

Effective Teamwork and Communication

Report

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Executive Summary

The report has discussed several theories as well as models of communication in a detailed manner. Along with this, case studies have also been provided in this report so that it can analyse different parts of communication. The report has showcased the essential use of technology in communication. Further, the report has explained the disadvantages as well as advantages of communication technology thoroughly.

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Introduction

This report will demonstrate the models of communication like the models of Shannon and weaver, Schramm and Berlo. Communication can be referred to as the act of sharing and receiving messages from one person to another. Effective communication in the workplace increases employee engagement and overall productivity. Poor communication in the workplace can create conflicts, misunderstandings, and mistrust among employees. As a result, this will affect the overall productivity of the organisation. Along with this, the differences between sender and receiver affecting the communication between them will also be discussed. Further, the report will evaluate the advantages and disadvantages of technology in communication.

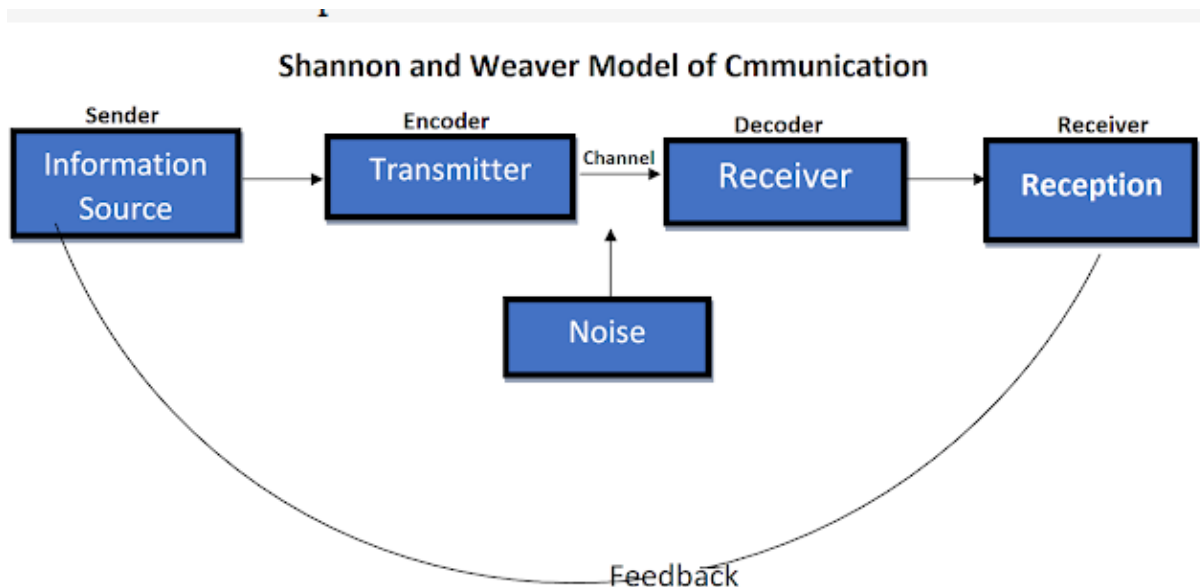
Discussion on communication skill

Any model of communication gives a vivid idea of the understanding of a certain system and this also helps people to understand similar systems or structures. Communication models help to focus understand and identify the specific relationship and targeted components of the communication process. The communication models of Shannon and Weaver, Schramm and Berlo will be discussed (Kuznar and Yager, 2020).

Shannon and Weaver (1948/49)

Shannon and Weaver's communication model is known as the mother of all communication models. The communication model has five tools for the purpose of communication which are source, transmitter, receiver, and receptor. The transmitter has also termed an encoder and the receiver is known as the decoder.

Diagram



Source- (managementstudyguide, 2022)

Diagram of Shannon and Weaver's model of communication

The model shows that there 5 elements in the model which are;

Sender: Senders are the source of the message, it originates the message.

Encoder: It transmits the information into signals.

