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8/21/2019

COMMUNICATON AT MY WORKPLACE

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and communication skills.

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Introduction.

In this report I intend to analyse communication at my work workplace specifying how people communicate and here I will describe the writing communication, verbal communication and non-verbal communication. In addition, I will analyse what are the principles of communication and what barriers of communication you can encounter at a workplace. The models of communication referring to three of them and how to improve communication skills at a workplace.

How do people communicate?

Communication is the act of transferring information from one person or a group to another.

At my workplace we use different ways to communicate with each other:

- Verbal communication.
- Non-verbal communication.
- Written communication.

Verbal communication – includes face-to-face communication, telephone, television or other media.

Everyday at my workplace we use verbal communication from the time I get to work since I go home. In the morning we have a mitting where we discuss the tasks that we have planned for the rest of the day. After mitting we communicate with each other and with our patients asking them how they are, how they feel, if they have any complaints and other questions. The purpose of this type of communication is to find the necessary information that will help us to understand better how we can help our patients by offering the support they really need.

Non-verbal communication – includes all those ways we communicate without words like vocal expression, body language, gestures, how we are dressed and how we act, where we stand and our scent.

Non-verbal communication is reflecting our feelings and emotions. Thanks to this type of communication we can define our patient's mood and help as communicate much effectively with them. Facial expression is giving us an idea if our patients are happy or sad. Body gestures: how we move our head, our arms, our hands it can be interpreted like a message we send. Gestures and movement are a sign of confidence or lack of confidence.

Written communication – is the process of sending a message through written symbols between two or more persons. That includes letters, e-mails, social media, books, magazines, internet and other media.

At my workplace written communication is essential because in every type of organization are used forms of written communication like e-mails, memos, reports, documents, letters, journals, employee manual, etc.

As we know they are two types of written communication: formal and informal. In my organisation we use more formal communication because we do write reports about the patient's condition, if he took his medicines, if he is feeling better or worse, etc. Everything we do at work we need to make notes.

Principles of communication.

- **Principle of Clarity** – The message that we want to send must be clearly spelt out that the receiver to understand the same thing which the sender wants to transmit. For example, you do not talk with a patient in medical terms that he does not understand, you need to use simple words for his understanding.

- **Principle of Attention** – When we communicate the person who is receiving the message must pay attention to the person who sends the message because he may respond differently to the message. For example, if one of our superiors is always early at work then the other workers can take him like example and to be punctual like him.
- **Principle of feedback** – This principle makes the communication more effective and gives an idea if the message has the same meaning which the sender wanted.
- **Principle of informality** – For sending messages, generally we use formal communication, but in some cases the informal communication is much effective.
- **Principle of consistency** – In the interest of every organisation, the communication should be consistent with the policies, plans, programs and objectives for a better understanding and to be implemented properly.
- **Principles of timeliness** – Communication should take place at suitable time for helping to implement the plans.
- **Principle of adequacy** – The message that we send must be adequate and complete for taking a proper decision and making action plan.

Barriers of communication.

In most of the cases the communication may fail because of many reasons. The message may not be received in the way that the sender intended. This kind of situation could happen because of the barriers of communication. Because of these barriers of communication, we risk wasting our time and money by causing confusion and misunderstanding. Forwards I will describe what kind of barriers we can meet at my workplace.

- **Environmental and physical barriers** – In this class of barriers we can find: **time, space, place, and medium**. Time in a communication is

important, this could define an effective communication or to become a barrier when you consume too much time for mailing letters or by posting. Another barrier of communication is space, if two persons communicate from different country or continent then the process of communication can be difficult and not effective. The place where the communication is taking place should be clear and not over-crowded. The noise can be a reason why the communication could fail. The medium where communication happens should be accurate, precise and understandable. (Radhika Kapur)

