

EFFECTIVE TEAM WORKING AND COMMUNICATION

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Executive Summary

This assignment shows the effectiveness of teamwork and communication system regarding the matter of proper advancement of an organization. Different types of communication systems are developed here to relate the advancement of the execution in terms of an organization's point of view. The necessity to communicate properly to maintain chain of the work is developed here.

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Introduction

The aim of this assignment is to introduce strategies for effective team working. There are different ways for effective team working which can be applied in work for making the work easy for the employees. This assignment will also help to understand the different models of communication which are there and this can help to complete the entire task and also understand what the types of communication are and how it can be used in order to make effective team working. This can also help to create awareness regarding communication skills. This assignment can help students in many ways and on matters regarding effective team working and communication. Thus it can be said the entire study is being conducted to understand the different strategies which can help to understand effective team working. There are different ways to develop the different range of communication and how it can be used in order to achieve success in the workplace.

Requirement of effective communication in the present scenario

In the organizational structure of JCW Company, it has been seen that the effectiveness of communication is justified with the process of proper connection between the employees and employer. The communication process of the said company is very specific in term of expansion and development of the company. Employers regularly arrange meetings to specify the responsibilities to the employees and discuss the performance of the students. Maintaining office rules and the regulation company follows non-verbal communication system like e-mail, formal letters, messages etc. Following this kind of communication system a healthy relationship is built up between employees and employers. The idea of group work and group thinking is supported by the higher authority. An employee can execute the program according to the specific written given task relax. Apart from that company is not beyond the limitation . As per Shannon's theory communication system is generated from a certain source. The employees of the marketing department of the company face the problem not to get proper database by using this company can generate business. Company authority should solve this type of problem (Nancarrow *et al.* 2013).

Communication theories

The significance of communication in the workplaces like company or firm is to maintain the proper channel of information and execution of tasks in the proper manner. The development and stability of a company depend on a gentle flow of communication system, used by the employees and employers. In this context, Crawford and Lepine (2013) stated that there are two types of communication, namely horizontal type and vertical type of communication which could be noticed in a workplace. The discussion on these two types of communication process could be made as below.

Vertical Communication:

Vertical type of communication follows the way of communication from the higher position of the company to the lower position. The information or instruction of the given task is delivered from the higher authority to lower authority. In this process the duty of higher authority is to clarify to his employee the objective of the job and give him the idea of the expected result in a specific time-bound. There can be multiple types of positions between the higher and lower post in a company and the job-process is certainly transmitted according to the chain. According to Jackson *et al.* (2014), this type of communication has an advantage which can be specified as increasing the understanding power between the various positions of jobholder. It generates the opportunity for the employees flourish their employability skills and efficiency in term of executing given task and employees have to report only to his upper level not many. In this contrary, Wheelan (2014) cited that the disadvantage of this system is that the employee does not get chance to share his problems with the higher authority. If the employee faces any kind of problem of communication from his reporting boss and cannot solve the problem, the result can be shown to the performance of the employee. It can be stated that the chain of the horizontal process of communication cannot solve an individual's problem and generate dissatisfaction of an individual can affect company's growth.

