

Module name: Effective Teamworking and Communication

ASSIGNMENT 2: Group presentation

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OVERVIEW



- Introduction
- Environmental noise (Antonina)
- Language/Communication/ Body Language (Snizhana)
- Age/Generational (Ilie)
- Cultural (standards and practices) (Blessing)
- Emotional (Mouna)
- Conclusion
- References



Introduction

The presentation is about communication problems at Flight Foods Ltd. The company is facing issues with food quality and staff performance, which are caused by communication barriers. Different barriers affecting the workplace are discussed, and solutions to improve communication are suggested.



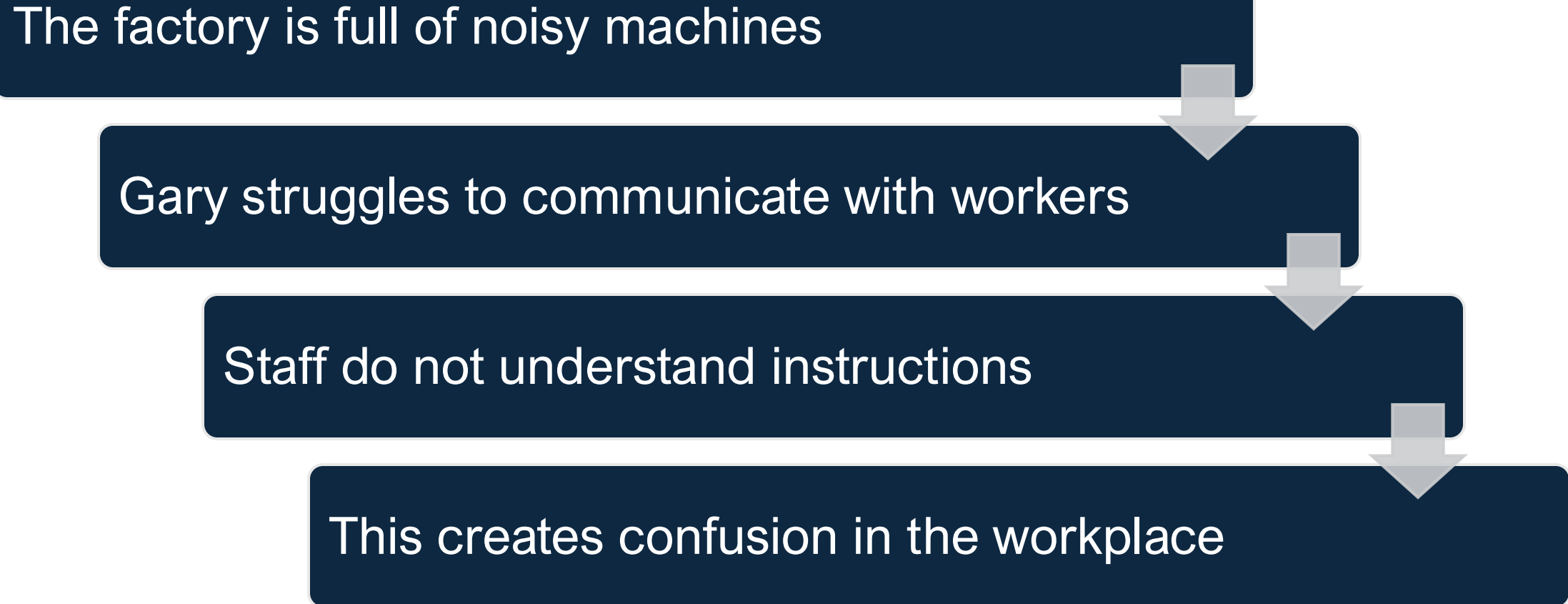
Environmental Noise

- Environmental noise is a communication barrier
- Noise comes from old machines in the factory
- The workplace is loud because of machine
- Staff cannot hear instructions clearly



