

Effective Team Working and Communication

BMSW4002

Name: Georgiana Andreea Matache
Id: 2111127

Lecturer: Soban Sadiq

Contents

INTRODUCTION	3
TASK	Error! Bookmark not defined.
Models of communication	4
Shannon and Weaver	4
Schramm's model	5
Berlo model	6
Communication skills	7
Advantages and disadvantages of technology in communication	8
CONCLUSION	9
REFERENCES	10

INTRODUCTION

Communication is basically the medium of receiving and sending all the information by communicating with others and in a team and this can be done in a face-to-face conversation with other individuals. There are various barriers which can be faced in an organisation in relation with communication as these can be physical barriers, psychological barriers, language barriers, semantic barriers and physiological barriers. These are the barriers which can be found because of poor communication and this can be overcome by using various strategies. This report involves three case studies and their related communication theories and approaches which can impact in the communication of an organisation.

Models of communication

Shannon and Weaver

This is the model of communication which is basically designed for developing the communication in the business effectively in between receiver and the sender. This model also find various methods that is affecting in the communication process which is noise. This model basically focusses on the on various related concepts which are decode, information source, encode, transmitter, information destination, noise, channel, message and receiver. As in this sender in who shares the information to the selected source and the encoder works as a transmitter which helps in converting all the message into signals. Note is known as the sender message which helps in converting the big data signals into the transmitting form and this can be done by transferring the information and message by cables(de Almeida and Belim 2020). Decoder helps in converting all the signals into the message form. In not all the big data is converted into an understandable and comfortable for the receiver. Receiver is the message which is send from the sender and noise helps in reducing the affect of all the noises which comes in the channel transmission process as this can be of any thunder, horn and crowd noise.

As in the case study of Maria and Pedro, Maria was the sender of the communication and Pedro was the receiver and in this Shannon and Weaver communication model is requires and this is analysed because there was an communication gap in between the two communicators as because of the noise and this has break the conversation of the communicators as this model can result helpful to this case study for the better functioning of the signal and without any breakage of noise as this can also fills the communication gap in between two individuals. As this can be prevented by using this model as this can make understand the voice and this can also resolve many problems which is related to communication. By this model misunderstanding can be avoided by clearing the signal networks from the channel transmission process(Liu and Mehta 2021). As in an organisation as brain can be sender of employees and mouth can be the encoder and this to an particular language and in this air can be the medium and channel and in this ear can be the receptor and brain can be the decoder and the receiver.

Schramm's model

This is also a model of communication as this is also known as cyclical model and in this all the information and the message and there feedback and this also involve acknowledgement and this can pass between the receiver and sender and this model is influenced by various theories and this also uses an traditional way for the better communication flow and this can be a two way street as in this also there are various elements which is similar to Shannon and Weaver model. As these two models are different from each other as Shannon and Weaver model mainly focusses on avoiding the noise from the background and other model mainly focuses on the feedback and the communication which is related to the networking channels and this also involves in the better communication process for filling the communication gap between the sender and the receiver(O'Sullivan and Carr 2018).

As this model it involves the encoder which is used for translating all the messages into code and after this interpreter is used for assigning all the symbol and code and lastly it decodes all the messages which is used for translating the symbols and the code in an ordinary and understandable language as this helps in better technology advancement. This helps in providing the feedbacks as this can be done immediately and this is also done in an face to face manner and this can also be done by using the media which is considered less effective and these feedbacks is required to be reliable, honest and genuine(Xue Li and Meng 2019). This also builds communication skills as which is used for using right symbols and this is also framed and this also helps in communicating.

In the case study of Maria and Pedro there was an communication gap which can create difference in there bond and this can also impact in there relationship as this has also created an huge confusion in between them and this can be solved by using the model of communication for the better and effective communication in between sender and receivers(Fuoto and Turner 2019). As feedback is the important part in the organisation which helps in the better performance of the employees and this also helps in the better communication and this can benefit in the higher productivity level of the business and this can also help in increasing the level of profit In the business.

Berlo model

As this is also an kind of communication model and this helps in transforming the message in the simplest form. This model is also consist as the basic form with the basic process of the communication and this model basically involves sender, receiver, channel and message and this communication tool basically helps in decoding and coding of message and this can helps in effective and efficient communication. This also involves various forms of communication and this involves the speaker, subject and the receiver and this is basically done for transformation of various messages which can help in determining the components of the model as this involves sender and this is the person who creates the message and send it to the receiver and this becomes a process and the message encodes to the channel. This also involves various communication skills which involve speaking which come in the verbal communication, listening and reading as these are the skills of communication which is required for transferring any kind of message in between two people(Trepte 2021). As this also involves attitude as while communicating attitude of the person changes the meaning of the message and this can be done in the form of various changes which can be a subject change, audience and receiver. This also involves knowledge as for communicating it is important to have some knowledge regarding that subject or topic as this can be beneficial for the other person for the better understanding and reaction. In this various channel are also involved as a medium as this involves hearing, touching, tasting, seeing and smelling. As in this mass communication is also involved as this involves the involvement of technical tools and this can be television, phone and internet and in this the information is transmitted via sound and vision(Hou Jiang and Wang 2019).

As per this case study this indicates that communication and keeping the words in right way is important to make other people understand as in between professor and village people there was a language barrier as due to which professor was unable to explain there point of view to the villagers ad this has lead in fire in his house. As if the villages would understand their language and it would be in the understandable language then villagers would help the professors and could have safe the house of professor(de Almeida and Belim 2021). As Berlo model can be used for this case study as this is used for the better understanding of the language and other barriers as this model can result helpful as by this model sender and receiver can understand each other's point of view effectively and this will also beneficial for better communication process.

