisor and I think that you could cover the position perfectly but before that I think that you should do a training course in non-verbal communication this is a great opportunity for improve your skills because you will work with more people and they must understand you completely. I have observed you since when you started to work with us and your domain in verbal communication is excellent but the non-verbal needs a supplementary help and this course is the perfect opportunity

Your sincerely
Shen Salcedo

Lecturer's signature:

Mafura

Date:

15/11/2019



1. The culture, the ages, the amount of employees languages, Food safety issues ~~What~~

2. Borlo's model is the perfect explanation for this starting with the culture, and the language he is working with different persons almost everyday also this model ~~doesn't~~ have a feedback and that was the meat problem, he didn't ask to the kitchen staff a feedback

3. I think that he shouldn't permit the entrance any employee who hasn't done the correctly safety basics.

Divide his work between him and his staff meanwhile ~~and~~ they are attendance the job training another group could clean the kitchen for example

When he give a order he should ask for a feedback to make sure that they have understood his message

Lecturer's comments: Your work could have explained the importance of non-verbal communication in detail. Your second part was well presented. Overall the work is satisfactory

Lecturer's signature:

Alapwa

Date:

22/11/2019



Student Name: Jhon Eddy Salcedo Student ID/Group: 1909111 / 8

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the cases and answer the questions that follow

CASE 1: Mary was working on some paperwork when her daughter came into the room upset. As the child told Mary what was wrong and how she felt, Mary kept typing on her keyboard and said, "It'll be OK," and 'Everything will be all right.' She was confused when the child only continued to become more and more frustrated. Just then, Mary's phone rang and she was all excited when she heard her friend's voice. They spoke for fifteen minutes and when the call ended, she turned and said to her daughter, 'Oh, darling, that was Susan. I'm so excited about seeing her tomorrow!'. The child broke down and cried.

1. Why weren't Mary's calming words having any effect on her daughter?

Because she doesn't know why her daughter was frustrated
the reason could be something about Susan or Mary
maybe Susan does something that the child doesn't like or
she wanted to spend time with Mary

2. What could she have done to make the situation better?

she could listening her daughter, for understand
why she continued to become frustrated and give
her daughter a better answer

CASE 2: Steve was exhausted from work when his wife, Sally, came home. So he was quite annoyed when she began telling him all that went wrong about her day. He interrupted her and said, 'I'm so tired, can't it wait?'. The next morning while they were in the kitchen making breakfast, Steve said, 'Did I tell you what happened at work yesterday?'. Sally said nothing, but walked out of the kitchen.

1. Why was Sally upset?

probably she was more exhausted than Steve and she
wanted to reduce the stress talking to him. But as
he ~~didn't~~ didn't want to listen about her day, she
also ~~didn't~~ didn't want to listen about his day

2. What could Steve have done to help the tension that had developed?

he could apologize to her and then explain that
he was tired as her, because of this probably
he didn't give her some attention, making her
to ~~make~~ make a reflexion about their situation

Lecturer's signature: _____

[Signature]

Date: _____

13/12/2019.

Exercise2: Writing an e-mail.

You are a teacher of Communication and have received this e-mail from one of your students:

Dear Sir,
I am writing to you because I am confused about Communication.
Could you please explain:
1. What Communication is:
2. The Shannon-Weaver model.
3. What is meant by non-verbal communication and why it is important.
Many thanks,
Lucy Mars.

Reply to the student and answer her questions. Use a diagram in your answer, if necessary.

Greetings Mr Bryan,

Of course its not a problem for me to explain to you:

1. The communication is the ability for send, receive and understand information from other subject or subjects this could be verbal, non verbal or written

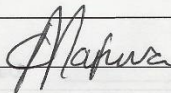
2. The Shannon-Weaver model is the which one that contains a emitter and receptor but also understand that there is a third factor which is the noise which can bother the correct transmission of the information

3. Non-verbal communication are all expressions, poses and positions that we made with our body, in other words, body language this is important because all the times you can't be sure that the receptor has received the correct information. and you can have idea with his body language.

I hoping that this could help you to understand it.

Lecturer's comments: You demonstrated a good engagement with learning material. Well done.

Lecturer's signature:



Date:

20/12/2019