Problem Analise

The factory is full of noisy machines



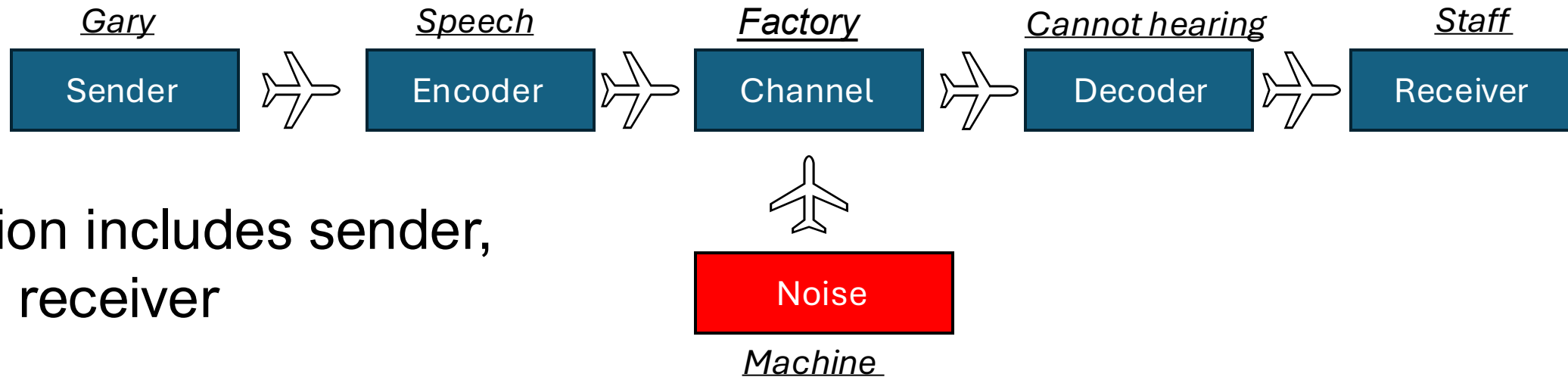
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graph TD; A[The factory is full of noisy machines] --> B[Gary struggles to communicate with workers]; B --> C[Staff do not understand instructions]; C --> D[This creates confusion in the workplace];
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Gary struggles to communicate with workers

Staff do not understand instructions

This creates confusion in the workplace

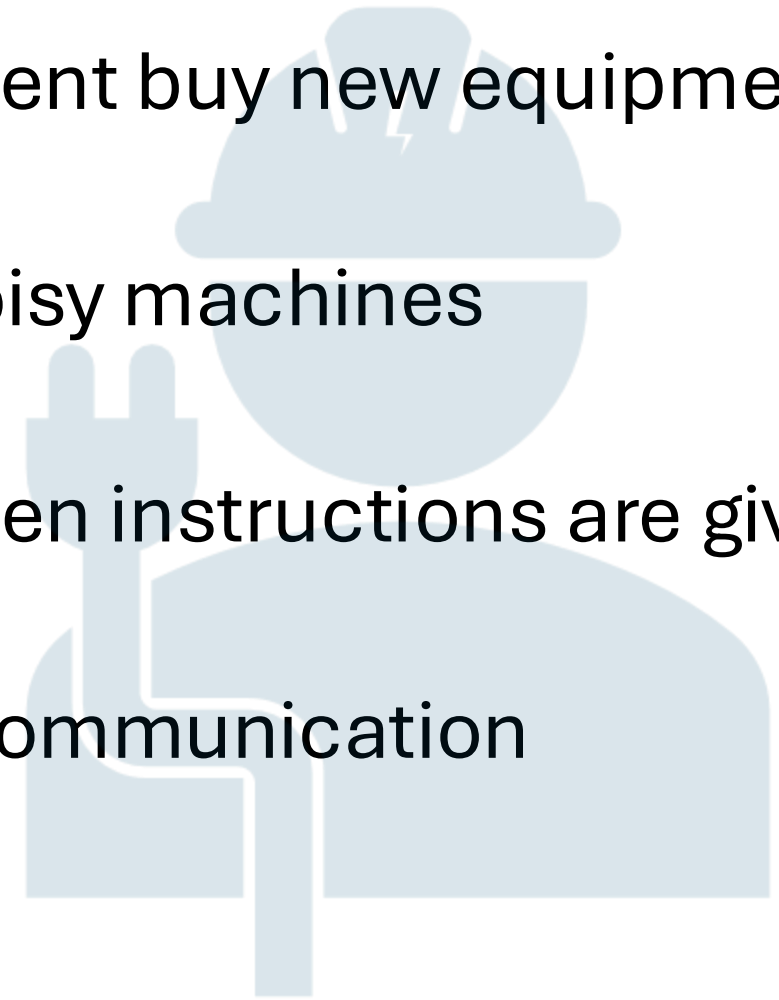
Shannon and Weaver model:



- Communication includes sender, message, and receiver
- Noise interrupts the message
- According to Shannon and Weaver model (1949), noise distorts communication
- This leads to misunderstanding

How to reduce a problem?!