Noise: Noise is the unwanted disturbances from other people, the environment and others.

Decoder: The decoder is the tool that converts signals into messages.

Destination: It is the target where the sender wants to send the message.

Case study

Maria and Pedro live in a border area of the country. Pedro is the husband of Maria who works on a construction site. For a busy schedule Pedro cannot give enough time to Maria, but one day Pedro had less working load so he decided to call Maria to plan a beautiful dinner after reaching home quickly. Pedro called Maria and said about his planning to Maria. She told Pedro to buy chicken at the time of returning home. When Pedro returned home Maria said Pedro to give the chicken to her, but Pedro surprised Maria by giving her a kitchen knife. The cause behind this situation is the construction sites create huge noise and Pedro did not clearly herd Maria, she said to buy 'chicken' but Pedro heard knife for 'Kitchen'.

From this above case study, it can be demonstrated that a lack of communication knowledge can put negative impacts on decision-making and daily life. That can also affect personal and professional life too. It can also be concluded that digital communication systems especially phone calls or the other platforms where voice communication is made have several disadvantages like interruption or external noise, poor networks and many more. For developing communication the person can take the help of different processes like they can make calls from less noisy places. The sender and the receiver should make clear the context of the messages

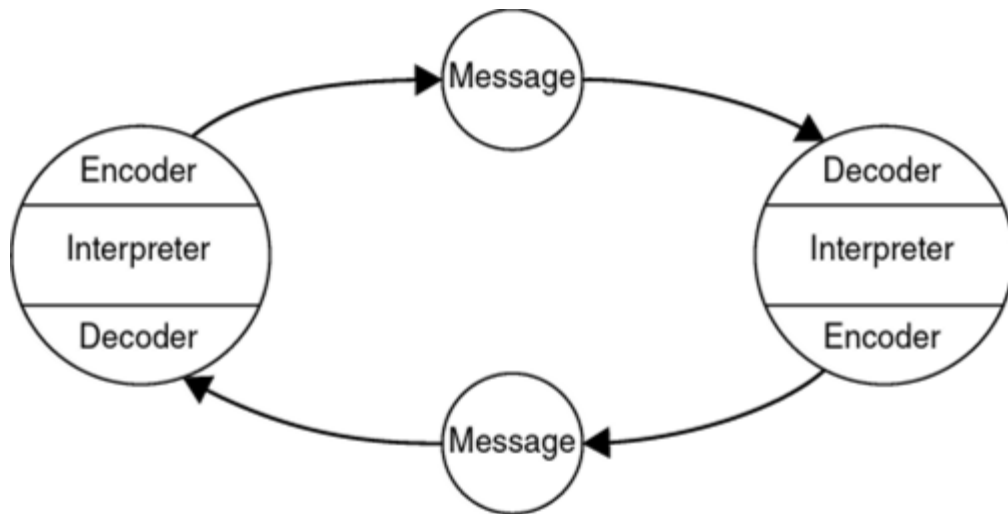
and it is also suggested that the receiver should ask for repetition of the messages if they do not get the message clearly (Adamson, 2018).

The communication model of Schramm (1954)

Schramm model of communication has a perspective of viewing the communication between a sender and a receiver. The Schramm model of communication is specifically a communication model of cyclical sections. This model also contains all the basic principles of communication. The Schramm Model of communication also offers a classic approach for the explanation of communication. Schramm model of communication is a cyclical communication model and that is the reason why it also shares the belief of the fact that communication is always a two-way street. Schramm model of communication was published by Wilbur Schramm in 1954, and it was published way after Lasswell's communication model. This is the reason why Schramm model has more advancements.

Difference between Shannon and Weaver model

The Shannon and Weaver model focus on the fact that in this model, it was assumed that communication every time happens linearly. This is also the reason for which the Shannon and Weaver model was very much criticised. However, as said earlier the Schramm model of communication believes that communication is always done between a sender and a receiver.



