

EFFECTIC TEAM WORKING AND COMMUNICATION

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Efectiv team working and communication

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The purpose of this report aim to analize my communication skills.

Communication is the interaction between one ore more people by exchanging information by writing,speaking,or other medium using telephon lines or computers to send and receve information.

Types of communication:

- Verbal
- Nonverbal
- Visual communication
- Eye contact
- Written

Verbal communication is when the words or sounds are used by an individual to express it self.

In order to have good verbal communication with someone, the words must be chosen carefully to make sure the interlocutor understands you.

There are many verbal communication skills. They based on speak clearly, or listening.

Effective verbal communication cannot be fully isolated from non-verbal communication: your body language, tone of voice, and facial expressions, for example.

The clarity of speech, to be polite, remaining calm and the basic rules are part of verbal communication.

Opening Communication

In many interpersonal encounters, the first few minutes are extremely important. First impressions have a significant impact on the success of further and future communication.

When you first meet someone, you form an instant impression of them, based on how they look, sound and behave, as well as anything you may have heard about them from other people.

This first impression guides your future communications, at least to some extent.

By meeting someone you can know the background by the way he speaks and also with communication skills he has.

For verbal communication is very important to speak the same language to be understood and to be understood.

Nonverbal communication involves facial expression, touch, signs, body language, eye contact and tone of the voice.

Eye contact

They say eyes are the mirror of the soul, and it is true.

With the help of visual contact you can express the soul's states, from happiness to anger, frustration to fulfillment.

Eye contact has three main purposes:

- Feedback -to give and receive
- The relationship between people
- To let others know when to speak

Voice signal is about the tone, pitch, speed and volume of the voice. It may involve a question, exclamation, joy or annoyance.

Facial expression or gesture shows the emotional state of a person, whether it is agitated, stressed or any other spiritual state.

Body language, posture and proximity

Body movements strengthens the link between emotions and attitudes of a person. However, it is also possible for body movements to conflict with what is said.

Gesture

Gestures involve the use of signs based on verbal communication. The use of a sign that means „ok“, or gestures like „come or go“.

Posture

Is a posture is a reflection of intention, attitude and emotions. It depends on the situation we are in, it can be something personal or professional.

Closeness and Personal Space -Proxemics

Every culture has different levels of physical closeness appropriate to different types of relationship, and individuals learn these distances from the society in which they grew up.

The study of personal space is called proxemics.

Proxemics is formed four categories:

- Intimate distance
- Personal distance
- Social distance
- Public distance

All these categories are based on religion, culture and common sense norms that are the base of society.

Body language, posture and distance provide important information to supplement words, or verbal communication. They are a crucial addition to the overall message.

In my line of work I met and used all this communication method. I work with romanian and foreign people, and for me it is vital to use all the communication methods to make my self understand by my team members, so I can finish my work day well.

There are times when the method of communication does not give results, but that does not discourage me, calmly everything can be overcome.

Working with people from another country is difficult, because not everyone knows a minimum of English, and at that time the signs and gestures become useful.

Model of communication

There are 3 models of communication:

- Shannon-Weaver
- Schramm's
- Berlo's

Shannon Weaver model of communication was created in 1948 when Claude Elwood Shannon wrote an article "A Mathematical Theory of Communication" in *Bell System Technical Journal* with Warren Weaver. Shannon was an American mathematician whereas Weaver was a scientist.

Concepts in Shannon Weaver Model

Sender (Information source) – Sender is the person who makes the message, chooses the channel and sends the message.

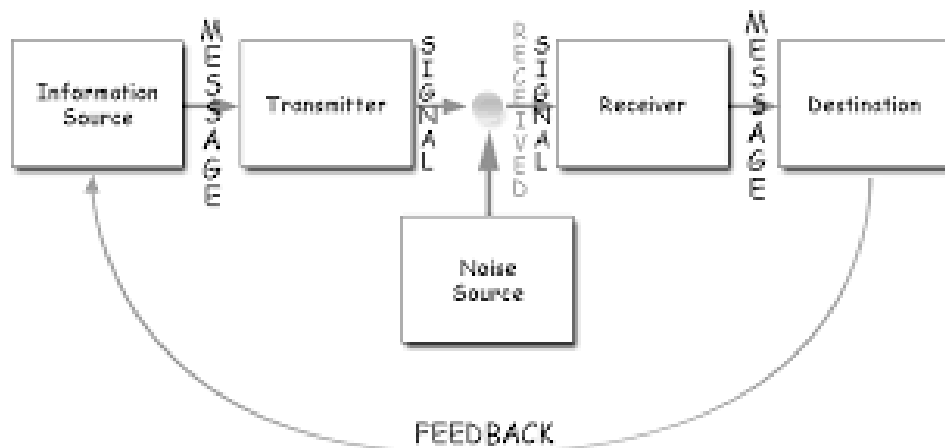
Encoder (Transmitter) – Encoder is the sender who uses machine, which converts message into signals or binary data. It might also directly refer to the machine.