- Gary can suggest that management buy new equipment
- He can recommend repairing noisy machines
- Machines can be turned off when instructions are given
- Better conditions can improve communication



Conclusion

- Environmental noise affects communication
- It leads to mistakes and poor performance
- Using theory helps explain the problem
- Solutions can improve efficiency and food quality



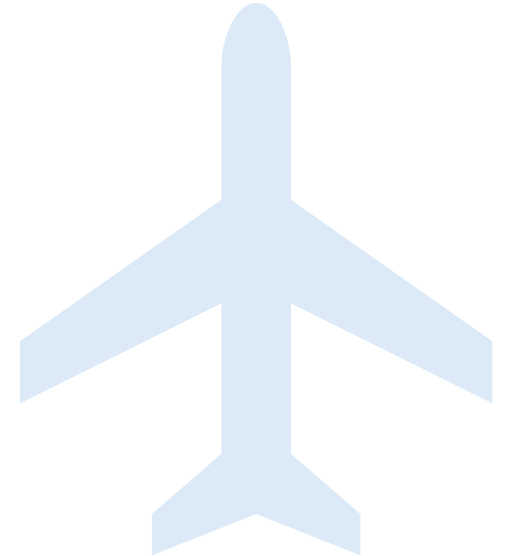
Problem - Quality at Flight Foods Ltd

Low Quality: Customers complain about raw meat and wrong food.