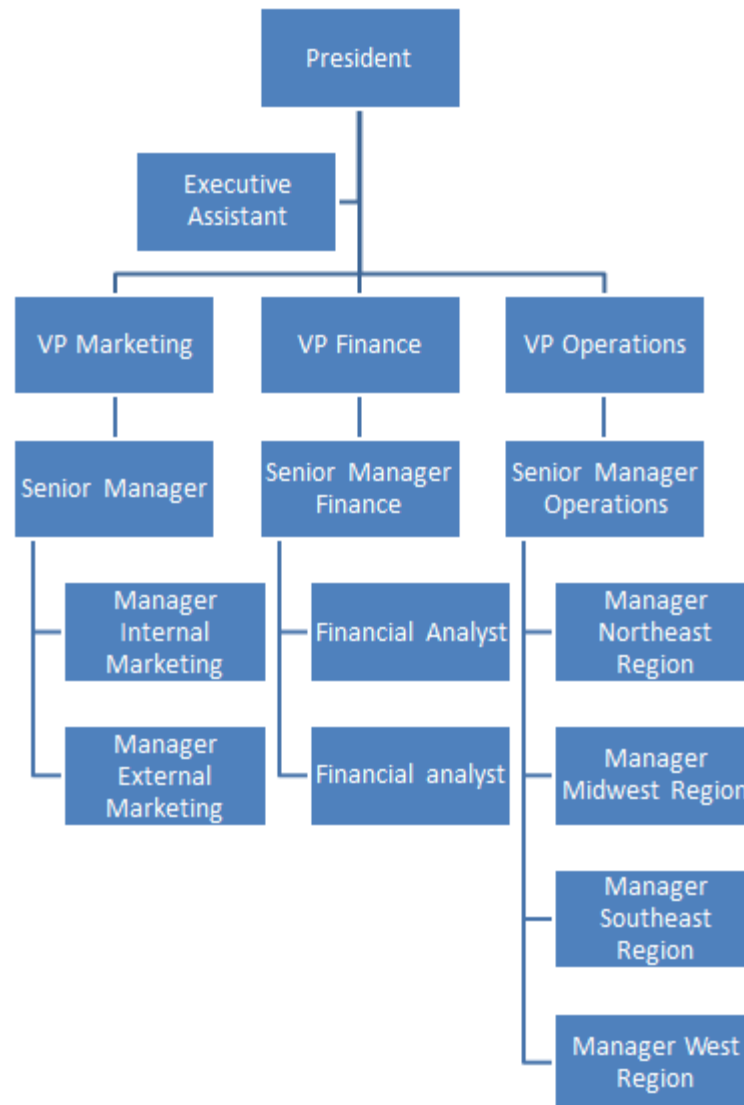


Figure 1: Vertical communication process

(Source: Paho, 2013)

Horizontal communication:

The system of communication is related to the processing of given tasks allocated by the higher authority to the employee and employee has to mitigate the tasks discussing and communicating with his teammate and colleagues and they can contact with the upper level about any kind of difficulty or problem if they faced. The flow of communication is started to continue from the lower level and reaches to the upper level. In this process, if any problem generates in the internal process of an organisation it can be resolved by teammates through group discussion.

Therefore, it can be stated that the efficiency of the workers could be enhanced by considering this communication process (Dhar *et al.* 2013). On the other hand, it is also to be added that horizontal communication process has the negative impact on the productivity as it encourages gossips which leads to a decline in the productivity (Xu *et al.* 2013).

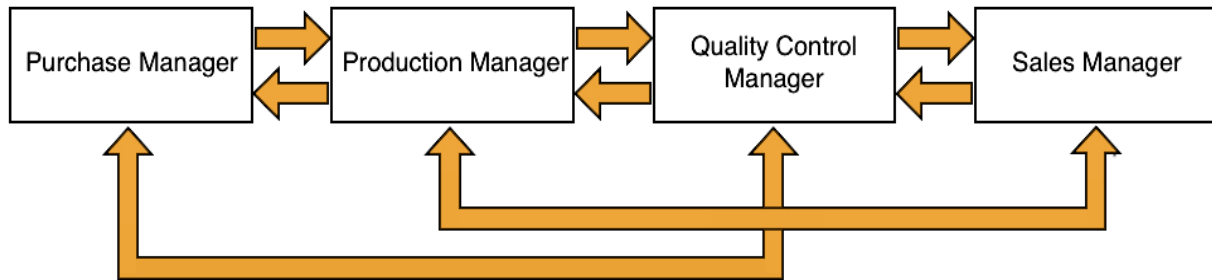


Figure 2: Horizontal communication process

(Source: Heath and Bryant, 2013)

Knowledge and Understanding of Subject

Verbal communication

On the basis of knowledge and understanding of subjects the communication system can be divided into two parts such as verbal and non-verbal communication. The verbal communication defines the execution of delivering order or instruction in the mode of oral version. Several mediums of verbal communication like delivering a speech, video and telephonic mode have been used as the medium of interaction. In this context, the verbal mode of communication can develop the communication process in an organization. An individual can easily connect with other through this medium and can solve any kind of issue effectively. It can be said that one can share their findings with other and get suggestions within a short time period and this kind of activities increase the productivity and efficiency of the employees. Not only that, it develops the idea of teamwork and relationship between the employees. This mode of the communication system is not beyond to the criticism because there is no existence of any proof and documentation in this system of processing.