Channel – Channel is the medium used to send message.

Decoder (Receiver) – Decoder is the machine used to convert signals or binary data into message or the receiver who translates the message from signals.

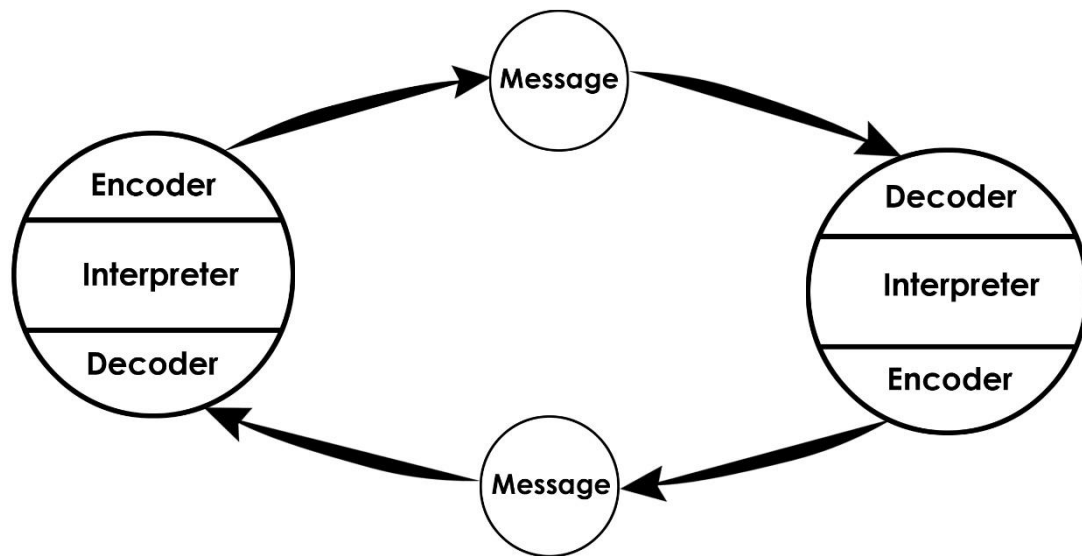
Receiver (Destination) – Receiver is the person who gets the message or the place where the message must reach. The receiver provides feedback according to the message.

Noise –Noise is the physical disturbances like environment, people, etc. which does not let the message get to the receiver as what is sent.



Schramm model of communication

The most commonly taught and widely used theory of communication is that proposed by Wilbur Schramm in the late 1940s. The Schramm model views communication as a process that takes place between a sender (transmitter) and a receiver: there will be also a message, and a medium through which the message can be transmitted (Schramm, 1948). The receiver may have a method of sending feedback on the message, to confirm that the message has been correctly received and understood, but noise and interference will affect both the ability of the message to reach destination.