Language Barrier: 40 workers speak 5 different languages.

Poor Management: Gary (the manager) looks dirty and tired.

Body Language: Gary's dirty uniform says "Hygiene is not important".



Analysis - Communication Failure

- Wrong Coding: Gary speaks normally, but this is bad for a big group.
- Loud Noise: Old machines are too loud, so workers cannot hear him.
- Language Problems: Workers do not understand English well.
- Bad Signals: Gary's appearance is a "noisy" signal that breaks the rules.

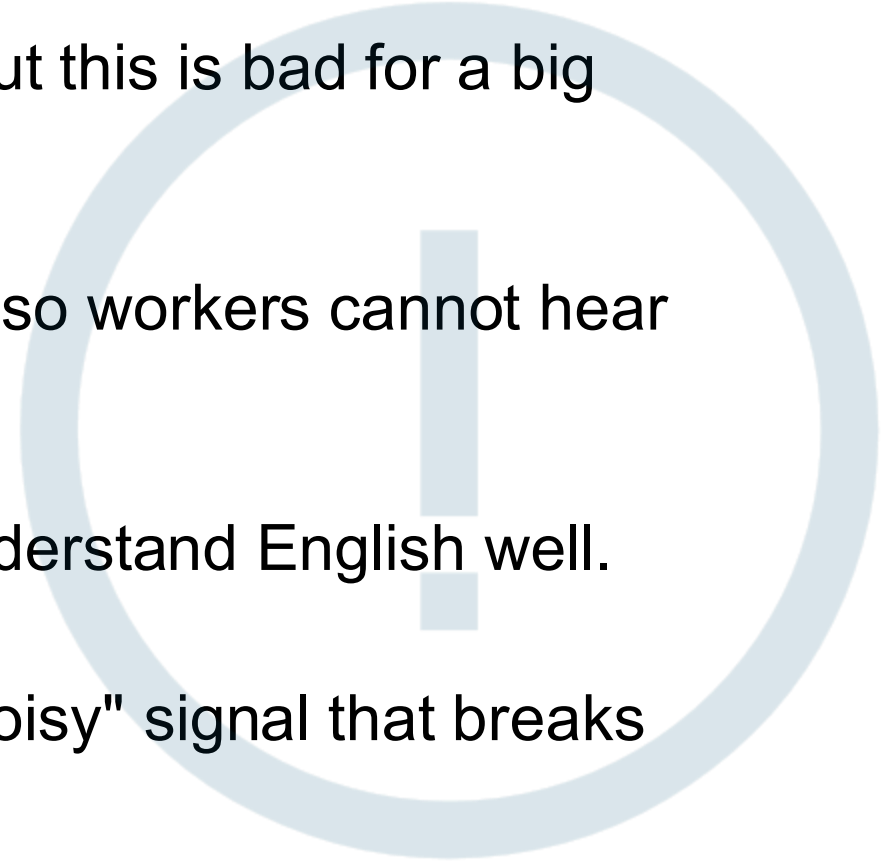
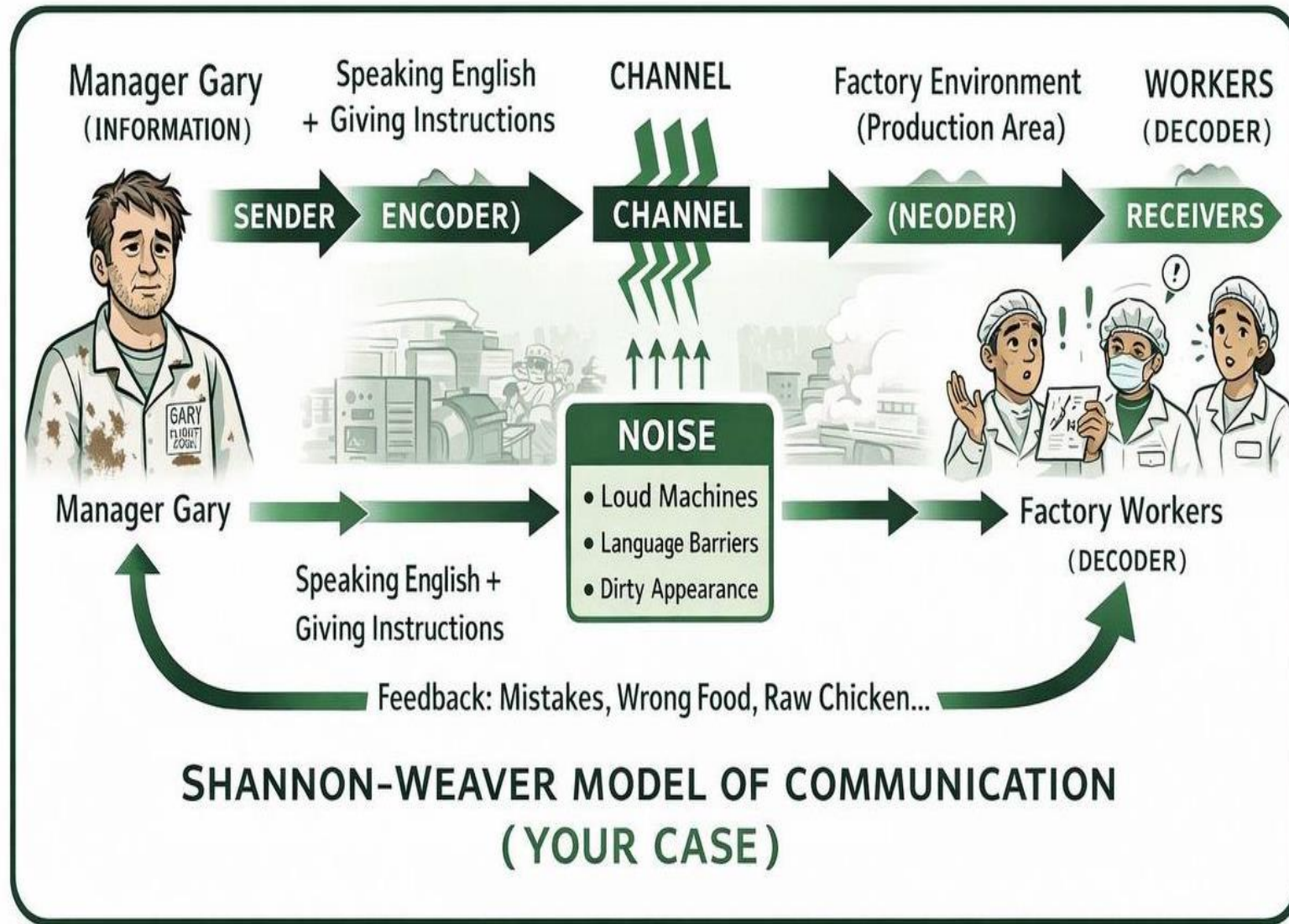


