



Applied Leadership and Management in the Workplace

Module Assignment Submission

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Introduction

This report will explore the different concept of communications and motivation in the workplace. The report will also explain the many different communication cycles that is used in the workplace and take a look into how people's different styles of communication can impact other people. This report will also learn about different communication theories and how these will be applied into their own working environment. Then this report

will also include a self-evaluation of everything that has been learned and what can be done to improve their own communication going forward to help the workplace be more communicated environment for all its employees.

Communications

Explanation of communication cycles

Communication is a process that involves sending and receiving messages through verbal and nonverbal methods. We use this two-way communication in everyday life with the purpose of building an understanding. It is the act of transferring information from one person, place or to another. Every communication involves at least one sender a message and one the recipient. This can sound quite easily done but in fact it is an overly complex subject. The communication therefore has three parts: The sender, the message, and the recipient.

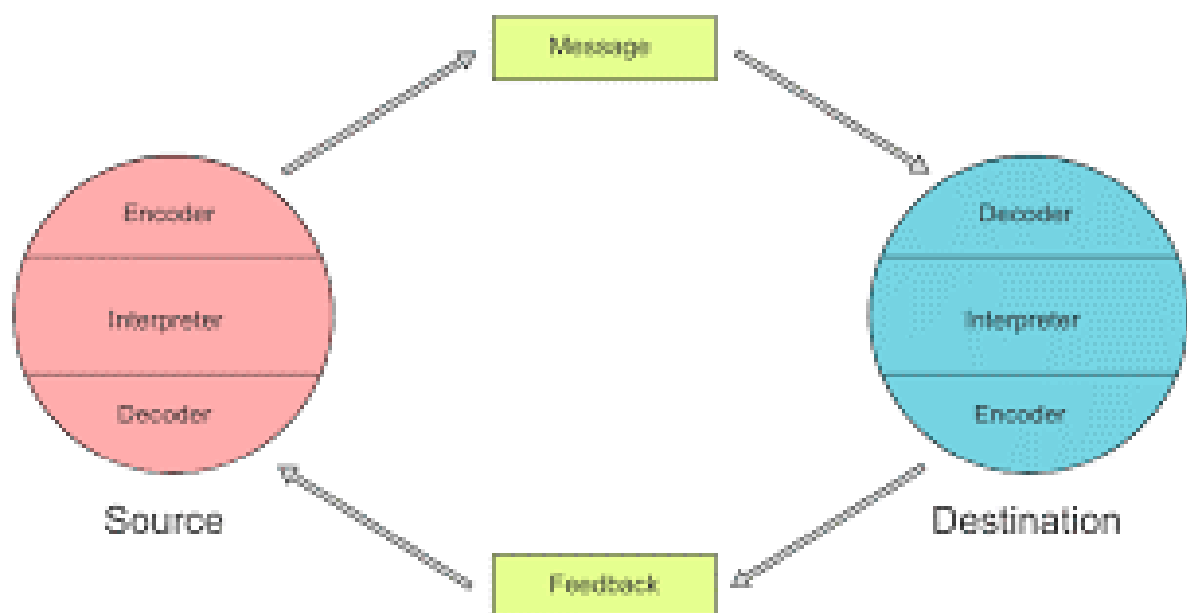
There are four types of communication they are verbal, non-verbal, visual, and written. No matter how one comes to communicate one must start by thinking about what the reader/listener should think, feel and do once they have heard or read our message.

One example of communication cycle is **Schramm's Model of Communication (1954)**. Wilbur Schramm (1954) proposed the model of communication in 1954. Encoding plays a particularly significant role because it initiates the process of communication by converting the thought into context. When the information has reached the recipient, it is their responsibility to understand and decode what that message.

This occurs in a circular way. Being in circular implies that both the sender and the receiver exchange roles in participate

equally in communication. This differentiates it from other models, which view communication as linear.

This is also incomplete if the sender does not receive feedback from the recipient. This is imperative to allow the flow of communication to run smoothly and to allow all forms of communication to be met. The sender the message and holds that communication occurs in a circular way. Being in circular implies that both the sender and the receiver exchange roles in participate equally in communication. This differentiates it from other models, which view communication as linear. the receiver all communication has then been completed.