Source: (ebruary, 2022)

How misunderstanding could be avoided

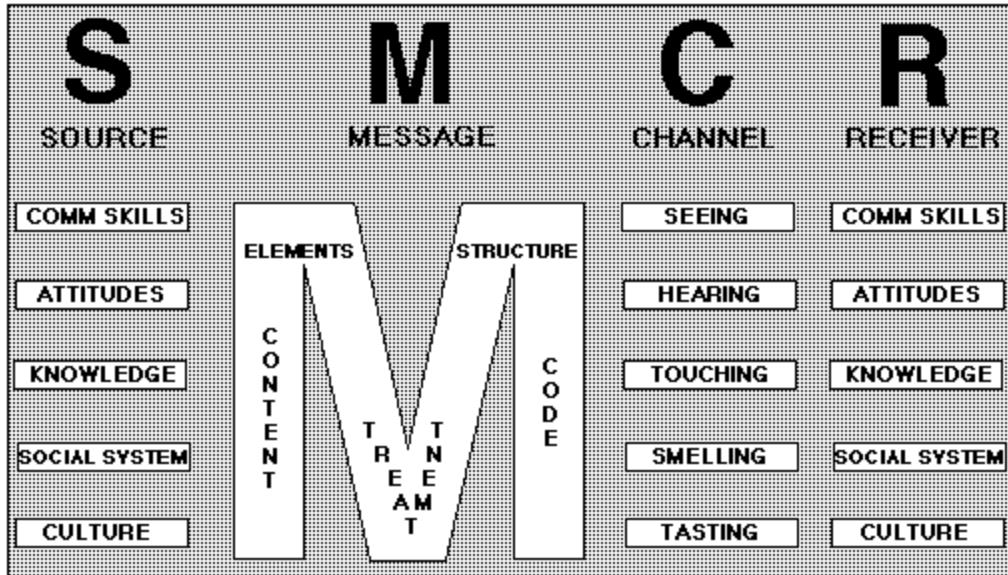
There has been a case study on Maria and Pedro and it is visible over there that due to noise Pedro was unable to hear the actual word chicken, instead, he heard kitchen. The misunderstanding here could have been avoided if for once Pedro would ask Maria once again for the sake of clarification for the actual word (smith, 2022).

A similar example from the workplace

There has been another case study from Robinson and Robinson in 1982 that says, misunderstandings can be avoided if one takes the charge of asking questions about the confusion to directly the supervisor. This model is also considered very interactive due to the two-way process of communication.

Berlo model of communication (1964)

Berlo's model of communication is also known as the SMCR model of communication. There are 4 elements in this model.



Source- (communicationtheory, 2022)

Berlo communication model

The elements are;

Source: The source is the sender who wants to share the message.

Message: Message is the idea or the information that the sender wants to share.

Channel: It is the medium of sharing messages.

Receiver: The receiver is the target person with whom the sender wants to share the idea.

Communication skill

Communication skills are the ways in which people independently communicate, this concludes listening, reading and writing.

Attitude

The attitude here refers to the attitude of an individual to the audience, subject and also oneself (thepeakperformancecenter, 2022).

Communication Skill

Communication skills refer to the particular ability that helps an individual to express their thoughts to others so that they can understand them properly. There are several types of communication such as verbal and nonverbal communication skills.

Verbal communication

This kind of communication refers to the process that individuals use to communicate verbally with others. Through this communication, the individual becomes able to express their issues to others (Paranduk and Karisi, 2020, pp.140-154).

Non-verbal communication

Non-verbal communication has no relation to verbal communication. It includes facial expressions as well as the body language of the individual. This assists an individual to share their information in detail.

