



EFFECTIVE TEAMWORK AND COMMUNIATION

Assessment 1



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Contents

Introduction	Page 2
Models of Communication	Page 2
Shannon and Weaver (1948/49)	Page 3
Schramm (1954)	Page 4
Berlo (1964)	Page 4
Communication Skills	Page 5
Conclusion	Page 8
References	Page 9

❖ **Introduction**

In this report, I will demonstrate the difference between the three communication models, using a few case studies cited in class as examples. I will also write about the lack of communication in the workplace and how it can affect the environment we work in; I will point out not only the problems but also offer solutions to improve communication. between people. For everything to go well and to have good teamwork, one of the main aspects is communication, if there is no communication there will always be problems.

Communication is the act of sending, receiving, and exchanging information, i.e., speaking or writing, listening, or reading. A good communicator listens carefully, speaks, and writes clearly, and respects other opinions. According to *Oxford English Dictionary*, the definition of Communication is 'The transmission or exchange of information, knowledge, or ideas, by means of speech, writing, mechanical or electronic media' (OED, 2019).

❖ **Models of Communication**

Before choosing a particular communication model, you need to consider the communication method and channel to use, and the purpose of the communication. Models are used by companies and other companies to facilitate communication, consider options, and assess their situation. It is also used to understand how the recipient interprets the message.

There are three general types of communication models, and all other communication models are mainly classified: The Shannon and Weaver mathematical model, Berlo's model and Schramm's. As example of these models, I will use a case study 'Maria and Pedro' discussed in class, written bellow:

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here – in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home, I will see you in the kitchen!

I. Shannon and Weaver (1948/49)

The best known and most influential model of official communication, developed in 1949 by Claude Shannon and Warren Weaver, has been dubbed the "mother of all models" and the model is also known as the "reason" information theory". The main value of this model lies in explaining how messages are lost and distorted during communication.

The Shannon-Weaver Model (1947) proposes that all communication must include six elements:

- **a sender.**
- **an encoder.**
- **a channel.**
- **a decoder.**
- **noise.**
- **a receiver.**

According to Shannon Weaver, there are three levels of communication problems.

- Technical Problem - How the channel is causing the problem.
- Semantic Issues - Messages sent and received have very different meanings.
- Effectiveness issues - how effectively the message elicits a response.

Example (Case Study Maria and Pedro)

Sender: Maria

Encoder: Telephone (Maria)

Channel: Signal

Noise: Misunderstanding

Receiver: Pedro

Due to transmission error or noise, Pedro can't be able to understand Maria's message. The communication failure between the two made Pedro understand 'kitchen' instead of 'chicken'.

II. Schramm (1954)

This model is also known as the Osgood-Schramm communication model. In contrast to other communication models, this model is a circular or cyclic model and is composed of all the important elements of communication. This is the first communication model that is not a linear model. It does not assume that communication is a one-way process, but it is a circular model because it considers it a bilateral process. In this model, both the sender and the receiver can create them and send them to the other, and both can assume the role of the other. The concept of noise is included in the communication model to help the sender understand the problems that can occur when decoding a message. This communication model has a feedback system that makes it easy for the sender to understand whether the message was received, interpreted, and understood by the recipient. The sender can also make sure that the recipient understands the message as the sender intended.

Elements of the Schramm's model include:

- **Encoder (Sender).**
- **Decoder (Receiver).**
- **Interpreter.**
- **Message.**

About the case study (Maria and Pedro), Pedro should have phoned Maria to ask what she really did mean 'Kitchen' to be sure what she meant, it is called feedback of the message was received.

III. Berlo (1964)

Berlo's model was first published in 1960 in his book "El Proceso de la Comunicación (The process of communication)." The model has four components to describe the communication process: sender, message, channel, and receiver, each of which is influenced by many factors.

Berlo's model believes that the source and receiver must be on the same level for effective communication. Only then can we communicate properly. ...for example, if the source has good communication skills, the recipient must have the same good listening skills.

According to the model, Pedro was misleading because of the lack of understanding between Pedro and Maria. Pedro understood the "kitchen" and Maria said "chicken." Similar words can be confusing and difficult to understand the received message.

According to my research, I was able to find some similarities and differences between these models! The Shannon Weaver model is the first and simplest of all models, the sender is trying to send a message to the receiver, but there is something (noise) preventing the message from arriving correctly. For Schramm, the message must be received correctly and there must be feedback from the recipient, without which the communication between the two is incomplete and ineffective. Berlo's model, unlike other models, requires no feedback, is free from obstacles, is a complex model, and requires everyone to be at the same level of communication. All the models have in common is that they have a sender, a message, a receiver, and a channel. Berlo and Shannon Weaver are linear communication models and Schramm are interactive communication models.