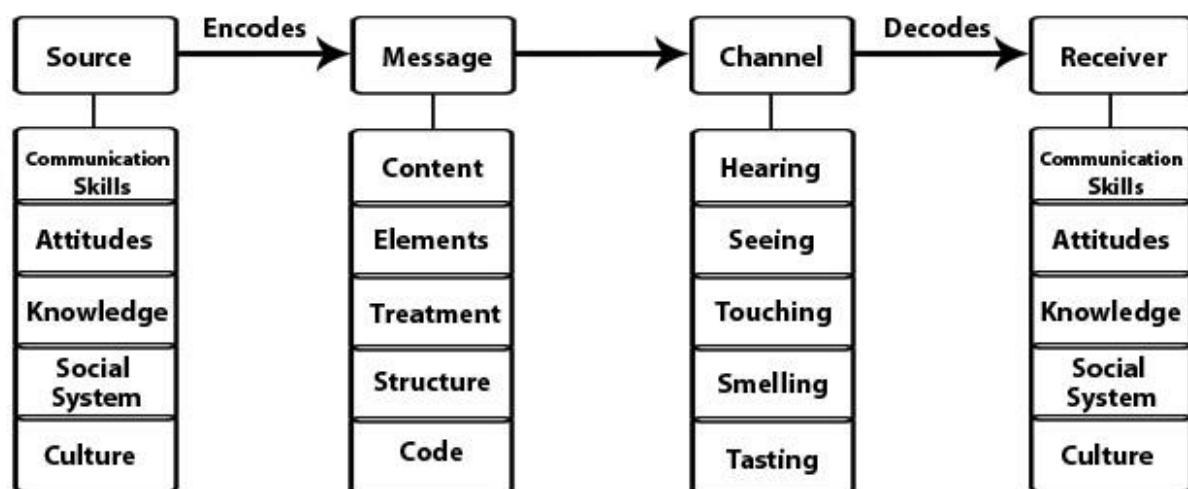


Berlo's Model of communication (1960)

David Berlo was the founder and creator of this model of communication. This model is a one-way method of communication in its simplest of form. In simplicity aids in the understanding and the basic communication process and serves as a starting point for learners and practitioners. This linear model of communication suggests that internal and

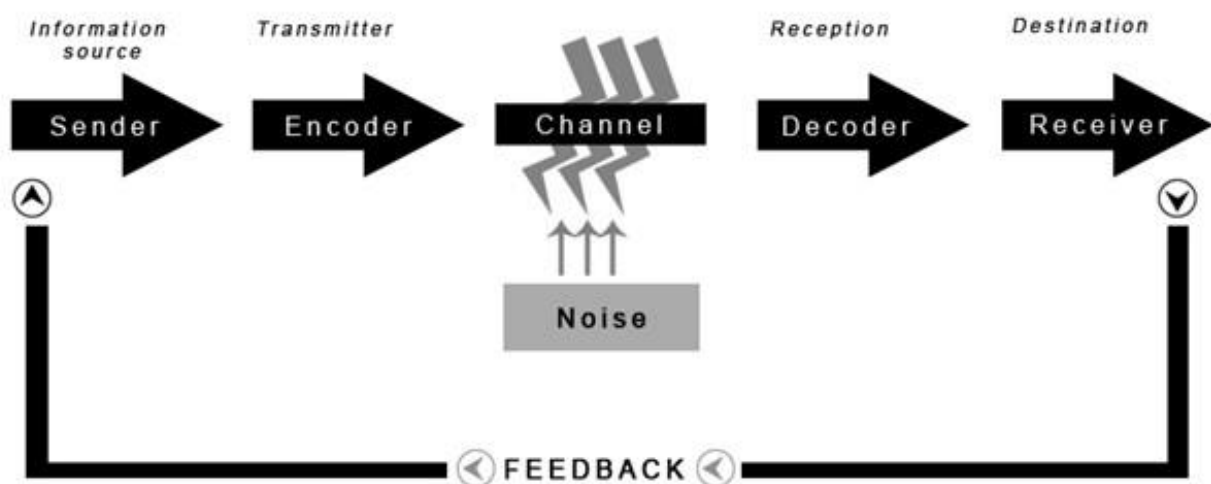
external noise may contribute to the way receiver interpret them. Berlo's theory identifies factors that may impact a message, including skills, attitude, or sociocultural backgrounds. The message may be verbal or nonverbal conveyed to the sender. The SMCR model helps with different components that form basic process of communication tool also emphasises on the coding and decoding of the message. This is used for a more efficient communication. The advantage of Berlo's model is that its straightforward in comparison to modern communication models. The receiver must use their own communication skills to be able to decode the message that has been sent to them.