Diagram - Shannon-Weaver Model



- Sender: Manager Gary (gives a message).
- Encoder: Speaking and English posters.
- Noise: Loud machines + Language barriers + Dirty uniform.
- Decoder: Workers from different cultures and ages.
- Result: The message is lost (example: chicken left on tables).

Solution - Better Communication

- Visual Instructions: Use posters with 10 icons (pictures) at every station.
- Hand Gestures (10 simple signs):

- 👋 — Hello / Goodbye
- 👐 🧼 — Wash your hands
- 👊 — Stop / Bad quality
- 👌 — Everything is OK
- 👉 🕒 — Check the time
- 👍 / 👎 — Good / Bad food
- 👉 — Wait a minute 
- 🤝 — Teamwork / Help
- 👂 👉 ❓ — Do you understand?
- 🤫 — Be quiet / Focus

Manager as a Role Model:

Leading by Example: Manager must wear a clean uniform daily to set the standard.

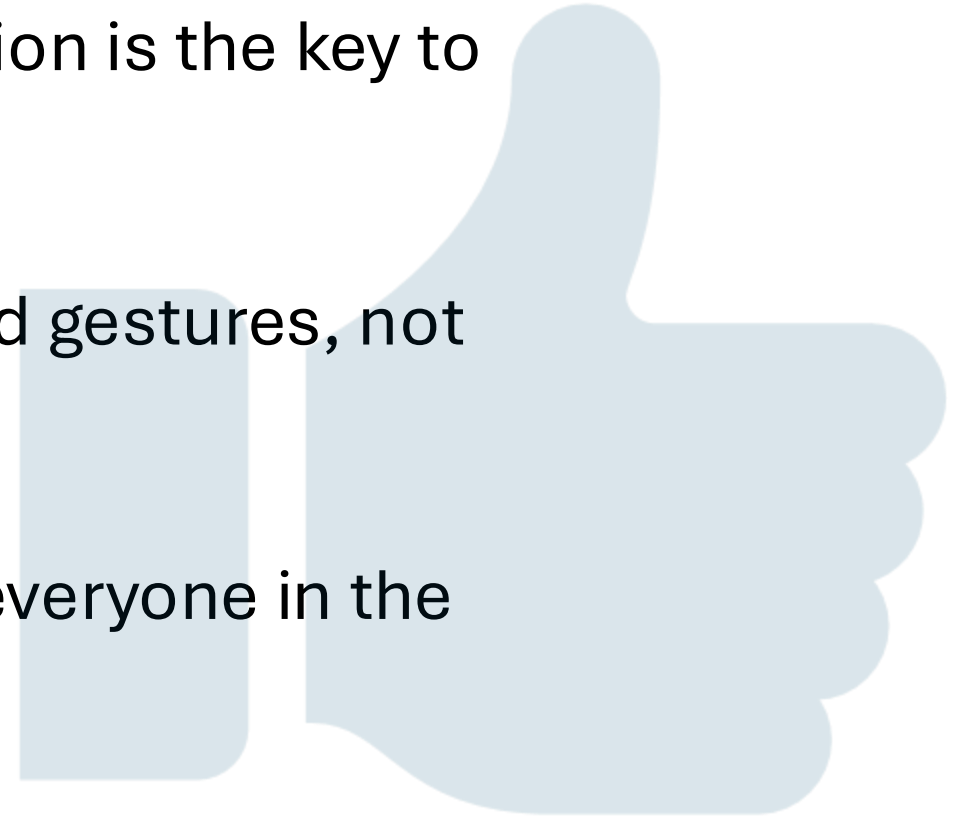
Conclusion

- Main Point: Good communication is the key to food safety.



- New Strategy: Use pictures and gestures, not just English words.

- Goal: Make the rules clear for everyone in the factory



THE PROBLEM



Communication Gap: Employees from different generation (older and younger) are using different communication styles, leading to confusion .



Tech Barriers: Some staff prefer digital messaging, while others prefer face-to-face talk, causing delays in work .



Impact on Work: This misunderstandings are causing mistakes and making it harder for work together effectively at Flight Foods Ltd.



INTRODUCTION

- **Context:** Flight Foods Ltd is a medium sized company facing quality control issues(meat in vegetarian meals under cooked food).
- **Focus:** This presentation examines how **Age and Generational differences** among the 40 employees(ranging from 16 to 60 years old)contribute to these communication failure.
- **Objective:** To identify why instruction from (Gary) are not being followed by younger staff and to bridge this gap.

Age& Generational Barriers

The Conflict: Gary notes that the older ones seem to understand but the problem seem to be with the younger ones .

Attitude toward Authority: Younger workers may perceive Gary's "screaming" and "plastered signs" differently than older workers.

Communication style: Older generation may prefer direct verbal instruction while younger generation might ignore static signs on walls.

Analysis (using Barlo model)

Why **Berlo's model** ? It focus on the **Source** and **Receiver's "Social system" and "Culture"**.

