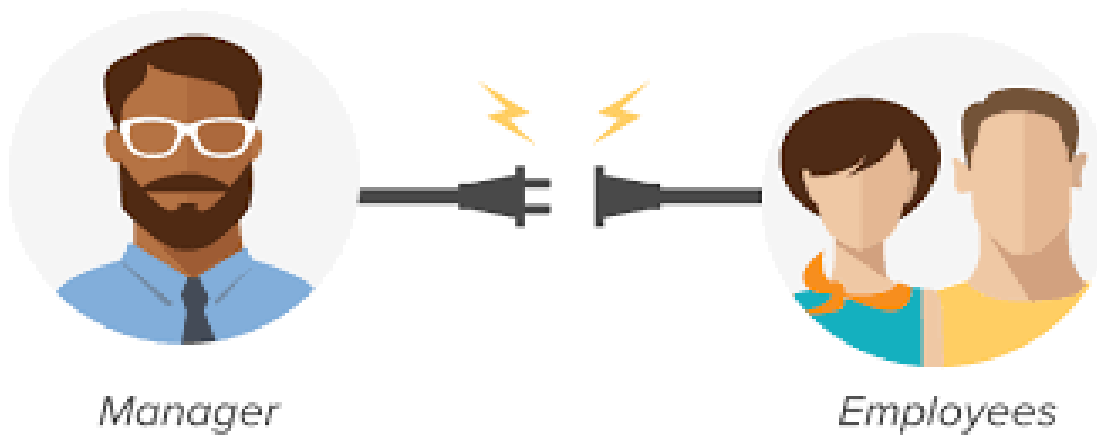


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Effective Team working and Communication



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Introduction

Communication is the way toward sending and accepting message through verbal or nonverbal methods, including discourse, or oral correspondence, composing and graphical portrayal (example, info graphics, maps, and outlines) signs and conduct. James Carey characterized communication as representative procedure where by the truth is created, keep up, fixed and changed in his book in 1999 correspondence as culture, setting that we characterize our world through offering our experience to other people. Communication is just the demonstration of moving data from one spot, individual or gathering to another. It is important for every employee to have effective communication skills. This is specially so for managers as they have to deal with additional responsibilities or duties in improving employee productivity, team work, morale, and performance. Management is responsible for communicating the concerns of those in the lower levels of an organization to leadership of an organization to implement their vision and strategy if aspiring or experienced manager want to remain on the top of his/her game, then it is important to master written communication, verbal and nonverbal skills. Remember, any interaction a manager has with an employee can be considered as an opportunity to create a positive impact on both professional and personal fronts. In this report I will show how communication is significant in an organization.

How communication can be made effective in a business organization?

There are several benefits to look forward to managers having effective communication skills. among different benefits that managers can look forward to , are as follows:

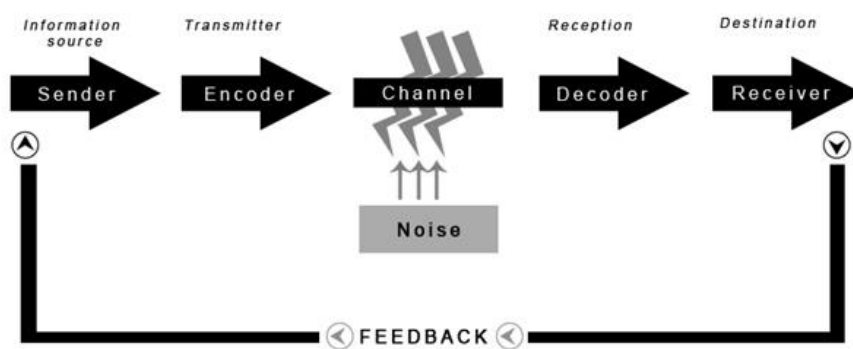
its responsibility of managers are also important when the employees are required to deal with other departments in an organization , in one way or the other
managers need to have excellent listening abilities if they were to improve their communication skills

managers who exercise open and candid communication with their employee actually facilitate a two-way dialogue that is critical in exciting performance - based appraisals
effective communication skills for managers also help build team

Relevant Theories (Shannon and Weaver, Schramm and Berlo)

Shannon defined the quantity of information produced by source -for example the quantity in a message by a formula similar to the equation that defines thermodynamic entropy in physics. In its most basic terms, Shannon's informational entropy is the number of binary digits required to encode a message.