Berlos's SMCR Model of communication



The Shannon- weaver Mathematical Model (1949)

In 1949 Shannon was an American mathematician, Electronic engineer and Weaver was an American scientist both of them joined together to write an article called “A Mathematical Theory of Communication” also called the “Shannon-Weaver model of communication” This model is designed to develop the effective communication between sender and receiver. Also, they find factors that are affecting the communication called “Noise”. This model deals with various noise/technical issues interruptions such as information source, transmitter, Noise, channel, message, receiver, channel, information destination, encode and decode. An example of this such interruption is a telephone call. A person who makes the call may have disruption on one end of the call as cell calls are converted into wave signals it transmits through cables therefore the decoder is unable to clearly receive the message that the sender is trying to communicate. If the receiver gives feedback as to the message wasn't received clearly then another form of communication can be tried. If the receiver does not convey the intended message then communication breaks down.



SHANNON-WEAVER'S MODEL OF COMMUNICATION

Importance of verbal and non-verbal communication

Verbal communication is a type of communication where spoken words are used and use written words to get our message and information across to another person. In terms of using our words we are using them to express ourselves, our feelings, and our thoughts, we are what it's called verbally communicating. An example of verbal communication is a phone call, a face-to-face meeting, skype, voice note.

According to (Pavolic, 2023) Communication is a skill we are all pretty familiar with. It's the most used form of communication. We use this form of communication as soon as we wake up in the morning to the moment we close our eyes at night. Also in reference to verbal and non-verbal communication (Taylor, 2023) Verbal communication is a vital skill that allows us to express ourselves clearly, connect with others, and make an impact. We can build relationships, influence others positively, and confidently navigate challenges by mastering effective verbal communication. Enhancing your communication skills empowers you to excel in various areas of life, from career advancement to personal growth. (Taylor, 2023) Also believes that by mastering the art of communication, we can develop understanding , by using spoken words to express to others ideas, thoughts and feelings. Some examples of verbal communications are

- Talking/chatting face-to-face in conversation.
- Talking/chatting on the telephone.
- Recording a video.
- Monologue.
- Lecturing.

- Dialogue.

Non-verbal communication is a transfer of information from one person to another without the use of words or spoken language. Non-verbal communication can occur in a variety of ways, including through facial expressions, gestures, hand movement and body posture or positioning. (Cooks-Campbell, 2023) claims understanding every type of nonverbal communication can also help your career. You can show your confidence, passion, and expertise through small nonverbal communication cues. Nonverbal communication also involves the way we present ourselves to others. According to (Calero, 2005) To understand how myriad emotions thoughts attitudes and feelings are communicated non verbally, we have to define some hazy terms and examine real world examples. Our fundamental function as human beings is to increase our expertise and to ourselves in other people. Mastering the power of nonverbal communications helps us in our daily working lives but also helps us achieve these more profound goals. Verbal and nonverbal communication combined then allows us to fully receive and understand what message is being conveyed to us at the moment in time. We can act accordingly to what the sender is trying to convey to be able to have full and clear communication.

Nonverbal communication type examples are.

- Facial expressions.
- Gestures.
- Body language.
- Proxemics or personal space.
- Eye gaze, haptics.
- Appearance.
- Artifacts.

Barriers of communication

There are many barriers of communication some examples shown below.

