Communication- “must have” for human being.

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Introduction

Everything in the world, all that is alive, announce feelings and ideas to communicate with each other, but only people can use a turn of phrase and various dialects to send explanation (Nordquist, 2019). That makes us different and unique on the planet. Having this gift, we should learn, and practice to communicate effectively.

We don't have to improve or control only one thing- smile. Smile is always real and means the same- that we are happy. To avoid misunderstanding and problems, we should deeply and successively work on the rest of the communication ways.

During my course Certificate of Higher Education in Skills for the Workplace, I was enjoying Effective Team Working and Communication lecture. In the Report, I am going to face the most important aspects, in my opinion, for effective communication.

Communication. Definition.

According to Nordquist (2019), communication means transmitting and collecting information through verbal and nonverbal methods like dialogue, symbols and conduct. Every person has their own conveying system, and because of that, many issues can occur (Barker, 2019).

In agreement with Baker (2019), any exchange of details is a very energetic proceeding of keeping our ears open, using oral words with a mixture of movements. Verbal communication is everything that has been sent via voice or written; nonverbal communication is our body language, motion and looking at each other (Baker, 2019). People use transmitting methods of information to "build a relationship and to make sense of reality" (Baker, 2019, p. 9). In keeping with Baker (2019), during a conversation, we discover what is in our heads and hearts, we communicate to resolve disputes, collaborate and simply get inspired.

Models of Communication

Everywhere and every time we are sending or receiving information. No matter what we are doing, if we are highly involved in it, we are taking a part of the communication process (Nordquist, 2020). As seen online in "The Basic Element of the Communication Process" (Nordquist, 2020), if two or more people are having a conversation or swap details, that is the simplest form of communication (Nordquist, 2020). However, along with Nordquist (2020), communication is a whole process of message transmission and has few factors:

- ✓ THE SENDER (source)- commencement of the communication cycle. The communicator is wrapping the concept (encoding) in the style that can be easily acknowledged. That can be language, graphics, signs, etc.
- ✓ THE RECEIVER- destination of the message. The recipient must be able to get the information, understand and convert it (decoding).

Models of Communication Cont…

- ✓ THE MESSAGE- the idea which is coming from the sender to receiver.
- ✓ THE MEDIUM- channel through which the information is delivering.
- ✓ FEEDBACK- content has been effectively provided, and addressee sends the confirmation of getting and understanding the message.

Feedback is vital in communication cycle as helps resolve the misunderstanding, save time during co-working and makes surrounding clear of shortcomings.

By making sure encoding and decoding have been done correctly, communication has high chances to be completed.

Models of Communication Cont…

According to my knowledge from the lectures, we can distinguish three models of communication.

Shannon-Weaver and Berlo models are linear, that means the information has a straightforward, simple way between beginning and destination (Businesstopia, 2018). The major thing is to get the message by the mostly inactive recipient, and feedback is not required (Businesstopia, 2018). As heard on a lecture, the difference between them is that Berlo's S-M-R-C does not have a room for noise and by removing the noise from Shannon-Weaver, communication comes effective because encoding/decoding are included.

As explained by my University Teacher, Schram model takes place when having feedback and encoding and decoding the message are essential to complete transmission. Schram turns out into linear when feedback is not delivered (Businesstopia, 2018).

Body Language

As I already mentioned, body language is nonverbal communication, and in contrast to verbal, it is difficult to be fully controlled. Mostly every part of it cannot be repeated (Baker, 2019). The visual conversation is giving and getting information without words, both, written down and said (Nordquist, 2020). As stated in "Improve Your Communication Skills: How to Build Trust, Be Heard and Communicate with Confidence" (Baker, 2019):

- ✓ Our bodies more often speak for us, than we use them to express, and when we stop talking, they keep moving.
- ✓ Some of the body language you can see, as gestures, presence, movements or eyes rolling etc., some you can hear as speed and capacity of voice or anything that supports our talk.
- ✓ Apart from the style, it is unexpectedly affectless to fully understand it as every person use a specific method to express a different state of mind. Interpreting may depend on the situation and background.

Face Mannerism

As specified by Morris (1985), around 80% of messages send and received in our daily life are seeable (Maund et al., 2017). As per Kleinke (1986), visual contact and various types of gaze deliver data, balance interplay, support emotions and words in our day-to-day routine, allowing others look inside us (Maund et al., 2017). According to Maund et al. (2017), it is necessary to be mindful of our facial expression and control it as best as we can, especially eyes which take the most part of visual language because basic knowledge about feelings transmitting through face may not be enough when communicating.

Since now, do your best to take control of your facial expressions if you do not want to be misunderstood or give an unwanted, unpleasant feeling.

Hearing VS Listening

As mentioned by Horowitz (2012), hearing is our genetic predisposition to be patient for any threat. That is our automatic alert clock (Horowitz, 2012) and sounds collector; it is common and primary (Lindberg, 2018).

But listening is more than that because required willingness to understand the message, gather specific information, not only sounds (Lindberg, 2018).

Pursuant to Lindberg (2018), active listening is a valuable ability which improves your interpersonal connection an many levels. To be a perfect listener, you need to be tolerant, strongly interested in the content and give full attention to others (Lindberg, 2018). From many years I do my best to practice such an important rule- if someone is a good listener, is a good speaker too.

Handle multiple tasks at once

In agreement with Maund et al. (2017), in the modern world with so many forms of the invention, we do not give full attentiveness to something or someone anymore. We disturb ourselves by handling multiple tasks at one time, and if that concern people, not things, mean that we do not respect them.

Everyone has a different personality, a different point of view; we sometimes do not agree with each other's or argue in the worst case. But if people do not respect someone only because they rather keep themself busy with another stuff, that is sad.