Non Verbal communication

The non-verbal ways of communication are e-mail, letters reports and memo. Through the nonverbal medium one can send a written document or instruction to the other. The effectiveness of non-verbal communication system can be specified as the existence of written documents can be used as a proof against any instruction of execution. Nonverbal communication generates professionalism to the employees. It can manage the cases of litigations as written documents can be submitted if any type of complaint is raised. This type of communication is effective to connect with the external link of the office like to attach with any client or business partner. Mentioning the detail in this medium can help an individual to understand the message body. The problem of forgetting few portion of delivering a message which can be occurred in the verbal communication, can be overcome in the nonverbal process because this is a one-way track to contact. Any kind of disruption cannot happen because there is no existence of receiver at the time of making a message. The limitation of this kind of communication is that it cannot be worked as first as the verbal communication (Viterbi and Omura, 2013).

Claude Shannon's introduces idea and of communication

Shannon's model of communication is related to the discussion of the effectiveness of communication in the internal organizational process of a company. In this regard, Heath and Bryant, (2013) cited that Shannon's model of communication shows the effectiveness of communication system regarding the development of the company. Shannon shows that communication system is based on four mediums such as sources, message, channel and receiver (Figure 3). Sources refer to the information and data which are generated by an individual on the basis of finding an issue, thought-process, clarity of thinking and knowledge. The information, data or instruction what is delivered from one end to other is mentioned as the message. The execution of a certain task depends on the type of message. Channel refers to the medium through which a message is sent from one end to another end. Continuing this process, the message which is sent by sources, is received by one who defines as a receiver. Shannon clarifies his model with the example of radio and telephonic technology. A telephone is used generally to send information. The person using the phone can be specified as the source. A message can be defined as information which is delivered by the phone. A telephone is itself a channel of the medium. The information which is received by another end can be named as receiver.

The execution of a task depends on receiver's knowledge and realisation to the processing of the work. Shannon's theory of communication system shows the way how a company can be benefited if they stress the smooth way of communication. Company authority should make it clear to the employee what kind of assignment he has to do. Higher authority should take the responsibility that any kind of dilemma to realise the message cannot divert employee's objective. Authority should maintain proper specification of given task so that employee can reach the target. To maintain the formal aspect and the official rules and Regulation Company should follow the non-verbal way of communication. This kind of processing reaches the message to a receiver and being instructed by source-receiver has to execute.

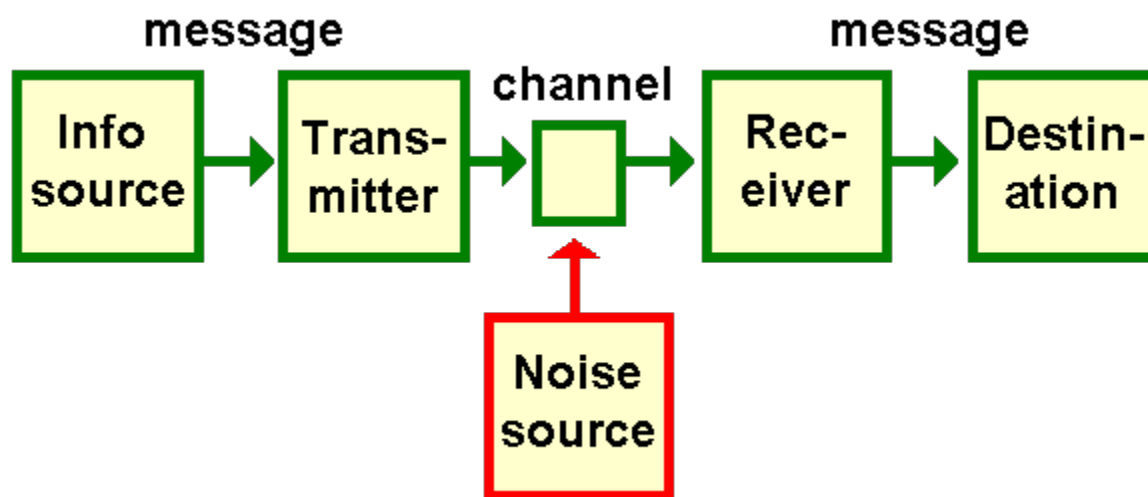


Figure 3: Shannon's model of idea of communication

(Source: Khalighi and Uysal, 2014)

Conclusion

In the above study, it is identified that communication plays a vital role to upgrade a company's stability and expansion. The execution of verbal and nonverbal communication in terms of company's perspective specifies the development of the company. Nonverbal communication is more effective than the verbal communication to the advancement of company's work procedure. Shannon's theory describes the theory of communication on the relevance of a particular company's infrastructural development. Thus it can be concluded that there are different ways for effective team working. The different models can be used to understand the effective ways of

communication and how it can be used to achieve success. Thus the different theories and strategies can be used in order to get the effective team working. Effective team working is very important as it helps an organization to develop and grow. The different communication skills can be used in order to gain success in the workplace and thus it can consider as effective as it can help any employee to make growth in their career. The main theories which are related to group dynamics and team work are being given in their places in order to see their effectiveness in the workplace. Thus it can be said team work is important for any organization as it helps to solve all the issues. It can be said that both teams working and proper communication skills are important for any type of organization and also for the growth in the career.