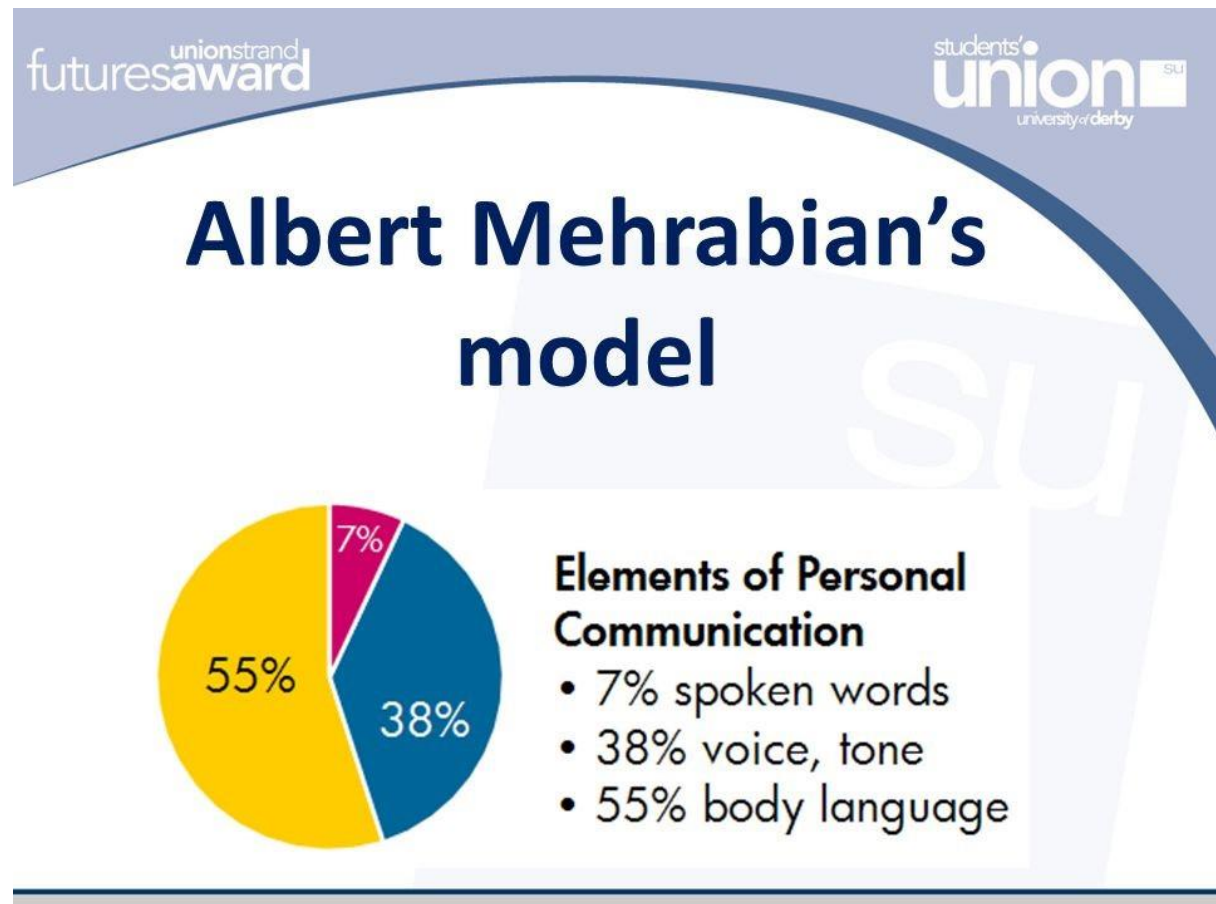
- Physical Barriers. (Noise, closed doors, different buildings etc)
- Perception Barriers. (A personal judgement on clothes, accent, diversity)
- Emotional Barriers. (A lack of trust in someone)
- Cultural Barriers. (A religion difference)
- Language Barriers. (When two people may not speak the same language)
- Gender Barriers. (Sexism one not agreeing with one's gender preference)
- Interpersonal Barriers. (A college relationship with one another i.e. wife/husband)
- Technology Barriers. (Cost, unreliable, breakdown software etc)
- Organizational Structure Barriers. (Ossicles and miss communication/inability to listen etc)

According to (Liraz, 2019) Most of us desire to communicate effectively, but do not have a keen appreciation of the barriers to be faced. Because of these barriers, there is ample opportunity for something to go wrong in any communication. Competent managers develop an awareness of the barriers and learn to cope with them.

