

Assessment

Module title: Effective Team Working and Communication

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Introduction

The purpose of this assignment, as it comes to my understanding, is to analyse how important is the communication in my own workplace. The content of my work is revealing some definition and different types of communication and when I have been focused on the skills I need for professional practice I linked them to some examples of how is the best way to work and have the right attributes regarding the individual and collaborative working. I developed and describe appropriate and relevant examples of failure in delivering the best service to my customers as possible results of a lack in communication. Finally, I came with some suggestions of how the communication can be improved on my workplace between me and my customers and between me and colleagues, respective, manager, in order to excel and have a successful career.

Communication

The communication is the most important way for a person to be in contact with another person, sharing thoughts, emotions, ideas, receiving or delivering service at the workplace for example, and not only, is one of the most powerful skills that you must have in order to maintain a good atmosphere there.

This process it works as a circle and must have, as I have learnt in this course, a sender who is generating the message, the process encoding when it is turning of one's thoughts feeling, the actual message as content of the communication, the receiver and this is the person who gets the message, the process of decoding the evaluating of the communication and must have a feedback, the return message from receiver to sender when the receiver will become the sender this time in order to share his own perspective about what just have been communicated to him.

Types of communication are : verbal, written and non-verbal communication.

The verbal communication is the most common way to communicate using words to be understood.

The non-verbal communication is the exchange of information through non-linguistic means which is the major of discussion can contradict verbal message, can substitute, emphasize verbal messages and regulate verbal messages.

Non-verbal is usually more believable than verbal and is the primary way we communicate feelings and attitudes.

“One popularized estimate often quoted in magazines and on television is that 93% of all meaning is nonverbal. This estimate would mean that only 7% of meaning comes from verbal content. Nonverbal communication is omnipresent. In face-to-face interactions, all the nonverbal channels come into play. Body, face, voice, appearance, touch, distancing, timing, and physical surroundings all play a part in creating the total communication. A friend’s gestures, facial expressions, posture, and eye contact may signal interest.” (Burgoon, Guerrero, Floyd, 2010)

The written communication it is mean any process of interaction that utilize the written word, business owners managers and employees make use of written communication to keep a permanent “record of ideas access information quickly , have a more professional way to communicate, it helps even to define goals , identify problems and arrive at solutions” (Kimberlee Leonard revived by Jayne Thomson llb llm updated January 31 2019 crohn's.)

There are three types of written communication as I have been reminded on this course, and this can be formal, informal and semiformal.

The formal way is the impersonal and objective type of writing, the semiformal is the way that you use for someone that you know by name, but you have to maintain a professional standard and the informal way is the writing that you use for friends and very close person and you can use short forms of words or addressing, or either some regionalisms.

Communications can also be misunderstood according with (Maund, Schriek ,Tinkler 2017) : “As a team members work together to understand problems and manage projects hundreds of verbal comments are exchanged because members do not always know the exact intend of one and another comments interpretation and frequent misunderstanding.”

Models of communication:

“Shannon weaver model” 1949 (focused on noise)

Explain how the noise in the background can compromise a good communication, a good example I saw on the class exercise when Pedro and Maria showed us in a practical way, how the noise can interfere into our communication.

“Berlo's model” (no feedback)

Explain another way to communicate , without expecting any feedback from the receiver, so this method explain essentially a monologue, usually can be used in a workplace when you would like to explain something , to give to someone a task which it doesn't need any response.

“ Schramm's model” (communication between the same level of knowledge)

This method of communication is effective if the encoder and the decoder have the same level of cognition.

EFFECTIVE COMMUNICATION AT MY WORKPLACE:

I am working in a Hair Stylist Salon here in Southend On Sea where I am living with my family. My position as a stylist I held since 2018 on this place, playing my role successful, being passionate about this and my colleagues are the same.

Our communication method we use is mostly verbal and takes place between us and customers, as we provide them the services requested, but we communicate most between us as well, for supporting your colleagues is a good deal on fulfilling the demands of the customers and keep the business level high.

For a hairstylist, in my case I am working with female customers, usually, the first 5 seconds interaction, as the customer walks in the salon, are the most important because during that short moment, referring to non-verbal communication that she is perceiving, at the moment, she will make up her mind whether will have her hair done in this salon or somewhere else.