As this model basically focusses on the effective and efficient communication in between two people as this can help them in the better knowledgeable and skilful results and this also helps in building relationship and better communication with other people. As there are various source by which this can be applied as by having good listening and communication skill as in the organisation this is considered as the effective model for the better communication in work place and for maintaining the bon and positive environment.

Communication skills

Communication skills is basically known as the way of conveying the message from one individual to another and this can also be used by the rules, signs and symbols. This is basically known as the activities which can process many information and in this there are various skills which is involved in observing, speaking, listening and empathizing as this the best way of communicating with each other and this can also help in the better communication. By having effective communication skills an individual can express there emotions and feelings effectively and this can also benefit in the better management in an organisation(Lievrouw and Finn 2019).

Verbal communication

As this is also considered as the communication skill and this helps in conveying the message easily as this is known as the kind of communication in which communication is placed with words and individual uses various languages for conveying the message effectively and in this writing and speaking is also involved for the better communication. As mark is having the communication skills which has helped in communicating with the Mrs. brown with full of expression and words which has make their conversation better than before.

Non verbal

As this is also a type of communication which is used to express feeling and desired in the from of body language, gesture and facial expressions and this also helps in better communication. These are the tactics which is seen while communicating with other person. As the non verbal expression and communication of Mrs. Brown has released Mark that he was wrong regarding assuming her attitude(Belim and de Almeida 2021).

Active listening

This is also the form of communication which is important in the two way communication as this involves respecting the speaker and listening to there point of view until the person finishes as this is the positive attitude of taking to someone and communication and this also makes the person feel respected and this also shows gratitude.

Empathetic listening

Empathetic listening is known as paying attention to another person point of view and this can also make them feel about seen and validate in there vision and this is the way of listening with full of empathy and this also involves building an deep connection with the individual and make them feel about there belongings(Schreiber and Melonçon 2019).

Advantages and disadvantages of technology in communication

As there are many advantages related to the technology in communication as this has build the way of communicating and manner as now people has started connecting with the people online and in phone calls and video calls which has make them updated with the technology and by this anything or any communication can be take place online or virtually for the better and effective communication and this has also enhanced various opportunities for the better communication through online applications(Lu and Jin 2020). There are various disadvantages also of using technology in communication as any personal data which is shared online can be hacked and can be misused and this can also create a huge problem to the business and by using technology anyone can also access the personal information of the Indi dual for using there details for improper or illegal activities.

CONCLUSION

This report has concluded that communication is of five types as there are five mediums of transferring the information as they are verbal, nonverbal, active listening, written and visual. As there are various advantages of communication in workplace as they can help in enhancing the internal relationship and this also establishes the regulations and also inspires innovation in workplace. This report has also concluded that communication is of various types and can be done in various forms. Communication is considered as the important part of life which helps in the better information transformation.

REFERENCES

Books and Journals

- de Almeida, C.V. and Belim, C., 2020. Health Professionals' Communication Competences Decide Patients' Well-being: Proposal for a Communication Model. In Joy. Emerald Publishing Limited.
- Liu, B.F. and Mehta, A.M., 2021. From the periphery and toward a centralized model for trust in government risk and disaster communication. *Journal of Risk Research*, 24(7), pp.853-869.
- O'Sullivan, P.B. and Carr, C.T., 2018. Masspersonal communication: A model bridging the mass-interpersonal divide. *New media & society*, 20(3), pp.1161-1180.
- Xue, K., Li, Y. and Meng, X., 2019. An evaluation model to assess the communication effects of intangible cultural heritage. *Journal of Cultural Heritage*, 40, pp.124-132.
- Fuoto, A. and Turner, K.M., 2019. Palliative care nursing communication: An evaluation of the COMFORT model. *Journal of Hospice & Palliative Nursing*, 21(2), pp.124-130.
- Trepte, S., 2021. The social media privacy model: Privacy and communication in the light of social media affordances. *Communication Theory*, 31(4), pp.549-570.
- de Almeida, C.V. and Belim, C., 2021. Health Professionals' Communication Competences as a Light on the Patient Pathway: The Assertiveness, Clarity, and Positivity (ACP) Model. *International Journal of Applied Research on Public Health Management (IJARPHM)*, 6(1), pp.14-29.
- Lievrouw, L.A. and Finn, T.A., 2019. Identifying the common dimensions of communication: The communication systems model. In *Mediation, information, and communication* (pp. 37-65). Routledge.
- Belim, C. and de Almeida, C.V., 2021. Healthy thanks to communication: A model of communication competences to optimize health literacy—Assertiveness, clear language, and positivity. In *Research Anthology on Public Health Services, Policies, and Education* (pp. 1-28). IGI Global.
- Lu, X. and Jin, Y., 2020. Information vetting as a key component in social-mediated crisis communication: An exploratory study to examine the initial conceptualization. *Public relations review*, 46(2), p.101891.

- Schreiber, J. and Melonçon, L., 2019. Creating a continuous improvement model for sustaining programs in technical and professional communication. *Journal of Technical Writing and Communication*, 49(3), pp.252-278.
- Hou, Y., Jiang, F. and Wang, X., 2019. Marital commitment, communication and marital satisfaction: An analysis based on actor–partner interdependence model. *International Journal of Psychology*, 54(3), pp.369-376.