(Cole, 2019) Also believes Effective communication is an integral element of professional success. No matter if you define your success through profit or impact, every leader needs to apply certain skills to property get their message across.

(Mehrabian, 1972) Claims that the 7-38-55 rule indicates that only 7% of all communication is done through verbal

communication, the words we speak, whereas the nonverbal component of our daily communication, such as the tonality of our voice, make up 38% and 55% from the speaker's body language and facial expressions.



Workplace communication methods

Understanding how to communicate within these fields can be one of the most delicate skills an employee can learn. No matter what type of communication you're taking, one must be mindful that there are many different ways to communicate, people often take what they want from not only your words but also body language etc, This can cause miss communication and sometimes lead to a breakdown of the communication Having effective communication is key to any

employee/employer it builds good working relationships and a strong workforce. These communication methods can be used in a number of ways to converse with colleagues.

- Verbal communication. (Phone calls, face-to-face.)
- Nonverbal communication. (Gestures, and mannerisms.)
- Formal communication. (Meetings, conferences, policies.)
- Listening. (Listening to employees /employer.)
- Visual communication. (Presentations, Television, Videos.)
- Informal communication. (Conversations in an informal setting.)

Some tools used in communication in the workplace are.

- Phone calls.
- Video/Skype/ Zoom calls/Discord/Forums.
- Text message/ Emails/Instant messages/Microsoft Teams.
- Company newsletters/ Posters/Blogs.
- Employee app/File sharing/rocket. Chat/Chanty.