This interaction I am referring to is about to demonstrate a warm and welcoming open posture, which will communicate to the customer that she is welcome, although the stylist does not open his mouth, the client should already feel at ease, and so that she will choose to spend her money on the service I will provide for her or choose someone else in the presence of whom will feel more comfortable.

After this brief non-verbal communication, verbal communication also takes place, where the waiting time before starting her service will be explained, is essential sometimes to start another type of communication is perhaps the most important in my job, and this is to listen to the customer's needs, without interruption, until the client will communicate the services she wants to receive, her problems, her needs, her preferences.

The following method of communication: the questions, which in general must be open questions, to be able to really understand her needs, desires and to be able to create an empathic bond, in such a way that the client manages to open up and trusting the stylist who is following her, then, taking into account all the requests of the client, the answers received, we proceed with a consultation, where we explain what is best to do or not do, with kindness, firmness and awareness, explaining them all the pros and cons of the procedures also offer valid alternatives and expects the client to communicate its decisions exactly.

If meanwhile other customers will arrive and they are waiting to be served by me or if the service requires a lot of time and I already have other bookings, this is the moment when I am extending my communication skills to solve problems and I will ask for help from other colleagues if they are free at that moment, and from there by precise instructions on how I would like to be helped, or if the client agrees to delegate the entire service to another free or less busy hair stylist, who in turn will ask questions, in this case unopened, but specifications and techniques to be sure to have understood how the colleague together with the client decided to do the job.

This example of how communication takes place in my workplace describes the ideal of communication that should take place between customers, workers and colleagues, but unfortunately things do not always go that way always.

Sometimes the customer's reception is done too hastily and lacks professionalism, warmth and smiles, all essential for a good level of customer service, or even the consultation is often overlooked or is done very superficially without open questions, without precise indications useful to the client, without empathy and without adequate time to listen to all her needs.

But the biggest problem occurs when, in a hurry or due to the desire to communicate, the designer does without hesitation what the client asks even though this may be harmful not only for his image but also for the health of his hair, without explaining the risks and consequences of the requested service, thus having a superficial attitude.

Communication between colleagues is not the best always, at my workplace and this creates many inconveniences the lack of time sometimes makes it impossible to communicate adequately between us or with the manager, fatigue, the degree of know-how of some colleagues makes dialogue often frivolous, lacking in substance or emptiness and this can lead to gossip and relationships that are too fragile, too hasty judgments, misunderstandings and often this leads to complaining to the manager.

This communication's problem can be solved by having greater care for one another, for example - using an analytical communication, above all with colleagues or with the manager that is not giving too much information, especially when they are not asked to you, or giving precise and specific indications above all

when you have to pass your job to another colleague.

Barriers to effective communication

The barrier for effective communication which can be physical when a client for physical reasons feels upset, related to their attitude, when the customer becomes nervous or sad for an inadequate service, also, can be a language barrier when due to age or language everything becomes more complicated, or even ambiguity can create a barrier if, as a stylist, I am not explain myself in a wise way, but using a language that is too abstract, too generic without showing a photo of the chosen color.

How can communication at workplace be improved

Communication in the workplace can be improved by keeping a professional attitude and communicate the ideas, information or anything we need to share with an open mind, without judgments, limiting oneself to work dialogues, can also be improved without putting personal life in the middle, thinking from your perspective only, always talking to anyone at their level, always empathizing with one's colleague with the client and the manager.

CONCLUSION:

In conclusion, giving detailed information, explaining details and showing interest in customer needs means having functional communication, which would definitely be what is needed for good customer service together with an open attitude that serves to create bonds of trust with customers and colleagues relaxed to eliminate anxieties, fears and creating an atmosphere of security and involvement for customers.

Intuitive communication would be another good way to improve communication with colleagues, finding and creating more time to provide useful information for the good performance of the services provided.

As I am learning daily how to improve the communication skills on my workplace this is always a good opportunity for me to become more successful, grow a flourishing business in order to reach my own targets, meet my goals and fulfill my dreams.

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