❖ **Communication Skills**

"Communication is all about making contact with others and being understood. This short guide will give you tips on how to communicate with the people you work with. It includes specific help when communicating with people with autism, dementia, and hearing impairments." (Skills for care, 2019).

According to the American Hospital Association, "Today's healthcare environment makes good communication among patients, families, and caregivers harder and harder to achieve. Hospital stays are shorter, medical care is more technologically complex, resources are constrained, and there is a growing need for patients and families to have more information about, and involvement in, care decisions." In social care, communication goes beyond knowledge and expertise to cover all aspects of interaction and experience. Nurses need to be able to empathize as needed and calmly talk about potentially complex procedures and problems.

This means that the younger generation may not know or even understand the importance of effective communication skills in the workplace. Looking at the best leaders, one of their qualities is the ability to communicate effectively. This highlights the importance of communication skills. There are several things you can do to improve your communication skills: People want to know they are being asked.

At this point, the person who speaks to you must be the most important person in your life. Another important point is to have one conversation at a time. This means that when you talk

to someone on the phone, don't reply to emails and send text messages at the same time. Others will know that they are not paying close attention to you.

It's important who you talk to. You can use acronyms and informal words when communicating with buddies, but when sending emails and text messages to your boss, "Hey", "TTYL" and other informal words. There is no place to send a message with. An effective communicator will deliver a message based on who you are talking to.

Body language is important. Review what you wrote and make sure your words are receiving the message you intended. In both written and verbal communication, practice short enough, but concrete enough, to provide enough information for others to understand what you mean. Send a follow-up email to make sure you understand what was said during the conversation.

Having strong communication skills will help in all aspects of life - from work to personal life and everything in between. From a business perspective, every transaction is the result of communication. Good communication skills are essential for you and others to understand information more accurately and quickly.

Types of Communication

- Verbal Communication. Verbal communication encompasses all communication using spoken words, or unspoken words as in the case with sign language.
- Nonverbal Communication.
- Written Communication.
- Visual Communication.
- Listening.

Communication contributes to success at work. The harm caused by inappropriate communication with others may not be obvious in the short term, but it has detrimental effects on the workplace in the long run.

The main impacts of inadequate medical communication are poor quality of care, poor patient outcomes, wasted resources, and high medical costs. Communication errors often negatively impact patient and employee satisfaction. Miscommunication often occurs when what is said and what is heard do not match. In other words, the person you are talking to is misunderstanding what you are telling them.

Signs of poor communication include:

- Lack of specific communication.
- Using the wrong media to convey an important message.
- Passive-aggressive communication.
- Lack of control and review.
- Blaming and harassing others.
- Failing Listen.

To fix poor communication in the workplace: Establish basic communication standards, create a secure space for communication, must be consistent and constant, set clear norms and expectations, get proactive feedback, use technology properly and master the meeting.

In addition to physical and technical barriers, there are six barriers to effective communication that all employees and managers must strive to remove.

- Dissatisfaction or Disinterest with One's Job.
- Inability to Listen to Others.
- Lack of Transparency & Trust.
- Communication Styles (when they differ).
- Conflicts in the Workplace.
- Cultural Differences & Language.

Barriers to communication can be overcome by:

- checking whether it is a good time and place to communicate with the person
- being clear and using language that the person understands
- communicating one thing at a time
- respecting a person's desire to not communicate
- checking that the person has understood you correctly
- communicating in a location that is free of distractions
- acknowledging any emotional responses, the person must what you have said.

❖ **Conclusion**

According to my research for this report, being able to acquire more knowledge about the importance of communication in the workplace and how it was, and always will be, important worldwide. The evolution of communication has been important to us all.

I work in health care for the elderly. As with any other task, it's always important to maintain teamwork and communication to ensure uninterrupted work in this one. Since the company employs more than fifty employees of different nationalities and religions, the manager is always trying to clarify questions and always asks if you need help with anything. What I learned in class helped me understand that the communication model I use at work is the simplest of all the Shannon and Weaver models. This is often a misunderstanding. In this kind of work, good communication must be in place to keep everyone in harmony and avoid accidents and confusion, and I work with people who are at high risk, so I always must pay attention to any messages that are sent to me. And if I don't understand, I always think about asking my manager to explain it to me more calmly.

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