- **Semantic barriers** – When we communicate with other persons, no matter what kind of communication we use, formal or informal, is important to use appropriate words, vocabulary and language. Two or more persons when communicate with each other should use common language, so that everyone could understand. For example, if you want to explain to a patient the result of an investigation regarding his health, you can not use medical terms that he does not know, but you need to explain in simple words and then the communication between you and him may be more effective.
- **Cultural barriers** – We communicate every day with different people who have a different nationality, religions, race, etc, with whom we may have differences in our cultural background. For a good communication between these two persons they need to understand and accept the culture of another person.
- **Psychological barriers** - This type of barriers refers to the psychological state: opinions, attitudes, emotions, etc, of a person that deeply affects the ability to communicate. In this class of barriers we found: **lack of attention** (in the time of communication one person is preoccupied about something else then he do not listen what he other persons is speaking and he would not be able to understand the message as it was intended and not be able to give proper feedback), **emotions** (the emotional state of a person is affecting communication as well because every human being has a unique mind which is composed of different emotions, beliefs, perceptions, opinions and thoughts), **distrust** (in a

communication process is essential that both communicators trust each other because they will tend to derive negative meaning out of the message and to ignore what has been communicated) , **poor retention** (when we communicate we are transmitting information but in some cases of communication this information may be too much for our brain that is not capable to retain all the information in the memory, so much off information gets lost during the retention process and this results as a barrier to the effective communication).

Models of communication

In a communication process we can define models of communication that helps as to understand better this process. A model of communication is a systematic representation of an object or event in idealized and abstract form. A model, in a communication, provides a framework for discussion of problems in the communication process. (Medwell Journals, 2012).

Shannon and Weaver model.

Shannon and Weaver model of communication is evidently accepted all over the world. This model shows the communication process between source and destination. Shannon and Weaver model of communication has seven main elements:

Information source – is the person who send the message which can be in form of written or spoken, image or sound.

Transmitter – change the message into the signal like words or voice of the person who want to send the message.

Message – is the thing which is sent and received, and all communication is about. A message originates from the person who has the information.

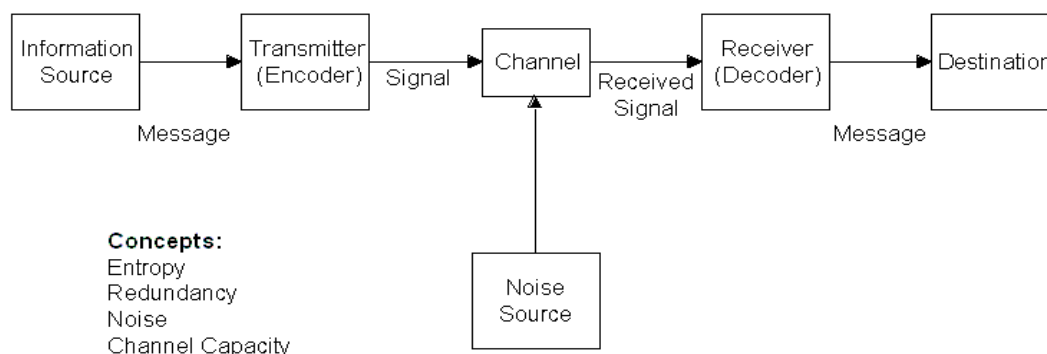
Channel – is the path that message passes through from the transmitter to the receiver.

Receiver – is the person who receive the message known as a decoder.

Destination – is the target place of the transmitted message.

Noise – is the factor that can cause distortion or error in transmission.