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Effective team working and communication

Requirement of effective communication in the present scenario

- In the organization of the structure of JCW company, the effectiveness of communication is justified with the process of proper connection between the management and employees.
- The management arrange meeting with the employees on a regular basis to discuss different problems.

Communication theory

- The companies need to maintain the proper channel of information and execution of tasks in proper manner.
- The development and stability of a company depends on gentle flow of communication system by the employees and employers.

Vertical Communication

- Vertical type of communication follows the way of communication from the higher position of company to the lower position.
- The duty of higher authority is to clarify the objectives to the employees.

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- In the process of vertical communication, the communication flows downward as well as upwards.

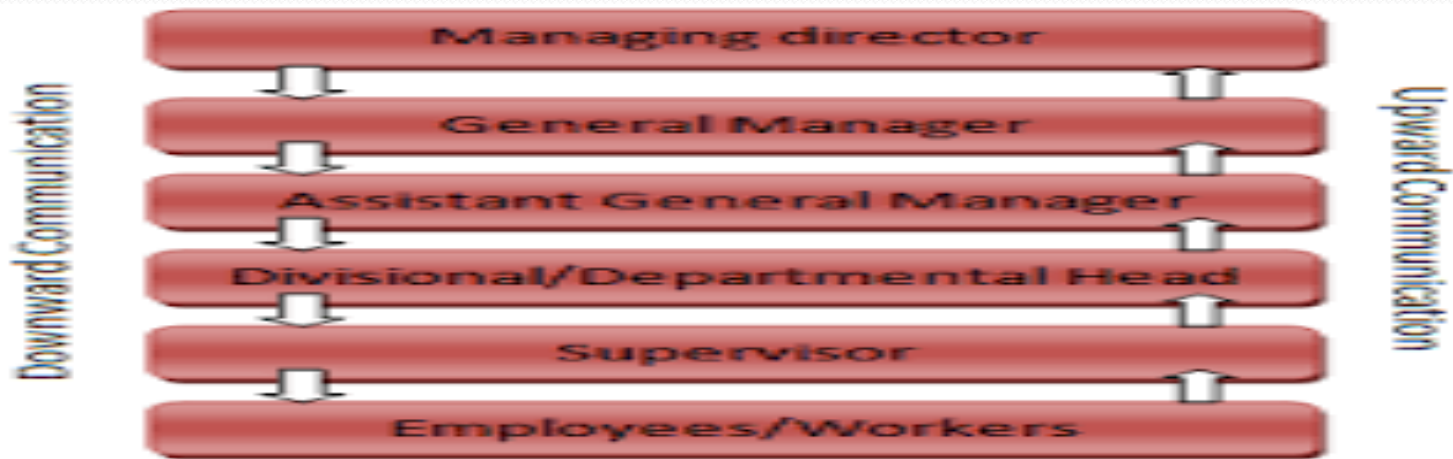


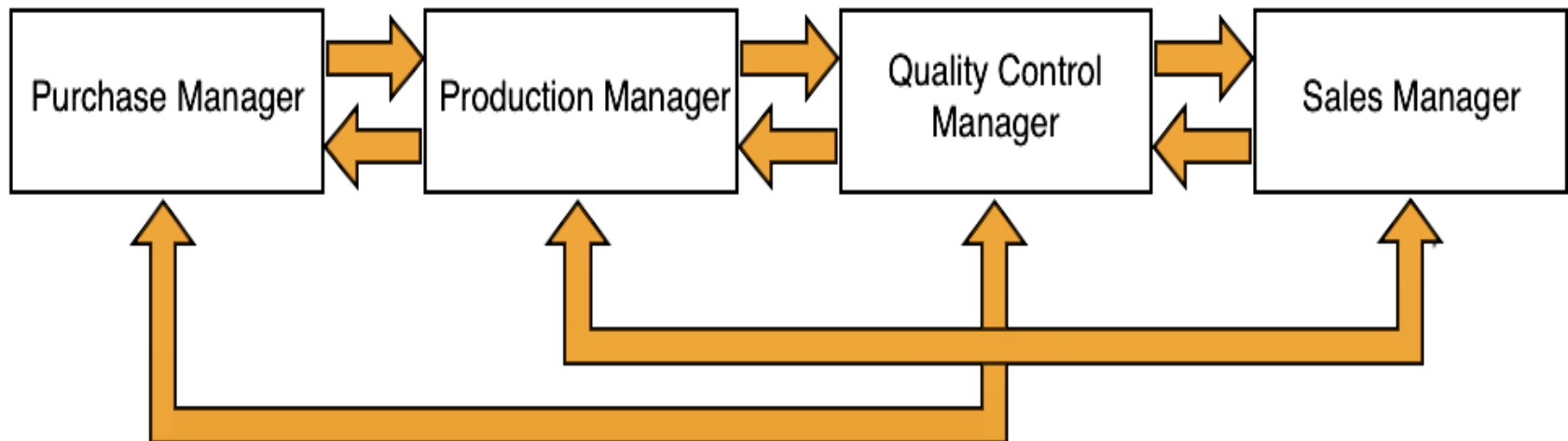
Figure: The flow of vertical communication

Horizontal communication

- In this process, the employees have to mitigate the problems of the tasks allocated by higher authority through discussing and communicating with his teammate and colleagues.