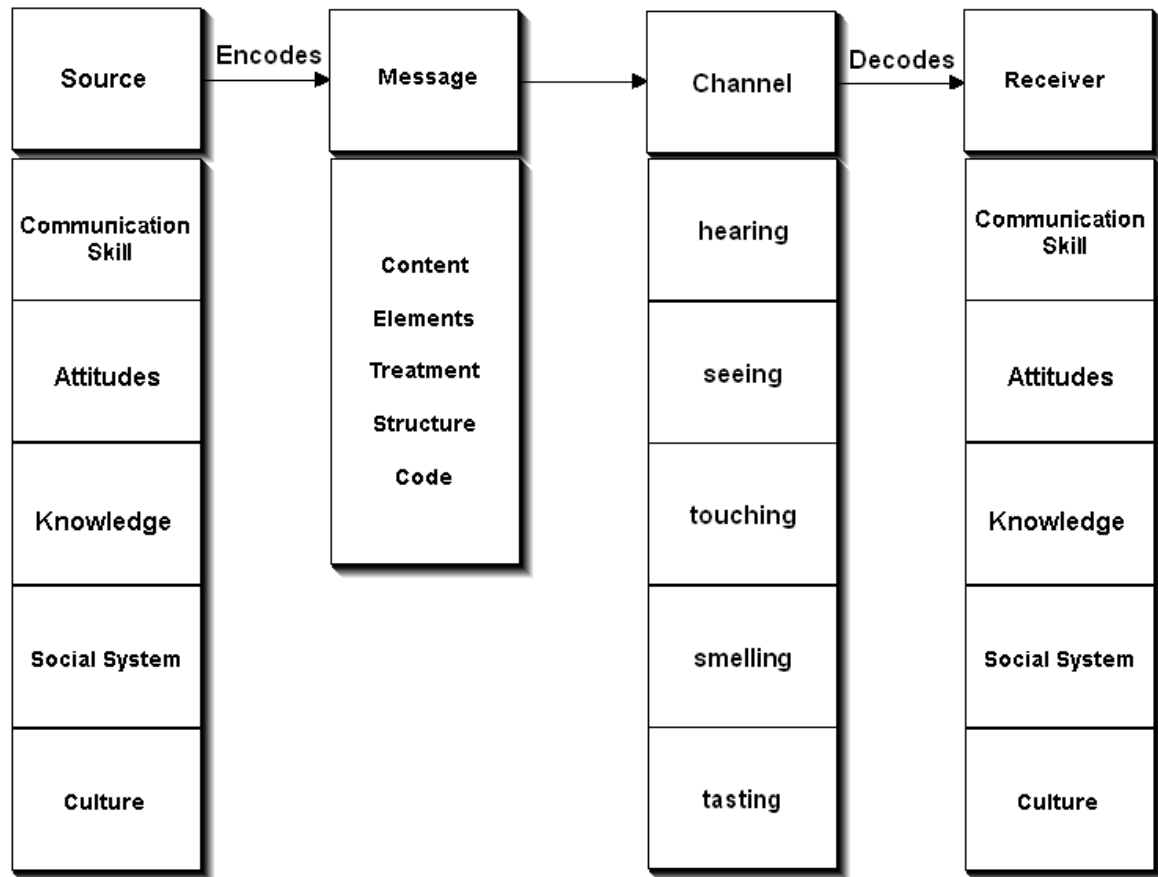


Berlos model of communication

In 1960, David Berlo postulated Berlo's Sender-Message-Channel-Receiver (SMCR) model of communication from Shannon Weaver's Model of Communication (1949)

Berlo's Model has mainly, four components to describe the communication process. They are sender, message, channel and receiver. Each of the component is affected by many factors.

Berlo's Model of Communication



A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.

Components of Berlo's Model of Communication are:

S Sender which is based on:

- **Communication Skills**

Which highlights the skills of the sender to speak, present, read, write, listening, etc.

- **Attitude**

The sender and the receiver create the effect of the message.

- **Knowledge**

- **Social System**

- **Culture**

M-Message:

- **Content**
- **Elements**
- **Treatment**
- **Structure**
- **Code**

C-Channel:

- **Hearing**
- **Seeing**
- **Touching**
- **Smelling**
- **Tasting**

R- Receiver:

- **Communication skills**
- **Attitudes**
- **Knowledge**
- **Social Systems**
- **Culture**

This report analyzed the communication skills and the importance of them in our life.

It is important to have these skills, because they make our life easier both at work and personal life.

Communication channels make us aware that we need to know how to talk to others and that we must always take into account the skills of those around us.

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Ex.1. Read the following passage and answer the questions.

The professor and the village people

A Professor of English at a well-known Welsh University lived in a large house not far from a little village. He never went into the village, but shopped in the town near the University because he had nothing in common with the village people, who were largely uneducated and did manual jobs. One night, the professor fell asleep while smoking his pipe and the pipe fell onto the carpet and started a fire.

When the professor awoke and saw the house on fire, he rushed into the village, screaming:
'The edifice is being consumed by a great conflagration!'

'The edifice is being consumed by a great conflagration!'

The village people looked at him and continued doing what they were doing.

'Don't you understand?' He said. 'The edifice is being consumed by a great conflagration!'

They ignored him.

When the Professor returned home, he saw that his house had been completely destroyed. He sat down on the ground and wept. The next day, he went into the village crying. 'Why, oh why didn't you help me? My home has been destroyed by the fire. I came and begged you last night.' He wept.

'But Professor, why didn't you say that your house was on fire? We would have helped.'

Q1: Why didn't the village people help the Professor?

Q2: What should he have done to get them to help him?

Q3: Whose model of communication do you think can explain this situation?

Q4: Why?

1) The village people didn't help the professor because they didn't understand what he was saying, he used words that the villagers didn't understand.

2) To receive help from them he should have said words like "My house is on fire" not words like "edifice", "consumed" and "conflagration".

3) ~~no model~~ no model.

4) ~~no feedback~~ no feedback, no communication skill (misinterpreting).

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MARIA and PEDRO

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here - in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

Q: Why do you think Pedro misunderstood Maria? - noise

Q: Whose Model of Communication explains this confusion and why? Shannon - N.

Q: How could this have been prevented? by ~~repeating~~ repeating

Q: Whose Model of Communication explains how it could have been avoided? Shramm's.

CORINA - ADINA TOMA.

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

You are Director of Communications at your company and you would like an employee, Thomas Daniel, to join your Communications Training team.

- Tell JD why you are writing
- Say what you have observed and like about his communication skills
- Tell him why you think he would be an asset to the team

Good morning,

I'm writing to you for join our Communications training team. ~~excellent~~ You have excellent communication skills, your attitude and knowledge are exactly what the company need.

~~Based on your knowledge on communication, you will be an asset to the team because of his ship skills.~~

For the well being of the company we are looking a person with communication skills, to be a good leader, to have the ability of team working, to know how to manage his time and the time of his team.

Based on all this I come to the conclusion that you will be a asset for the team. Welcome to the team.

Sincere greetings, from Jean Fabien

DIRECTOR OF COMMUNICATIONS.

Date: _____

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