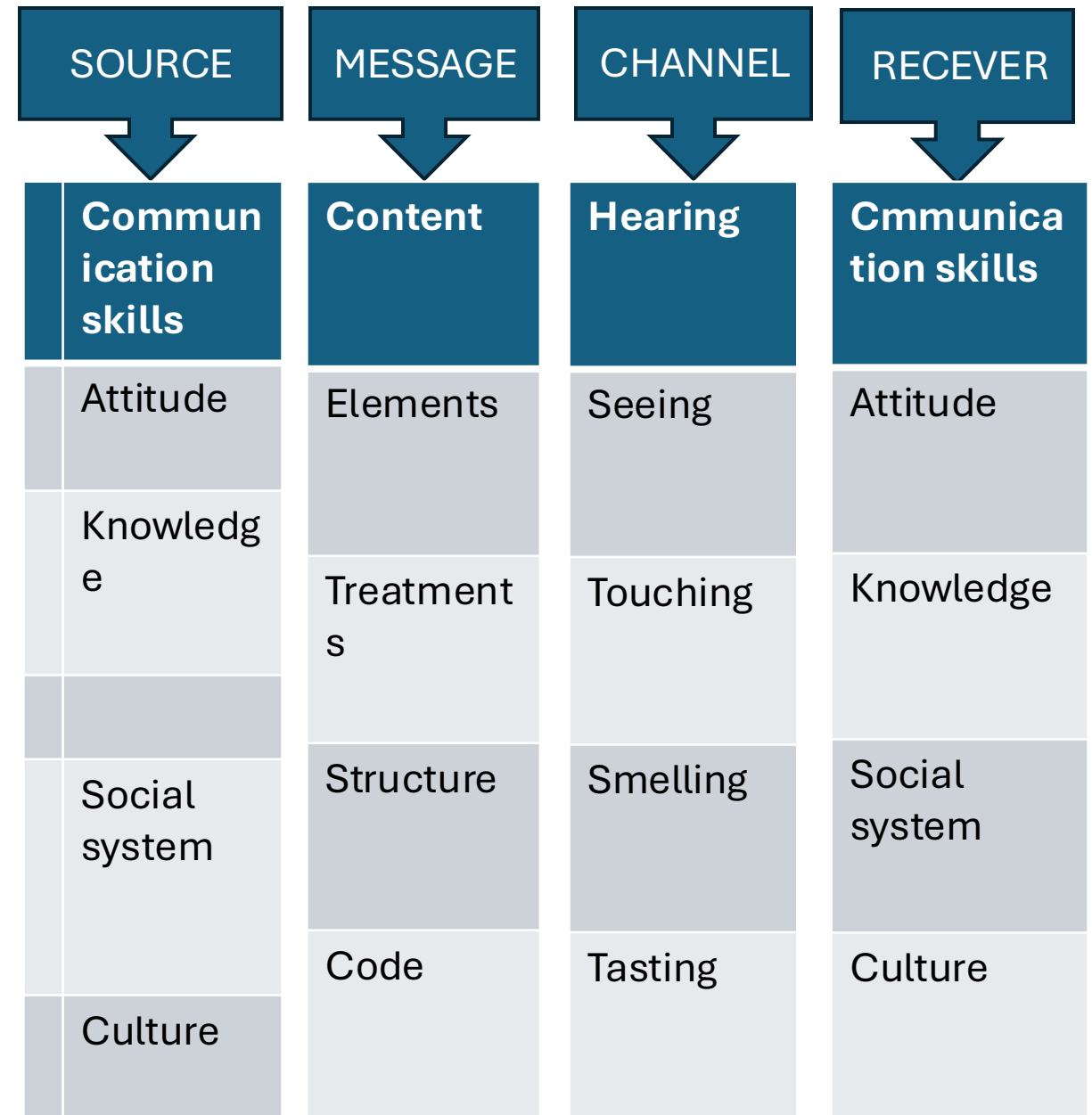
Based on Berlo's model SMCR here is a explanation of the communication between GARY (source)and the Younger staff (Receiver):

Source (Gary):His Social system is based on old school London East End management. He assumes everyone should "just know" the rules .

Receiver(younger staff):Their culture/social system is different. They may lack the professional background or food hygiene training Gary assume they have .

Channel: Gary uses "signs" and "Screaming" Berlo's model shows that if the receiver's knowledge or attitude dosen't match the source the message is lost.

The Mismatch: The younger workers " Decoding" process is blocked because they do not share Gary's values regarding workplace discipline.



(Berlo, D. K.1960)

Conclusion & Recommendation

Summary: Age gaps at Flight food have created a "disconnect" where instruction are heard but not respected or understood by younger staff.

Recommendation:

Interactive Training : Move away from static wall signs use hands on demonstration that engage younger active learners .

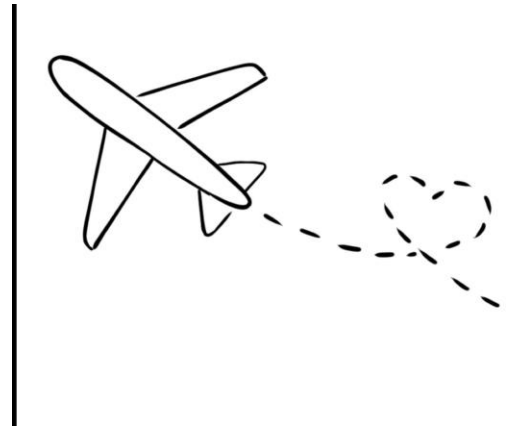
Mentorship: Pair the "older ones who understand " with the younger ones to bridge the generational gap through per to per learning.

Positive Reinforcement: Replace "Screaming" with a structured reward system for hygiene compliance to change the younger workers Attitudes (as per Berlo).

