



PRIFYSGOL CYMRU
Y Drindod Dewi Sant
UNIVERSITY OF WALES
Trinity Saint David

Effective Team Working and Communication

MODULE LECTURER'S NAME: BMSW4002_LON

STUDENT NAME: LORAINE KRISTEL TABILA ELECCION

STUDENT IDENTITY NUMBER: 1917097

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INTRODUCTION

In this report, I will talk about what is communication, why it is essential for us and how to make it effectively, that cannot create misunderstandings.

There are some disadvantages like barriers and noises that can create ineffective communication and misinterpretation, as well, the differences between them.

In this research, will explain about the difference between verbal (voice) and nonverbal (body gestures and facial expressions) communication and why it is important for us. There are also others methods of communication like a writing communication.

What are the theories of communications, and the difference between models: Berlo, Schramm and Shannon and Weaver the “mother of models”.

And what kind of communication I am using in my work place.

1. COMMUNICATION

Communication is a process between a sender and receiver that they exchange their own information, thoughts and ideas. Through a communication channels that can be a verbal (oral) or nonverbal (body gesture, symbols), written and/or electronic. The purpose of the communication is to understand the message. (Maund, et al., 2017).

Communication is not just about giving information to the sender and receiving the feedback from the receiver. Communication is a mutual understanding because both of the sides they give information and listen. That contain words and nonverbal words that we can express in different meanings. (Wandberg, 2000)

2. IMPORTANCE OF COMMUNICATION

The good Communication is a good skills and relevant in our lifestyle as we used in our daily basis, with good communication we can achieve our goals and avoid misunderstandings.

3. IMPORTANCE OF EFFECTIVE COMMUNICATION

We know Effective communication is when our sender give the feedback that we want to listen.

- *Listening Skills*: Is the most important skill in effective communication, is not the same when we said hearing. Hearing the message is when we hear but we don't get the information properly and listening demonstrated that we understand the message and we send the feedback. (Morgan, 2017)

"If you talk to a man, in a language he understands, that goes to his head.

If you talk to him in his language, that goes to his heart."
(Nelson Mandela).

- *Feedback*: Is the response from the receiver and end of the communication, can be verbal or nonverbal. The principals ways to give feedback it's to be:
Specific, descriptive and clear. The receiver need to understand the feedback and the sender need to be emphatic for the feedback.

But sometimes we don't give or we don't understand the feedback for some barriers, that can affect the effective communication, some of them can be: (anonymous, 27 nov, 2016)

- *Physical Barriers*: Bad connectivity; phones, computers, background (noises).
- *Attitudes*: Emotional feelings, depends how is our mood can effect how we understand.
- *Language*: Informal or colloquial language can create misunderstandings for lack of words.
- *Physiological Barriers*: About our healthy issues like problems with hearings or visual issues.
- *Structure design*: Is when the arrangement of verbal communication and writing communication is not the adequately.
- *Cultural*: Can create struggles, because in every country, culture or religion have their own diversity, and every character represents different way.
- *Lack of common experience*: Is when the sender give experience to the pubic but they cannot agree because they didn't share the same experience.
- *Overuse abstractions and ambiguity*: Using to many proverbs and unclear can create incomprehension.
- *Information overload*: When it use to many information can confuse, need to be clear and specific.
- *Jumping conclusion and assumptions*: It is about making decisions before listening.

4. METHODS OF COMMUNICATION

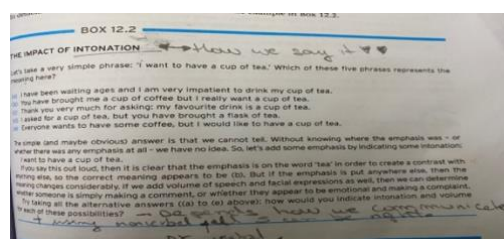
Can be verbal (voice, talking) or nonverbal (body gestures, facial expression) and writing that can be in difference ways.

4.1 VERBAL COMMUNICATION

Is a face to face conversation and the most complete one, because with this method, we can see their body gestures, facial expressions and their tone of voice (Paraverbal) . The sender need to be clear, heard and understood. (Maund, et al., 2017)

Paraverbal: Is the way we use our voice. They are four components: (Morgan, 2017)

- Speed: It's how quick or slow we talk.
- Volume: How loud we speak.
- Intonation: The way we say.
- Modulation: When we adjust the way we talk.



Writing communication: Is another method of communication, that use verbal and nonverbal communication. When we write need to be direct, clear and easy to read. There is 4 types of written communication:

- > Promotional materials.
- > Product information.
- > Handbooks.
- > Operational events.