The Shannon-Weaver Mathematical Model, 1949

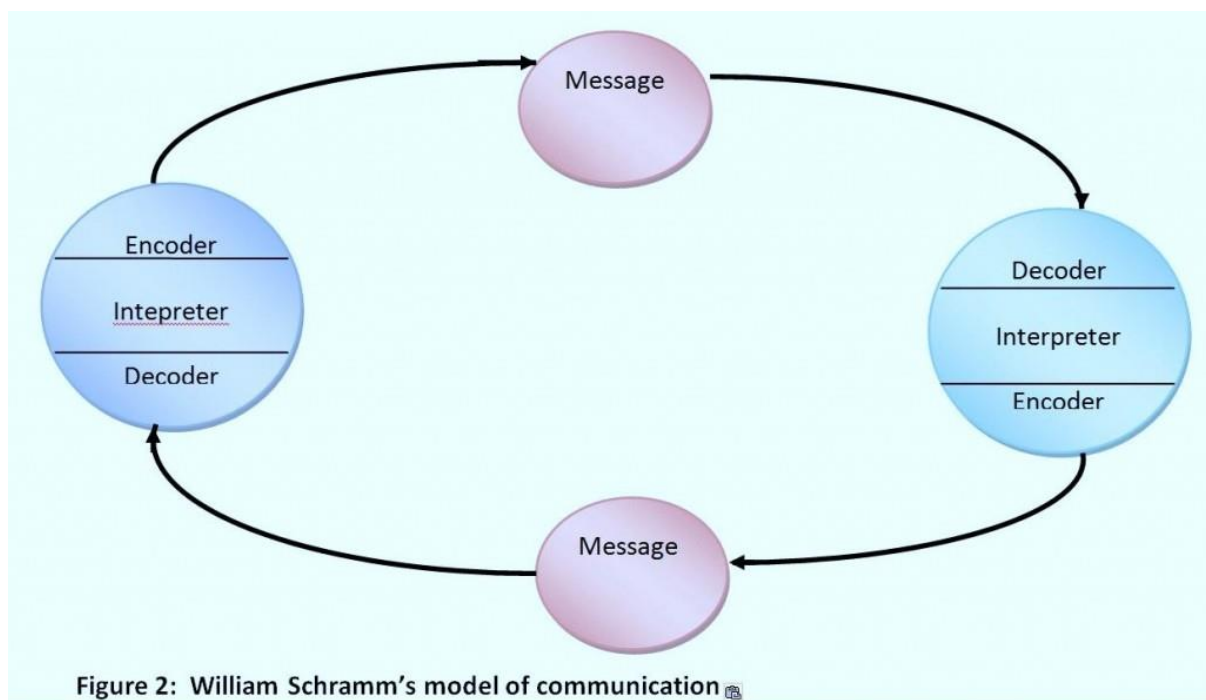


Shannon and Weaver's theory of information is a transmissive model which is focused on accuracy of transmitting messages by smart coding and eliminating physical noise without enough stress on semantics and concept which is the important aspects of human communication. (islmblogblog, 2016)

At my workplace this model of communication could be defined when we try to communicate with patients or with colleagues and because of a noise or other circumstances the communication fails and the message is not decoded properly.

Schramm's model of communication.

According to Schramm's model for an effective communication the main processes are coding and decoding messages without which information can never flow between two individuals. In his opinion the communication is incomplete until the sender receives a feedback from the recipient. He also believed that an individual's knowledge, experience and cultural background play an important role in communication. This kind of persons tend to interpret the message in different ways.



In this kind of model is important that the sender to use simple word than the receiver will understand the message, if the sender will use difficult words then he risks to not be understood. For example, we cannot communicate with our patients with medical terms, but we need to use simple words for a better understanding of the message.

Berlo's model of communication.

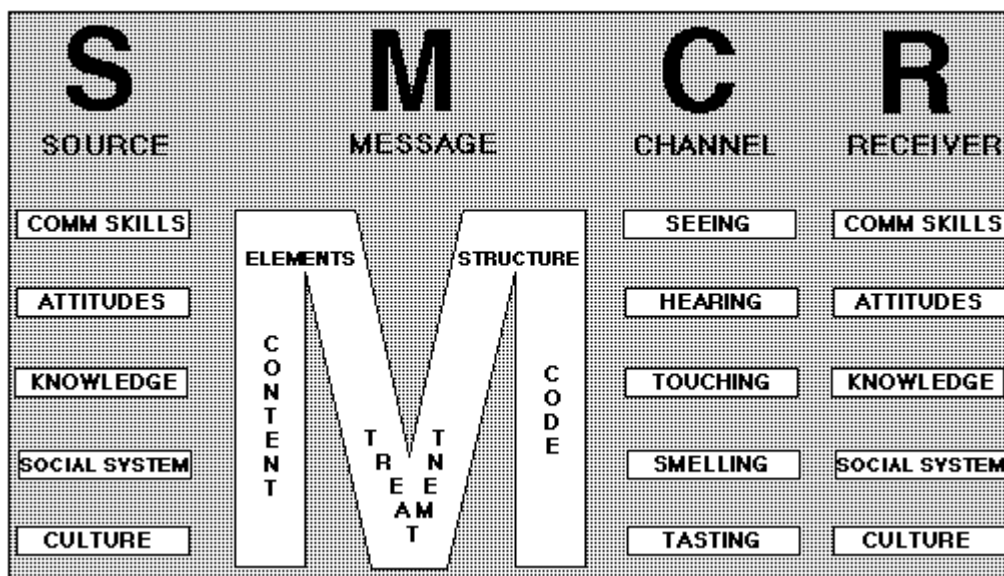
Berlo's model of communication considers the emotional aspect of the message. This model is operating with the **SMCR** model.