3.3

“A Day with the chief” is a case study that will be described here in a detailed manner. This will help to understand various factors of communication skills. At the start of a normal day, the staff greeted the chief by saying “good morning” and informed him about the current work condition of employees and also provide information about the status of their employees and their issues. The chief listened to all the information with immense calmness that shows the impact of verbal communication where a chief played the role of the active listener in this particular case study. All the staffs maintain a low voice so that they can show respect to the chief. On the other hand, the chief provides order to the staff with a high as well as prominent voice. After listening to all the information from the employees, the chief gave the order for the next work to their employees. Whenever the chief listens to the mistakes of the labours, the chief used to call them and asks them for the reason. At that time the employees use various body language to make the chief

understand their issues. This particular part also involves non-verbal communication in it as many of the employees use it to express their issues by submitting written documents.

Knowledge

This is one of the most important components that define the listener should be enough knowledgeable so that they can understand the topic that is being said to them.

These mentioned models will help to avoid the possibility of misunderstanding in future. This last model does not focus on the impact of noises. On the other hand, the previous two models critically focus on the impact of noises. If the receiver and the source of the information stay at the same level misunderstandings can be avoided. Further, that will help to understand proper messages efficiently.

The advantages and disadvantages of technology in communication

The revolutionary changes come in communication with using technology nowadays. Technology creates significant values in organisational communication. Through using this technology, people connect with so many people in the world. Communication technology makes people globalisation. Communication technology refers to calls, emails, telexes, fax which help to connect people. Communication technology has advantages and disadvantages (Guard, 2015).

Advantages of communication technology

Communication technology provides some advantages like it creates communication and connection easier anywhere, it provides faster communication and helps to economic growth.

Communication technology came to us some decades ago. Communication modifies day by day with innovative creations of technology. Technology makes communication easier among people who are not able to present at a time in the same place (Shatri2020 pp.420-428). The calls, emails, fax, and messages start off the connection and create a communication bridge between those people who want to communicate with each other. It helps to save time and brings

information from all around the world. Technology helps communication by providing immediate information and feedback. The developing technology makes communication faster (White, 2021). New innovations in technology help to increase the speed of communication. It helps to save time and money. Communication technology makes the process of documentation and information so easier and faster. People receive important documents and information fast which is regarding their work from far locations. The place where people cannot present physically is also reached there through using the technology of communication. Communication technology brings significant growth to the economy. Using this technology people easily earn their income and make a strong career. Through communication technology meetings are held from anywhere and people can join this meeting. They discuss their organisational growth which makes their economic values strong. (Cuomo, 2021 pp. 181-185)

Disadvantages of communication technology

There are lots of disadvantages to using communication technology. New and innovative technology is difficult to use sometimes. People hack the information of social media accounts, and emails of other people and commit crimes. People waste their time by addiction to technology. They search for small things using the internet and depend fully on them, which brings a lack of confidence. People also lose their jobs because they are not able to maintain technology. Technology makes people less socialised and highly tech-savvy. Through less communication with surrounding people, they go through psychological problems. Communication technology also loses the security of the information of people. Through this technology, some cruel people hack information and commit crimes.

Conclusion

The report has analyzed about three models of communication that mainly involve Shannon and weaver, Schramm and Berlo. Besides this, the importance of good communication as well as the effects of poor communication has been discussed. Good communication is necessary for creating a friendly environment in the organization. Moreover, communication skills like reading, listening, language differences, speaking, body language, and facial expression are also required in the organisation. Poor communication acts as a barrier and can result in confusion, friction, and lack of productivity in the organization. On the other hand, the report has also evaluated the advantages and disadvantages of technology in communication.

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Appendix

Definition of Teamwork

Teamwork defines working in a team that helps an individual from several aspects. Working in a team can help a task to be accomplished within the mentioned time. Along with this, teamwork also brings innovative ideas to the task so that the individual can make it more unique as well as informative at the same time.

Importance of teamwork

Solves any problem easily

Teamwork leads to better problem-solving ability so that any critical issue can be solved very easily. Teamwork helps to view a certain topic from several aspects that assist to solve any problem efficiently.

Enhanced growth

Team working helps to develop the personal career of an individual. They can effectively participate in any communication without hesitation. That enhances their personal growth drastically within a very short time. It is important to analyze the importance of teamworking first before starting to implement it for future benefits.