4.2 NONVERBAL

Is a communication without any words, meaning using our facial expressions and body gestures.

With nonverbal skill we should be caution how we use because can provoke misunderstandings and not in all the countries have the same meaning. (Maund, et al., 2017)

Relationship verbal and nonverbal communication: Verbal and nonverbal they are connected when we have a communication in our or their message have two parts: Content layer and relational layer. Content layer is the information that you receive or send, and the relational is about our feelings forward to the sender.

Using keys process can help us to not have misunderstandings, because usually we don't recognise the content layer and that can affect the relational layer.

Knowing yourself, knowing our gestures and expressions.

Evaluate the professional context; gestures in the workplace

Your communication interaction with other; interaction college and me.

Step back and reflect; evaluate our communication skills.

5. THEORIES OF COMMUNICATION

The theories of communication is a well-defined explanation of how it works, that we can understand the process and the differences between in each model.

5.1 SHANNON AND WEAVER MODEL OF COMMUNICATION

This theory of communication or “mother of all the models” was created by Claude Elwood Shannon in 1948. It was a linear model, later Warren Weaver added in the theory the *feedback*. This model explained us, that the content of the communication can be lost and distorted by a noise or barrier. (Drew, 2020)

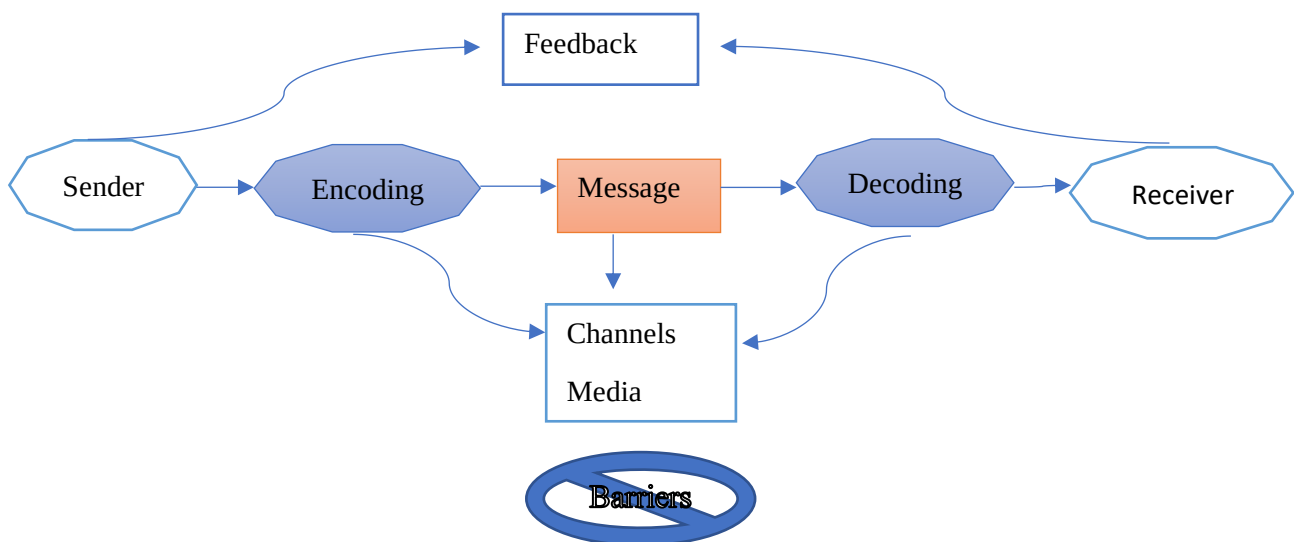
This model is a sequence that the sender create an information to be transmitted by encoder. The receiver get the message, that message is going to be proceed and decode (to understand and interpret the message) by giving the feedback to the sender. But in the transaction of the message there is some barriers that create misunderstanding. (anonymous, 2009)

There are three parts of problem in level of communication according to Shannon and weave that can be:

Technical: When the media, barriers or channel can affect.

Semantic: How the message change it in the both side.