S – Source is the sender from whom the information came, he is the one who transfers the information to the receiver putting his thoughts into words using his communication skills, attitude, knowledge and culture.

M – Message is the information, or the thoughts converted into words by the sender. This process is called as encoding.

C – Channel refers to the medium how the information goes from the sender to the receiver. There are five channels that help people to communicate with each other. Through hearing, tasting, seeing, smelling and touching.

R – Receiver is the person who receive the message and hi must understand what the sender wants and to respond appropriately. This is called decoder. The encoder and the decoder should be from the same social and cultural background.



At my workplace this kind of communication is the most used between doctors with doctors, nurses with nurses etc. They have the same knowledges and they understand each other easily.

[How to improve communication skills.](#)

Good communication skills are considered extremely important for Health and Social Care. An effective communication has three basic

components – Verbal, non-verbal and paraverbal. Verbal component deals with the content of the message including selection of the words. Non-verbal component includes body language like posture, gesture, facial expression and spatial distance. Paraverbal component includes tone, pitch, pacing and volume of the voice. (Piyush Ranjan, et. at. 2015)

There are many tips and techniques to improve communication skills at the workplace:

- **Listen** – is very important to listen the other person carefully for better understanding of the message. Listening not only involves understanding but also and define your patient`s attitude needs and motives behind the words.
- **Be clear about what you want to say** – make sure that you express your complete thoughts because an incomplete idea can lead to misunderstood of the message.
- **Express coherently** – you need to communicate in both written and spoken language. For this you need to possess a rich vocabulary.
- **Never talk over people** – this demonstrates a lack of respect and shows that you do not care about what the other person is telling you.
- **Maintain eye contact** – with the person you communicate. This proves that you are interested on what hi is seeing.

Conclusion.

To conclude, communication is the process of transmitting information and common understanding from one person to another. For a good communication among the workers and with patients is crucial in building a good relation that will assure success of the team. Is good to know that a communication is not just about exchanging

information but is about understanding the emotion and intentions behind the information.

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Effective Team Working and Communication – Term 1
BMSW4002

In-class exercise 1 – RESIT

Student Name: MARIA CURAGAY Student ID: 1817135

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 passage and answer the questions.

I (Kelly Quintanilla, one of your co-authors) have taught many successful workshops to business professionals over the years, workshops in beautiful locations with enthusiastic participants. I also taught one workshop that appeared to be doomed to fail before it even began. The topic of this 6-hour workshop was conflict management. The group was a department whose members were currently engaged in a battle with one another. Literally, half the department was not speaking to the other half. Some of the best department members had put in for transfers. Productivity and customer service were suffering.

Knowing all this in advance, I had carefully selected a large room with comfortable chairs, round tables, and good lighting. I had planned for several breaks with food and drinks in an attempt to foster informal communication. The meeting environment was ideal. Unfortunately, an emergency water outage caused the workshop to be moved to a room in one of the local museums. The meeting was scheduled to begin at 8:00 a.m., but many people arrived late due to the last-minute change in location. Those who arrived on time became increasingly agitated as they waited. Part of their agitation stemmed from the fact that there was no coffee, no food, nothing. Despite several calls, the food order never made it to the new location. The only place to get a drink or snack was a small, extremely overpriced gift shop that did not open until 10:00 a.m. To make matters worse, the room had about 40 mounted animal heads hanging from the walls. The animal heads, most of which were in a growling pose, were very dusty, causing anyone with allergies to begin sneezing and sniffing. The final problem was the furniture. The chairs were the small, metal, folding kind. The tables were also small, and there were not enough of them, so the participants were crammed together. I could not imagine a worse meeting environment for any group, let alone a group already engaged in conflict. I needed to do something quickly.

Q1: What went wrong?

Q2: What would you have if you had been in that position?

Q3: Could the situation somehow be used to your advantage? Why/ why not?

Q4: Could any model of communication help explain this situation?

1 The meeting location was the main problem. All the members were unhappy because they had to wait the others in a dusty, small room and furniture.

2 If I had been in that position I would canceled the meeting for an other day but in a comfortable room with all the conditions that they need.