Sometimes external elements may affect our attention, like physical noise, attitudes of source, or simply information given to us is hard to understand or just not attractive at all (Maund et al., 2017). But whatever we do and whatever interrupt us, we should always give full attention, as we always look forward to getting that back to us.

Maria and Pedro as an Example of Poor Communication

According to class activity during a lecture at UWTSD, one day Maria called her husband Pedro, who works in construction, and asked him:

“When you are coming home, see if you can get me a chicken”.

He simply replied: “Okay”.

When Pedro come back to home, went straight away into the kitchen, expecting Maria there. “Maria, where are you”, he called.

She replied that she is in the sitting room.

When Pedro joined the wife, she asked him where the chicken is.

“What chicken?” he asked.

“The one I asked you get on your way home” explained Maria.

Then Pedro realised misunderstanding: “Oh, no! I thought you said when I come home, I will see you in the kitchen”.

Maria and Pedro as an Example of Poor Communication Cont…

Let face the basic situation that often happens to many of us. If Maria and Pedro will possess the ability to control their communication skills, they will complete the transmission 100% successfully. The first main thing- attention. Pedro was busy at work, so probably could not speak over the phone. When heard question, simply answered. Feedback took place, but by giving a little more attention and double-checking with the wife if he understood adequately, he would avoid misunderstanding for sure. Another aspect is noise. Pedro works in construction, that means noise is the natural environment of his job. The best channel that Maria could choose is a text message for successful decoding. If both words sound quite similar, like 'chicken' and 'kitchen' in that case, and if sender and receiver do not focus on effective communication, a mistake can happen.

Personal Impression

Now I am more aware of different styles of communication and agree that people hear others voice but feel attitude; they believe more our body language. That is why visual behaviour should always follow our words.

I learn that noise can affect communication and cause many problems. Careful choosing of a channel when sending the message is essential to complete the transmission successfully.

As an example, the wholesale company where I am working was changing the warehouse. When we moved to the new depot, we had to unpack loads stuff and arrange it reasonably, so we will be able to do the orders quickly. My boss was away that time, and after three days of unpacking, he texted me to finish until the end of the week, which was an extra two fays only, as wants us to start to do orders. I was exhausted as the company employs five people only, and when for daily works, it is absolutely fine, for the moving was not enough. I get upset that he requires the impossible. I felt underestimated.

Personal Impression Cont…

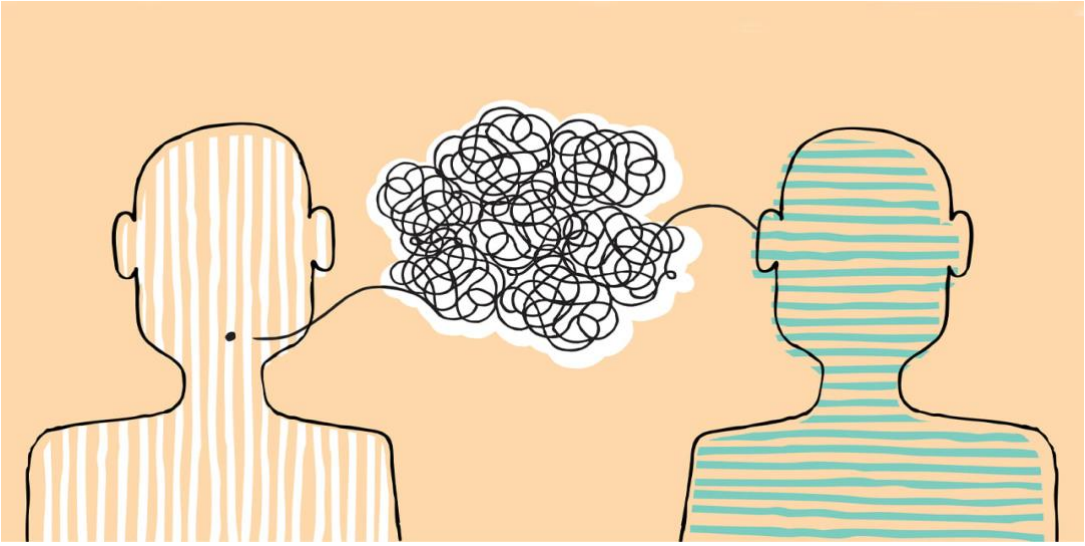
I have texted him back, that it is a hard job and definitely will not finish until that. Doing orders in such a big mess is going to be incredible difficult and slow. That was a short firm message. My boss, usually friendly and easy-going, reply with anger that the job needs to be done as he cannot afford to wait any longer. I felt so bad. We started to pack products for clients in a partly organized warehouse. A lot of things did not have their own place. That was the most challenging time at this job I could ever have. After a few weeks, when everything came back to normal, I gave notice of leaving. My boss realized that because poor communication, text messages instead of face to face talk with explanations and arguments (wrong channel), because my overwork as there was no extra hands arrangement (noise), lack of listening(understanding the seriousness of the situation), I am going to lose a job, and he is going to lose one of the best employees. I understood that I did not think about him as an audience. I was sending the message to the boss, not colleague, to the man from a different culture and should include that factor.

Personal Impression Cont…

Since now I am aware of multitasking, as it may cause disrespect others, and instead of listening, we do only hearing. Very often, I was speaking with colleagues at work during being busy with my daily routine. A consequence of this, I did not listen at all, did not give any attention so my colleagues could feel disregarded. I feel bad with it, but I am also glad to possess all knowledge about communication skills that I can practice and improve at any stage.

Conclusion

Communication is responsible nearly for everything. For our well-being, for good relationships, for success at work. Communicate effectively means being conscious when transmitting feelings and ideas, control body language and improve every skill which is strictly connected with the interpersonal connection.



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