The model deals with various concepts like information source, transmitter, noise, channel message receiver, channel, information destination, encode and decode.



SHANNON-WEAVER'S MODEL OF COMMUNICATION

Sender: the originator of message or the information source select desire message.

Encoder: the transmitter which converts the message into signals. Note: the sender's message converted into signals likes waves or binary data which is compactable to transmit the message through cables or satellites. For example, in telephone the voice is converted into wave's signals and it transmit trough cables.

Decoder: the reception place the signal which converts signals into message. A reverse process of encode. Note: the receiver converts those binary data or waves into message which is comfortable and understandable for receiver. Otherwise receiver can't receive the exact message and it will affect the effective communication between sender and receiver

Receiver: the destination of the message from sender. Note: based on the decode message the receiver give their feedback to the sender. If the message distracted by noise it will affect the communication flow between sender and receiver.

Noise: the model is clearly deals with external noise only which affect the messages or signals from external source.

The Berol's communications process is a simple application for person to person communication, which include communications source, encoder, message, channel decoder, and communications receiver.

In addition, David Berol presented some factors that influence the communications process between two people. The factors include communication skills, awareness level, social system, cultural system, and attitude.

The Berol's models of communications process starts at the source. This is the part which determinate the communications skills, attitude, knowledge, social system and culture of the people involved in the communications. After the message is developed, which are elements in a set of symbols, the encoder process is where the motor skills take place by speaking or writing. The message goes through the channel which carries the messages by hearing, seeing, touching, smelling or tasting. Then the decoding process takes places. In this process the receiver interprets the messages with her or his sensory skills .finally, the communications receive gets the whole message understood.

Communications is usually describe along a few dimensions , message (what type of things are communicated) ,source , emisor , sender , encoder (by whom), form (in which form) channel (through which medium) destination)receiver/target/decoder (to Whom)and receiver .Wilbur Schramm (1954)also indicate that we should also examine the impact that a message has (both desire and undesired)on the target of the message . Between parties, communications include acts that confer knowledge and experience, give advice and commands, and ask questions. These acts may take many forms, in one of various manners of communications. The form depends on the ability soft the group communicating. Together, communications content and from make message that are sent towards a destination. The target can be oneself, another person or being, another entity (such as a corporation on group of beings) communications can be seen as process of information transition governed by three levels of semiotic rules

Syntactic (formal properties of signs and symbols).

Pragmatic (study of relationships between signs and symbols and what they represent).

Therefore, communications social interaction where at least two interacting agents share a common set of signs and common set of semiotic rules. This commonly held rule in some sense ignores, our communications, including interpersonal communications via diaries or self-talk., both secondary phenomena that followed the primary acquisition of communicative competences within social interaction

The importance of effective Communication

Managers who communicate well are also likely become good problem solvers, which is an essential skills to function well in an international workplace where diversity is increasingly the norm. To lead others, we must demonstrate effective communication skills. Otherwise, a manager will lack the credibility to implement his employee's objectives and struggle to rally worker teams behind them. Managers who communicate well are also more struggle to rally worker teams behind them. Managers who communicate well are also more likely to become good problem solvers, which is an essential skills to function well in an international workplace where diversity increasingly then norm. Employees who show an aptitude for verbal and written communication are more likely to advance up the corporate ladder, as well. Effective communications between managers and employees is requisite from a well-functioning workplace.

Better employee's relations:

Effective communications skills are must breaking down barriers which promote the collaborative atmosphere that an organization needs to thrive.

Gains in productivity:

Managers must clearly articulate strategies and plans so that an employee team knows what to do and how the company envisions them being carried out impact of globalisation.

Cross cultural and linguistic work teams are increasingly common feature in today's globalized workplace. Managers must devise new communications strategies to interact with an increasingly multicultural, multinational workplace.

Conflicts are likely when employees from different generation find themselves working together. Good communication skills are a must for managers wanting to succeed in this environment.

Problem solving skills:

Effective communication and problem solving skills go hand in hand, employees who struggle on the job naturally look to managers for guidance solve their problem.