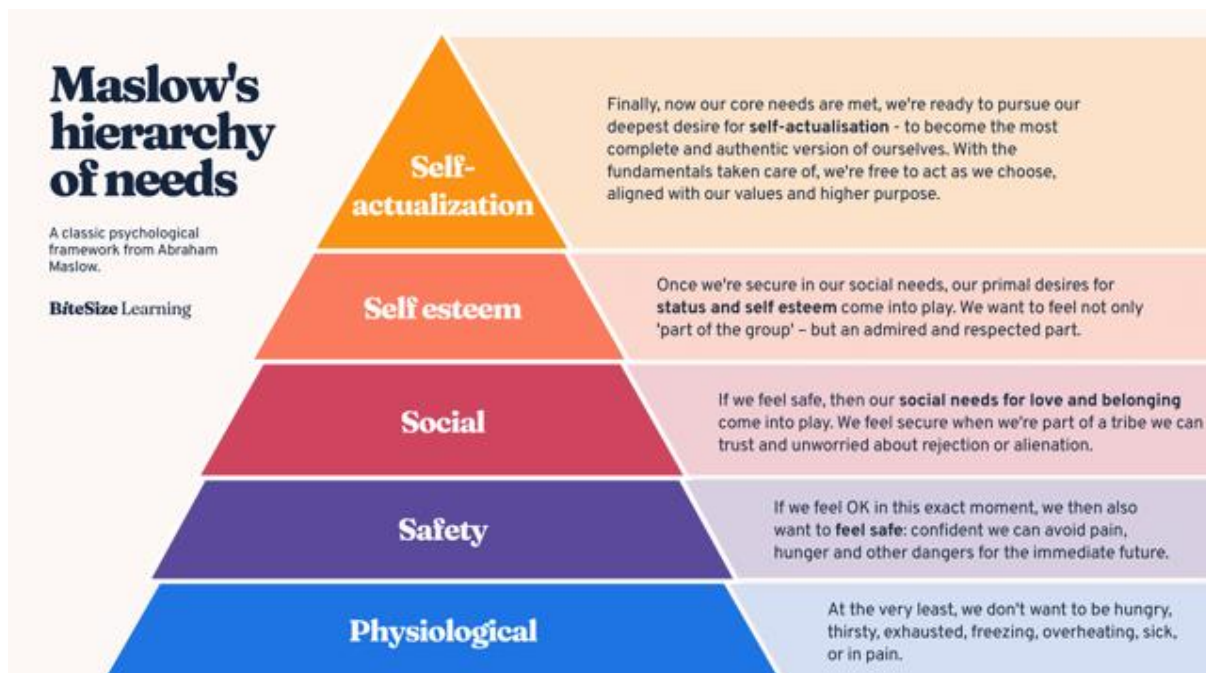
Motivation

Overview of different theories of motivation

The term motivation describes why a person does something. It is the force behind human actions. Motivation is the process that guides, initiates, and maintains goal orientated behaviours. It encourages Intensity, direction, and persistence. Motivation is what helps you lose that extra weight or pushes you to get that promotion at work you have been seeking or buying the car you've been wanting for so long. It gives the desire to push for those things.

(Maslow, 1954) believed that the hierarchy of needs is a motivational theory in psychology containing a five-tier model of

individual needs From the bottom of the hierarchy upwards often depicted as hierarchical levels within a pyramid., These needs are phycological (food and clothing), safety (job security), love and belonging needs (friendship), esteem and self-actualization.



Another theory of motivation (McCellend, 1961) Human motivation theory states that every person has the three main driving motivations: the need for achievement, affirmation, or power. These motivators are not inherent, we develop them through are culture and life experiences. People will have distinctive characteristics depending on their dominant motivator. Achievers like to solve problems and achieve goals.



Factors that can impact in the workplace.

According to (Sarker, 2017) There are wide ranges of factors related to management, employees, organisational. Therefore, the organization and human resource managers should use different strategies and methods to motivate employees. There are diverse needs and expectations for an employee to join any organisation.

- Salary – The amount of money has a significant impact on an employee's motivation.
- Management – Having a lack of management can have an enormous impact on motivation.
- Reignition – Not being rewarded correctly or being overlooked can have an impact on employee motivation.

- Work Ethic – If some other colleges are not as enthusiastic it can lead to frustration or being taken advantage of.
- Health – Health can lead to a huge amount of motivation lost in the workplace.
- Communication – If there is a lack of communication this can lead to many breakdown factors in the workplace it is fundamental to have excellent communication within the workplace.

Application of motivational theories

With the application of motivational theories in the workplace, it finds practical applications in various aspects of businesses and leads to a positive mind set on when motivation is key. Employees can strive for better if the motivational strategy is encouraged by management, this can help lead to goals being met, more productivity and job satisfaction.

According to (Haelpota, 2005) Creating and upholding motivation in the workplace wherever possible, examples are presented to show where an intentional or unintentional use of motivation theories has lead to improvement in productivity. With the help of these theories management can learn how to motivate construction crews for higher productivity within the workplace.

In the researcher's workplace the management are informal and approachable. This makes the researchers working environment much more relaxed for her and her colleges. If there is a problem the researcher feels she can happily talk with management and address any issues that need sorting. She feels that she is listened to and appreciated this helps her be more motivated as it makes her feel she is valued. There is

often praise given for a job well done this also promotes more motivation as job satisfaction is appreciated by the researcher as promotion is greatly desired this pushes her to keep striving to do better each shift. The researcher believes the lack of overpay for weekends is an issue as this tends interfere with her home life with no benefits to taking extra shifts. She believes if they offered more money than staff would be likely to want to take the weekend shifts a lot more.

Self-evaluation

The researcher has recently taken part in a communication style questionnaire to get a better understanding of the different communication styles there are. The questionnaire consisted of 20 different questions; they were answered out of a score of 1 to 4.

4=agree strongly

3=agree somewhat

2=disagree somewhat and

1=disagree strongly

Once carried out the researcher then marked the score it consisted of four columns of a downwards score. These answers consisted of Assertive, Passive, Passive aggressive, and Aggressive. The researchers highest score was Assertive with marks of 18 following with Passive with a score of 11.