3 Maybe it could because a comon problem brings throughther people and maybe because of this situation the two groups could start to communicate after a long time.

4 In my opinion this is shanon and Weaver model of communication because of the bad conditions and the change of location the communication between the group fail, so the environment was the problem.

Lecturer's signature: _____

Date: 19.08.19

Ex.2. Read the following brief and write a business email according to the instructions.

Write an email to a business contact or colleague asking for information.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your company's business? What products/services do you offer?
- What is your position in the company?
- What information do you want right now? Ideas: the status of an order that you are waiting for; product information to give to a customer; market information about a new country where you are going to do business; financial data to write a report; hotel information for a business trip you are going to make.
- Who are you going to write to, to get this information? Ideas: a colleague in another department/from another country; a customer; a supplier; your line manager.
- Can you make your request for information more specific?
- Do you want to give any information to them? / promise action? / offer help?

Now write the email.

Dear Denis,
I hope you are well. I am the new manager in ~~the~~ MISTAY hotels located in Kensington Olympia and I wanted to ask you to give me a list with all our receptionists and housekeepers for the new time tables. I need this information until the end of ~~this~~ today and I hope you will be able to help me. The new time tables will be ready until the end of this week and starting ~~what~~ next week we will work a bit differently.

opinion

Best regards
Maria Curapan
19.08.19.

there is a more polite way to express this e.g. I would like

a fair attempt

Lecturer's signature:

Date: 19.08.19



Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 2

Student Name: MARIA CURAGALI

Student ID: 1817135

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 passage and answer the questions on the next page.

Case Study: A Day With The Chief

Mark is a top-performing salesperson at a pharmaceutical supply company. As a reward for his performance, he is treated to a trip to the corporate office in California to meet the chief executive officer, Ms. Mills. Ms. Mills is known around the office as the "Wicked Witch of the West" because of her short and sometimes abrasive demeanour.

Mark's co-workers share "horror stories" of their encounters with her, stating that she rarely makes eye contact, never smiles, and dislikes being approached unless she initiates the conversation. Although he is excited to travel, he is also nervous about what he and Ms. Mills might talk about. He prepares by thinking about how he can share his sales strategies and techniques. On the day of the meeting, he waits patiently for Ms. Mills' assistant to call him into her office. When he is escorted in to meet her, he is shocked to see a petite woman behind the large desk smiling back at him with kind eyes. He approaches, shakes her hand, and waits for her permission to sit.

Ms. Mills is nothing like the horrible person they made her out to be. Ms. Mills asks Mark several thoughtful questions about why he is successful, ways the staff can be supported, and how the company fits in with his professional goals. Mark feels more and more comfortable as she leans forward to listen intently to what he is saying. Mark loosens his tie, crosses his legs, and begins sharing stories of how he feels his immediate supervisor has dropped the ball on more than one occasion and that the team would be better if more money were allocated to incentives and bonuses. Mark immediately sees Ms. Mills' eyes begin to squint and her brow furrow. She stands up abruptly and says in a gruff voice that their time is up and that her assistant will show him out.

Lecturer's signature: _____

Date: 14.08.2019

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1. Given the professional context, what would you have done the same and/or differently if you were in Mark's position?
2. Do you think Mark accurately evaluated the context? Why or why not?
3. What communication factors led to the change in the chief executive officer's disposition?
4. How could Mark improve his communication skills?

1. If I were in Mark's position I would be more careful to listen what Ms. Mills asked and I would give an exact answer to her questions. This was a business meeting and not a friendly conversation to speak about your feelings. ✓
2. I think that Mark did not evaluate the context accurately because he felt too confident and he started to speak about his supervisor, thing that was not professional. ~~his~~ actions ✓
3. In my opinion Ms. Mills's disposition changed because of Mark's behaviour. He crossed his legs, he take ^{VI} of his ~~not really~~ tie, and this was a non-verbal communication factor that demonstrated a lack of respect to Ms. Mills. Another reason can be that he was speaking about his feelings and not about what he was asked. ✓
4. Mark should be more careful and listening actively to Ms. Mills' questions and give an exact answer without sharing his feelings. He should keep his professional attitude and not to feel overconfident. ✓

Lecturer's comments: Good answers have been provided. You need to try to reduce the number of language errors.

Lecturer's signature: _____

Date: 14/08/2019

