

Effective Team Working and Communication (BMSW4002_LON)

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This term's subject was Effective Team Working and Communication.

Through communication we are able to interact with each other, anything that we need to say.

Using Berlo's model of communication on how a source send a message through a channel to a receiver who then needs to decoded the message; starting from the source, there are different factors that can deceive the beginning message, these factors could be: how it got communicated, with which attitude, and background's factors of the speaker which could be knowledge and culture; then this message expressed can go through different channels which could be: by hearing the message, seeing it, or any of the other senses that a human being has; when decoded the same factors we described for the source from which the communication came from, these can change as well the way the message gets interpreted.

More or less, this is as well the theory and models that Shannon and Shramm have used to describe the communication process.

Communication can be made with two different ways: by non-verbal communication and verbal communication.

The verbal communication is the one that all of us are able to decode as it is what it gets communicated using our own voice and words.

The simple aim of the verbal communication is to speak to words a message for those who are listening to understand.

But what can make this message misunderstood?

By the non-verbal communication.

The non-verbal communication is basically all other factors involved when saying something, and it is more difficult to describe but can be easily felt when is being portrayed.

When speaking of non-verbal communication, we mean all those behaviors which can change the meaning of the message itself.

For example: when saying “I am fine” but then our face is grumpy, sad or mad, it means that the message first said it may be different from what we really mean.

Non-verbal communication is crucial when dealing with other people because it can make them understand the real meaning of the message, or they might learn how we really feel around them.

Nonverbal communication it is basically the way we communicate things through our body and signals.

An example of my personal experience in my previous workplace occurred when made my supervisor notice that the way she said the task to be made, and the way she expressed herself when saying it, meant a whole another thing in our eyes, and that was something she had to fix.

In workplace, non-verbal communication helps with teamwork, and mostly to show that personal life and work life are not interfering with each other.

An important example we discussed in our lessons regarding the nonverbal communication, was about how this detail can affect the result of an interview.

During an interview all the good traits written in it and the way you might be praising yourself can be seen, for example: when describing myself as a social and friendly, but then when showing up at the interview I show myself as the exact opposite of what I said I was, then what is shown it is what to be held accountable, and it means that, maybe, all I have written about myself in the CV and the cover letter are lies and I am not the way I described myself.

When talking about communication, it is not only about speaking up what needs to be said, but as well be a good listener, which means receive the message correctly.

To be a good listener it is an essential skill when working in business with other people and to help your business thrive.

Tips for being a good listener are, firstly, to listen very well to what the speaker has to say, being open minded when listening and try not to interrupt the speech, as well as making questions regarding what he's talking about for you to understand better.

When listening you have to be concentrated on the subject of which you are talking about, different from hearing in which you just perceive the sound.

By being a good listener, you automatically get to become a good communicator, because you are able to communicate knowing what the other person is trying to say.

When speaking about communication, as mentioned at the beginning of this report, was said that it can happen through different ways, one of which is written communication.

Written communication, basically, is when whatever you want to communicate you write it down using a vast range of options, from letters to blogs to notes, and using different styles, formal and informal. Each of the options used and for whichever purpose, it is always formed by the following factors: words, paragraphs and tones.

Through these factors the message that it needs to be communicated in a written method, has to be brief and specific, easily understood, sincere about the subject and clear for the reader.

Every day we communicate, in different ways and in different places. One place where communication has to be effective, as well as listening, is the workplace.

In a workplace many individuals with different backgrounds and own ambitions and way of being, come together to interact on a daily basis, as for that, great communication between these individuals it is a must for the business success.

When the communication amongst colleagues is well done it can improve their team effectiveness, can decrease the chances of conflicts, can help them engage in a better way and make the team work more efficiently.

When there is lack of communication, or listening, these factors lead to a conflict.

Conflicts, basically, are misunderstanding that could arise amongst team members, which are individuals with their own persona, goals, emotions etc.... so when there are disagreements on a certain subject, these other factors can make the situation even worse.

Therefore, to avoid, or make conflicts helpful, we should be more understanding of the others, be great listeners, to know everyone's point of view, and be great communicator, to say out loud what is necessary to be said in the correct way, and that is what makes a good teamwork.

What is teamwork and what are its benefits?

When people come together, even if from different background and their own behavior, they form a team and to make it work they have to do a great teamwork.

When the teamwork is good it can benefits the business in different ways: it increases the productivity of the business as everything is shared equally and to whoever knows how to do what, they become supportive with each other's and give assistance and guidance when needed and be more flexible in covering different things as they may have taught each other's, more importantly, it creates synergy in the team making the best outcome out of the work load they are designated to.

But to reach this point of team working and synergy amongst team member, there are different stages to go through; at the beginning, the problems that can affect a team are many, starting from the communication and motivation and commitment, which lack in individuals and lead to starting problems.

Using Belbin's theory, there are 8 team roles: the coordinator, who is able to coordinate the team to reach targets and goals by helping everyone knowing their strength to use for the common goal; the implementer, who is the one that takes ideas into actions and organizes the tasks; the plant, who is the one that come up with ideas and usually more prone to new ways of problem solving; the evaluator, who is that likes to analyze and critic other's work; the resource investigator, who is the one that is more comfortable to go outside his comfort zone to learn more and come back with new ideas for the team; the team worker, who is the one that most likely keep the team together, the everyone's friend which can talk and understand everyone; the shaper, who is the one that transform ideas into actions; the finisher, who is the one that double check on everything and try to make everything go correctly.

Usually, these roles, can start shaping after the 5 stages of team development.

During these stages the teamwork is essential to make it through all of them; this is the theory made by Tuckman regarding the stages a team goes through to be firm and well-working: the first stage, which is the basic one, is the forming stage, in which

all these individuals come together in one place and start analyzing each other's and learning what is their purpose with this newly formed team; then there is the storming stage in which everything is chaotic as if it was a storm on going, as the name says, all team member are conflicting and trying give each other's roles; then there is the norming stage in which the team's rules and norms are formed and they start to cooperate with each other; then there is the performing stage in which team is already efficient and can work well together, and are flexible and supportive with each other; the last stage is the adjourning stage in which all the goals set at the beginning as a team are achieved and it is harderr for team members to have to split up for each one to go with its own path.

In conclusion, a team, which is formed by various individuals, comes together to achieve a common goal in the more efficient way; through this process the team goes through different stages, in which communication and listening is the key to success, further on, when conflicts arises, can help to learn more about each other's if this essential tools are well used, for then reaching the teamwork desired and then completing tasks and effortlessly reaching the goal first set together when forming the stage.