- If any problem generates in the internal process of an organization it can be mitigated through this communication process.

Contd...

- The communication flows horizontally in this process.



Verbal communication

- The verbal communication defines the execution of delivering order or instruction in the mode of oral version.
- Video conferencing, telephone and some other modes reused in this process.

Non Verbal communication

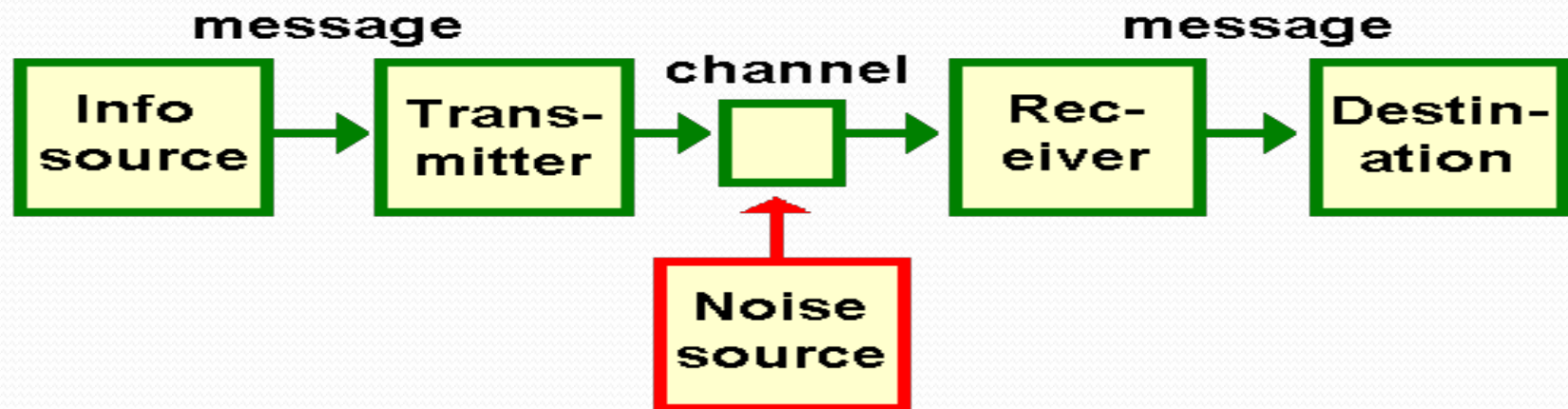
- The non-verbal ways of communication are e-mail, letters reports and memo.
- The existence of written documents can be used as a proof in an organization for any given instructions.
- Non verbal communication generates professionalism to the employees.

Claude Shannon's introduces idea and of communication

- Shannon's model of communication elaborates the effectiveness of communication in the internal process of an organization.
- It shows the effectiveness of communication system related to the development of an organization.

Contd...

- The type of message is important to execute certain tasks.
- Channel refers to the medium through which a message is sent by one end to other end.



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Thank
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