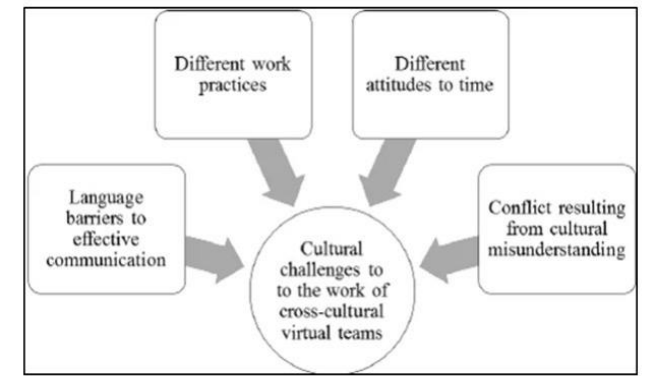
Cultural Standards and practices

The presentation focuses on cultural communication barriers in the workplace

- It will focus on cultural standards and practices
- The solution for improving communication and performance will be provided



Key Barriers



Cultural Challenges

(Source: Adaba *et al.*, 2015)

There is diversity in the workplace with different cultural norms along with cultural variations in dietary practices

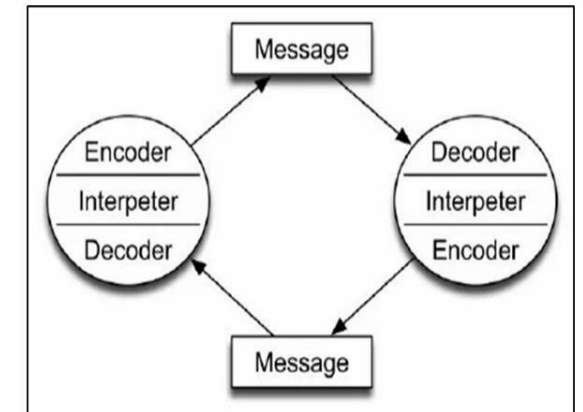
Difference in understanding of hygiene and work standards due to cultural difference and language barrier and difficult to communicate as English isn't their main language

Instructions and rules are misinterpreted creating barriers in the workforce {Bahrain *et al.*, 2023}

Flight Foods has staffs from multiple cultural backgrounds, which leads to values and work practices. The differences affect the understanding of hygiene rules and operational procedures of the workers, which results in misunderstanding that causes barriers such as poor handling of the food and quality issues.

Theory Schramm's Communication Model

- Communication is a two-way process
- Importance of shared understanding based on the experience field(Saidu, 2023)
- Differences in cultural practices interpret the messages differently

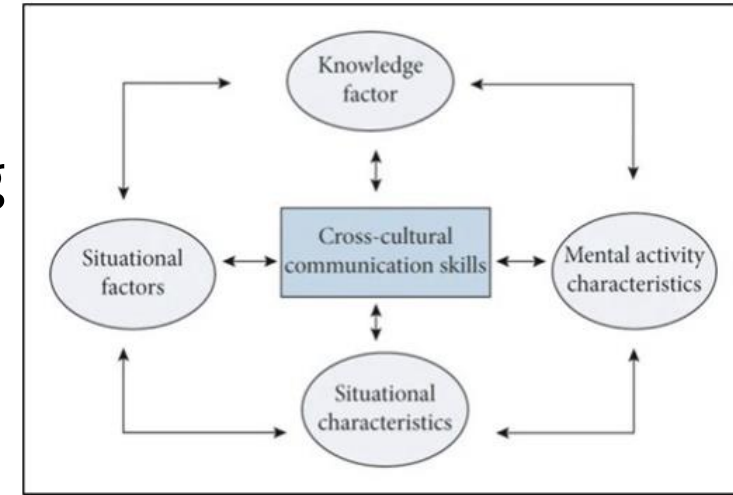


Schramm's Communication Model
(Source: Elkins *et al.*, 2012)

Schramm's model describes that communication is efficiently dependent on shared experiences between the sender and receiver. In the context of Flight Foods, cultural differences lie between managers and workers when they lack a common understanding. This results in misunderstanding and miscommunication, since information about safety and hygiene is misinterpreted, reducing the effectiveness.

Suggestions: Improvement in cultural communication

- Strategically deliver training on hygiene and cultural awareness
- utilization of multilingual languages and visual aids
- Supports inclusive and cross-cultural communication, along with teamwork



Cross-cultural communication skills

(Source: Wei, 2021)

The organisation should efficiently provide proper training on cultural awareness and food safety for the reduction of cultural barriers. Multiple language, cross-cultural communication and visual instructions help in the improvement of understanding. Open communication and teamwork help the employees to align with company standards and enhance coordination

Conclusion

Communication challenges are often created due to cultural limitations

Hygiene safety and food quality are affected by poor understanding and misinterpretation

Performance can be improved through effective strategies

Conclusion

- Communication challenges are often created due to cultural limitations
- Hygiene, safety and food quality are affected by poor understanding and misinterpretation
- Performance can be improved through effective strategies



In the context of Flight Foods, cultural differences create certain problems in communication and interpretation that is impacted towards performance and food quality. However, improvement in communication methods and promotion of effective cultural understanding lead to overcoming cultural challenges and help in the achievement of better efficiency.