After carrying out the questionnaire form she realises that she can be quite assertive when needed and in the correct environment if she feels comfortable enough to express her feelings. To be assertive means someone who is confident and is not frightened to say what they want or believe, in this case

the researcher concedes to this with some disagreement to herself as stated she needs to be comfortable enough in the correct surroundings, as this is not always the case. With respect to the second highest score she scored a 11 this conflicts with her assertive score as passive describes someone who does not take action but instead let things happen to them, while this contradicts the researcher feels that this can sometimes be both depending on the circumstances. She feels that she can be assertive when the time is right but also knows when to be passive and not so forthright and stand back sometimes and have acceptance of the situation.

When needed the researcher will take it upon herself to go to management to communicate a problem to resolve this in a quick and affective way she also feels that if it's not up to her she will also not insert herself into something that does not need or want her attention. She feels that she has a good boundary of assertiveness and passive behaviours.

The researcher asked a colleague of hers to describe her communication style in the workplace her reply was that although confident and willing to take on challenges and eager to perform well a lack of confidence sometimes makes her feel that she can't do something when in fact she is more than capable of doing. She believes that she has the ability to do anything she puts her mind to and has a clear confident way of articulating what she needs to say, while knowing she suffers with anxiety this isn't always apparent as she comes across confident and well-spoken in all that she does. She is a valued member of her team as is always reliable and can be counted on for whatever is asked of her. There is no job too hard to tackle. She is a good friend to all her colleagues and is the one they mostly go to for advice.

The researcher also asked her partner to answer the same questions as her co-worker these findings are similar but contradicting as he feels she is of low confidence and although

deals with problems very well there is also a huge barrier the researcher climbs to solve these problems. When given encouragement and understanding she is then able to deal with certain issues but at the pace she feels she needs to take, as if she is rushed into a situation or feels overly pressured she then tends to not try as the fear of failure becomes to overbearing her anxiety gets the better of her. While confident in many areas and more often solves any issues, the lack of belief in herself is often the root of her breakdown in communications. Her partner also stated that she is an excellent person to have on your team her unequivocal dedication and support is second to none. She is always there to help anyone who needs it.

While the researcher agrees with both statements made she feels she could do better with her confidence and not let her anxiety lead most of her decisions she feels she would be able to take on much more responsibility and be at ease with it.

These findings while both correct there seems to be while the researcher mental health. She needs to work on her awareness much more to strive to do better.

Strengths

- Assertive (The researcher can speak her mind when needed)
- Good listener (The researcher listens well)
- Dependable (The researcher is a dependable and reliant person)
- Empathetic (The researcher is empathetic to other feelings)

Weaknesses

- Passive (The researcher can sometimes let things happen and not act)

- Lack of confidence (The researcher needs to work on her confidence skills.)
- Communication skills (The researcher needs to work on communication when she is feeling anxiety)

PDP

Growth area	Developmental goal	Action plan	Recourses needed	Period
Passive	To try being more assertive in some areas	To take more	Practice being more assertive, plan what I want to say	6 months
Confidence	To be able to take on her projects	Ask for more jobs, team building, confidence videos	Feedback from manager,	
Communication	To ask for more responsibility without the fear	Talk more to my manager and relay exactly what it is I want	Watch ted talks on communication	

Conclusion

Setting various goals in the workplace has shown in this report that it is crucial for enhancing performance and increasing motivation. It is also essential for managers to recognize its employees hard work and dedication through rewards and praise. Motivation is critical to increase job performance as shown by the motivational theories by Albert Mehrabian and David McClelland these show that people are often more motivated by the need for approval. This has been empowering to the researcher to explore the different types of communication ways to be more motivated in the workplace. It has show that for a good working environment clear communication is vital to strive to having these in place as without these can lead to a breakdown in management/employee relationships it is imperative to have good communication between both the sender and receiver of the communication going back and for and to be able to listen and receive that information correctly to have a happy working environment for all to thrive and do the best job possible.

References

(Calero, 2005)

(Cole, 2019)

(Cooks-Campbell, 2023)

(Haelpota, 2005)

(Liraz, 2019)

(Maslow, 1954)

(McCellend, 1961)

(Mcleod, PhD, 2024)

(Mehrabian, 1972)

(Pavolic, 2023)

(Sarker, 2017) (Smith, Hendricks, & Chapel, 2023)

(Taylor, 2023)