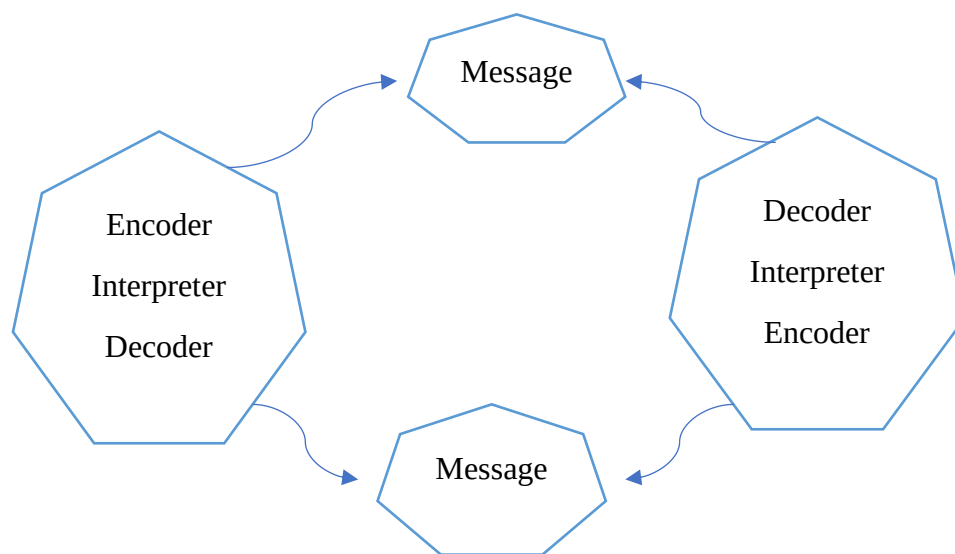
Effectiveness: Feedback.



5.2 SCHRAMM MODEL OF COMMUNICATION

Is a circular model of communication by Wilber Schramm in 1954. A circular model means, is two ways, if there is no feedback the communication is uncomplete. For Schramm the knowledge, experience and cultural background is important rule because it can interpret in different ways.

For this model it is important the process of encoding and decoding, to have an effective communication and interpretation. The disadvantage of this model is not talking about the barriers or/and noises. (anonymous, n.d.)



5.3 BERLO'S MODEL COMMUNICATION

David Berlo model was created on 1960 and it is the most simple model. It contains 4 components: SMCR.

Sender: Originate the message and have the same components like in Receiver.

Communication skills: The sender and receiver need to have good communication skills to transmit the message.

Attitudes: Depends on the mood how the sender or the receiver can change the context of the message.

Knowledge: Information with experience or education can affect the contain of the message.

Social System: It's regarding of the system, values, laws, rules of each person, can create differences between.

Culture: Every country have different meaning of the words and actions.

Message: The information that the sender send via verbal or writing communication, it can affect in different ways the message:

Content: Information of the message.

Elements: Body gestures and facial expressions.

Treatment: The way we say it, can effect the freedback.

Structure: How is arranged the message.

Code: Form of how they send the message.

Channel: It's medium used to send the message, it can be technical (phones, internet...). But in Berlo model, they used the five human senses and explain how can it affects the message.

Hearing: Listen the message.