Problem analysis : Emotional factors

High stress working environment

manager feel overwhelmed and frustrated

Poor communication creates tension

Employees feel confused and unsupported

Pressure leads to mistakes

Analysis the problem

Main issue

- The company is facing declining performance due to poor food quality , but the root problem is strongly linked to employees and manager emotional state .
- **Confusion** caused by language barriers
- **Low confidence** in performing tasks
Feeling unsupported and untrained
- The main problem is not only operational ,but emotional create stress, confusion, low confidence ,which directly lead to mistakes and poor performance .

Employees Emotional state



Communication difficulties due to language barriers



Low confidence



Anxiety about making mistakes



Poor understanding leads to careless behavior

How to reduce emotional problems

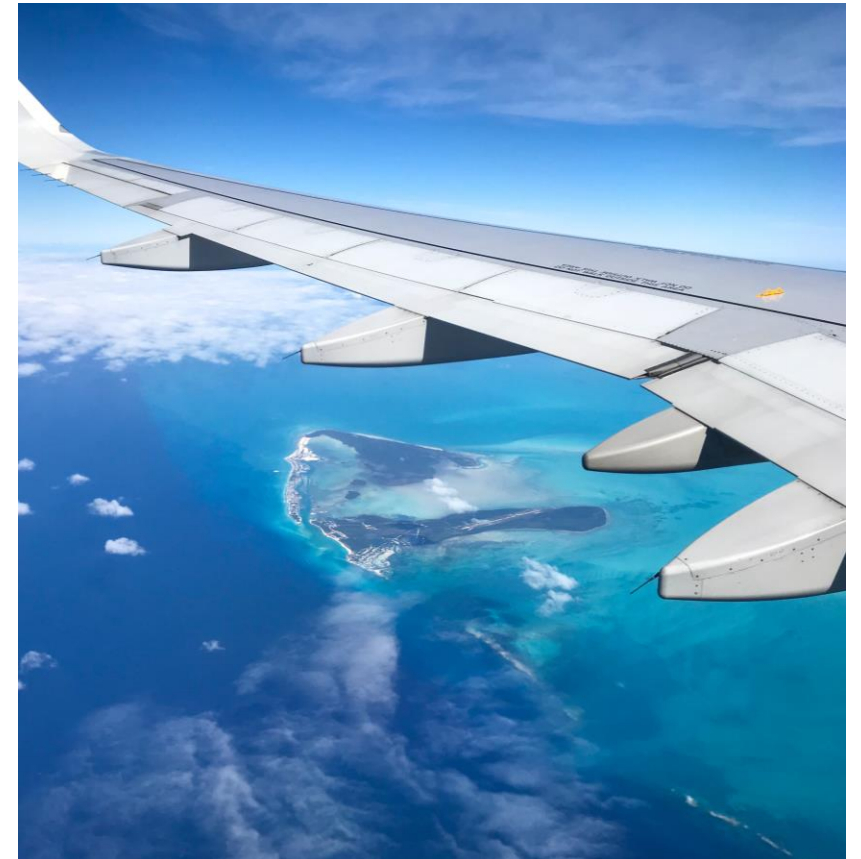
Gary can support employees emotionally and listen to their concerns

He can reduce stress by staying calm and patient with staff

Employees can feel more confident when they are encouraged

creating a friendly environment can reduce anxiety

Better communication can improve trust and teamwork



Conclusion & Recommendation



- . Build a positive work environment

Encourage respect ,support and open communication between staff

- . Provide emotional support for employees

- . Reduce stress and pressure /avoid overloading employees especially during busy hours

Encourage teamwork and motivation

- . Greate a safe space to speak up .



- . Emotional and communication related



- . Employees feel confused ,anxious and unsupported ,leading to mistakes



- . manager stress ,frustration and loss of control



- . These emotional challenges directly affect teamwork and product quality



- Overall. Poor emotional well/ being poor business results

CONCLUSION

In conclusion, communication barriers affect the performance of Flight Foods Ltd. Problems such as noise, language, culture, age, and emotions make communication difficult. This leads to mistakes and poor results. By improving communication, the company can improve efficiency and food quality.

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Questions?

**Thank you for
attention!**