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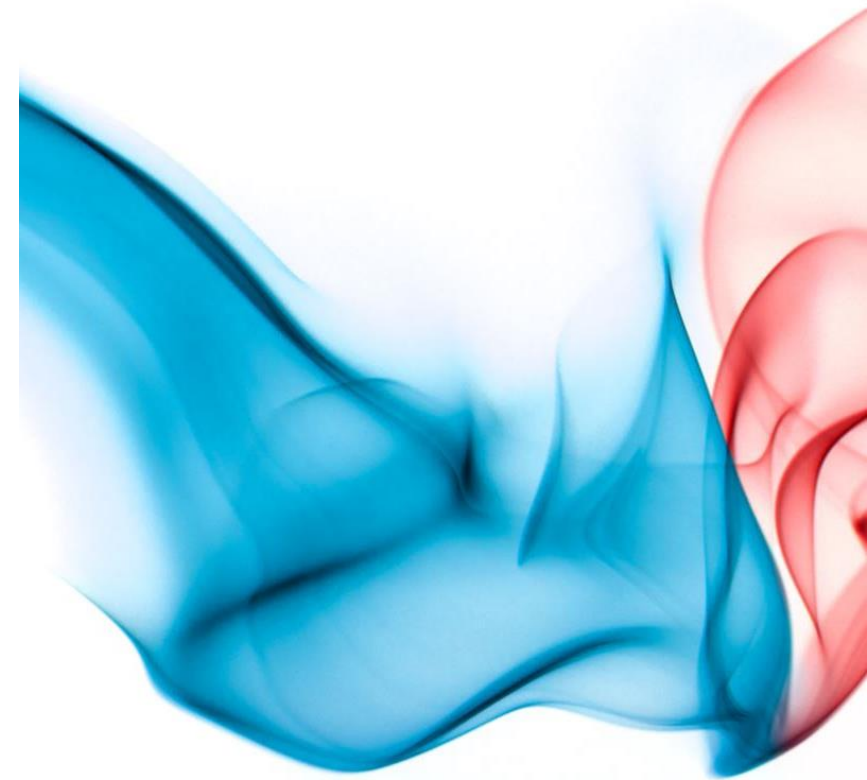
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Module code: BMSW4002

Module name: **Effective Teamworking
and Communication.**





*Overview of CareTech:

- It is an organisation that enables children, young people and adults with complex needs to make their own life choices and to develop confidence and independence to live, learn, thrive and engage, building a better future.
- Founded in 1993.
- CareTech has a long history of delivering first-class results for investors whilst maintaining great outcomes for the people they support.

* Benefits of effective communication in the CareTech business process:



Increased employee engagement: Effective communication does more than just ensure information is accurately received. It also works to connect others and keep open lines of communication between employees and other members of the CarerTech. Creates better relationships between professionals and management, which would be beneficial for patients.



Improved productivity: Employees who feel connected to their work and clearly understand what's expected of them are more likely to be productive and perform efficiently. Ensuring information is readily available and communicated effectively allows employees to accurately perform their duties and can increase productivity throughout the organization.



Healthy workplace culture: Effective communication plays an important part in maintaining a healthy workplace culture in the CareTech. They employ people of all different cultures, races and beliefs, and a bond will naturally arise between them. A culture of open communication fosters a healthy and accepting environment where all employees feel equal and understood each other.

-Indeed, Career Guide, CareTech.



HOW SHOULD THE ORGANIZATION USE THE THEORIES RELATING TO MODELS OF COMMUNICATION?

- The linear Model: source encodes message channel source decodes.
- Shannon and Weaver-REF
- The interactive Model: Sending through a channel letter, phone or computer.
- Shramm-REF

➤ How should CareTech use the Theories relating to models of communication?

➤ **Internal & External communication**

- Internal communications happen within the organisation.
 - The CareTech could make various communications within the organisation with the professionals and the staff to ensure that the process of taking care of their adults and children is on the right path.
- External communications take place between the organisation and outside individuals or organisations.
 - The CareTech could provide their staff and professionals with some opportunities to communicate with staff members from different health and social care organisations and exchange their experiences together.

➤ **Formal & Informal communication**

- Formal communications are official messages sent by an organisation, e.g., an official memo, fax or report.
- Informal communications are unofficial messages not formally approved by the business, e.g.: everyday conversation or gossip between staff.

- Health and Social Care- Week 9: Communications in Organisations

*The types of barriers that can prevent effective communication between the CareTech and their external stakeholders:

Filtering is the deliberate manipulation of information to make it appear more favourable to the receiver. For example, if someone tells you that “**Jack does good work.**” That could mean:

Jack is one of our best. His work is always good

Jack is an average performer. His work is good, but not excellent.

Emotions How a receiver feels when a message is received influences how he or she interprets it. Extreme emotions are most likely to hinder effective communication. In such instances, we often disregard our rational and objective thinking processes and substitute emotional judgments.

Information overload is when information exceeds our processing capacity. At times, anxiety, stress, medication and pain can impact a person's ability to process information.

Defensiveness when people feel they're being threatened, they tend to react in ways that hinder effective communication and reduce their ability to achieve mutual understanding. At times, anxiety, stress, medication and pain can cause people to become more defensive.

Language Patients, residents or service users, may have varying abilities in communicating in English. It is important to establish a person's proficiency with English ensuring that translation services are made available for those with English as an additional language.

National culture Healthcare Professionals and patients will come from a variety of cultural backgrounds. Speaking abruptly and directly maybe be the norm in one culture but considered rude in another culture. Being culturally aware and responding in a non-judgmental and professional manner is essential when communicating with patients or service users.

Channel communications in the CareTech organisation

1. Face to face
2. Video conferencing
3. 2-Way Radio
4. Written addressed documents (Letters-E-mails)
5. Unaddressed documents(bulk mail-posters)

References

- Indeed, Career Guide.com.uk
- CareTech.
- Shannon and Weaver, (1949)
- Schramm's, (1948)
- Griffith and Durham, P93(2015)
- Health and Social Care: Communications in Organisations
- Channels of communication SFVP Business.

Teamwork Evaluation	Team responses
Who was in your team?	Hanim Slim, 1914720 Waris Qadri, 1921231
What were the key strengths of your team?	Working together to find the right information and time management.
What were the challenges that you overcame as a team?	Putting the information in the right order and linking it with the organisation that we mentioned.
What would you do differently if you worked as a team again?	Divide the tasks efficiently on the team members.
How would you rate your team working? Out of 10?	7/10