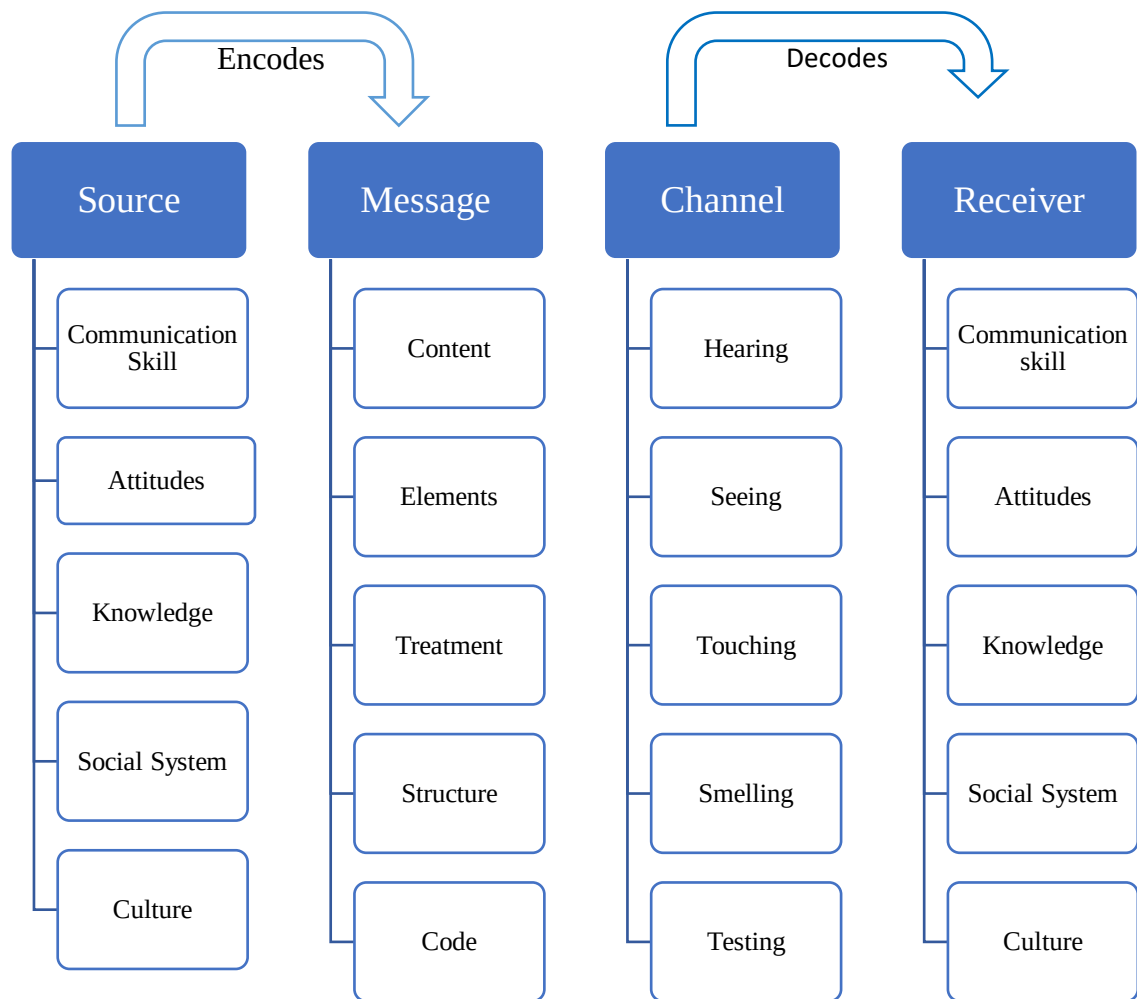
Seeing: Perceive it with non verbal.

Touching: Instinctive way, non verbal.

Smelling: We get information by smelling because it give us information in what we need to do and remind us nostalgia from our past.

Tasting: Perception of the message.

Receiver: Have the same components like in Sender. (anonymous, n.d.)



5.4 YOUR OWN JUSTIFICATION ABOUT ALL THE MODELS DISCUSSED ABOVE.

Shannon and Weaver: Was the first model introduced, and it's a linear communication.

Advantages: Describing all the process of the communication and with this model, it's explain us how the message can be affect with *some barriers and noises*.

Schramm: It is a circular model, means, you hand an information and receive a feedback.

Advantages: It shows how the situation can change and it is an active communication because of the feedback of the receiver.

Disadvantages: It doesn't describe the interference of the communication.

Berlo: It's the simplest way of communication.

Advantages: Describe all the factors in the communication.

Disadvantages: Doesn't explain the barriers and noises that can affect the communication and it doesn't show if there is feedback from the receiver.

In my point of view, Shannon and Weaver model explains better what is communication and how it can be proceed and it concentrate explaining about the disadvantages of the communication.

6. COMMUNICATION AT YOUR WORKPLACE

At my work place, we use verbal communication, as I am working in housekeeping Department in One Hyde Park. I'm cleaning more than one apartment and talking with more than one of the resident to know their preferences. I need to be clear, correct and consistent, that they can trust me and I need to listen properly what is their requirement, therefore they won't repeat again their preferences. If there is any inconvenient I give the feedback to my manager then they can resolve the problem.

With my manager we use verbal and writing communication, because when we are in the apartment they are not allowed to enter. For us the perfect communication is using our pager (phone from the company) that we can call them, engineering and/or security for any assistant that we need inside the apartment.

Now the covid-19 and the hotel is closed we are communicating via messages to have any update from the hotel and they giving to us some activities, a part of that every week we have a called from our managers.

7. CONCLUSION

Learning about communication, I learned that it is not just giving information and sharing ideas, it is more than that. The communication can affect our relationship and workplace if we are not using the right skills. To make it more effectively the communication we should be emphasize with our receptors and we should be clear with our message.

Listening it is crucial to have an effective communication to not have misunderstandings. But sometimes we can have misunderstandings for some barriers or noises that it can interfere the message.

Nonverbal communication it also a communication that we use more in our gestures, even if we are not answering, with our body gesture or expression they may understand it already what we want to express.

Communication is not only verbal and nonverbal communication, there is visual as well and writing. And depends where we are and with whom we give the message we should use specifics skills.

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