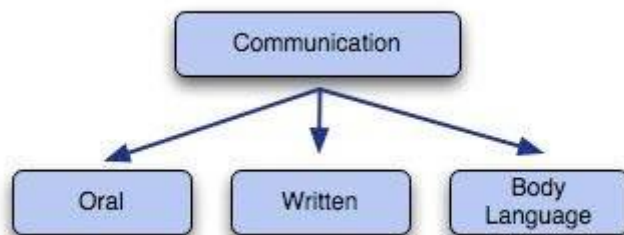
I have been working in an international company for more than 10 months, it is a great company worldwide. Where we can find supervisors, directors, managers, etc. One day I observed a behavior of my coworker, where I do not want to give details of what happened, because I consider it private. I'm just going to say that maybe there are employees who take advantage of the superior's amiability and then appear the confusion. It was about sentiments. This girl with resentment, made inappropriate comments to this superior, to another boss, mixing the personal with the labor. I think that in this case, the superior should be more direct in communication and give the correct feedback, be clear when he is speaking, face to face with the person. Since she also seemed confused. That then other people have lost their positions, others get warming etc., so the communication could be essential, sincere, professional, without misunderstandings.

Methods of Communication

Nothing can take place within our method of communications being used to express ourselves for whatever purpose.

We are therefore constantly using some form of communications or another to send a message across, without their different of communications available today

The methods of communication are.



Oral: communications could be said to be most used form of communications. We are constantly using words verbally to inform our subordinate of a decision provide information and so on, this is done by phone or face to face.

Writing: is used when you have to provide detailed information such as figures and facts even while giving a presentation.

Body: language although the most common methods of communications are carried out orally or in writing, when it comes to management techniques, the power of nonverbal communications must never be underestimated.

I may ask why is important that we use different methods of communications in one organization, the answer is very simple.

The reason for this is the pivotal role that communications are chosen for any organization. Simply choosing a method of communicating due to it being famous instrument is not going to help.

We would need to understand the needs of your organization in particular. There are certain questions that I need to ask.

What is our target audience?

How much are willing to spend on such an instrument.

Will it increase employee productivity in the long run?

What kind of information do we see most often.

How does communication work between Management and employees and to what purpose?

To lead others, we must demonstrate effective communications skills. Otherwise, a manager will lack the credibility to implement his employer's objectives and struggle to rally worker teams behind them. Effective communication between managers and employees is requisite for a well-functioning workplace. Managers play a key in establishing clear lines of communications within the organization. Management function including: planning, organization, and staffing, leading and overseeing functions inside and outside the company, such as networking. All of these functions require communications or work will not get done.

Good staff communications is essential to business success. At the most basic level, employees who don't know what is expected of them seldom perform to their potential. Create the culture, make sure your message is heard, create formal feedback mechanisms, take input seriously, check management attitude, reward feedback.

The purpose of communications is making sure that lines of communications between managers and employees are open. Managers should be accessible. They should be able to set aside time to answer phone calls, answer emails, and chat with team members. Listening involves your full attention.

Conclusion

If the communications provide by the manager is concise and clear then employee are able to perform better and behave properly in an organization setup. However, when the communications skills of managers are insufficient, al lot of confusion and even decrease in productivity at workplaces can be seen. Even managers have except communications skills, they can keep their team morale high and help resolve conflict, in time before they go out of hand .that's not all, excellent communication skills also mangers to increase morale, productivity and team unity, easily and effectively.

References

Richard Nordiques, Updated July 05, 2019

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<https://www.tutorialspoint.com>

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ETW Term 1 (June 2018) - In Class exercise for Week 6

Review any lecture content not covered. See Weeks 1-6 on moodle.

Exercise: Classroom divides into self-defined groups of 4-5 persons. (5 minutes)

Reference: Essential Texts from the Module Outline, Maund et. al. 2017 and Morgan 2017

The situation: (Read aloud and clarify keywords and discuss anything ambiguous)

The team are the management of a huge BMW dealership in London and the South East.
(Pick another car brand if you do not like BMW)

They have been caught discounting vehicles against other dealers to close sales. The Brand owners in Germany have asked them to relinquish their distributorship. A Chinese electric car brand is eager to find a British partner to test the market for electric cars. They have made an exploratory phone call to management.

The work force knows something is wrong and people have started informally to ask questions to management. Management have replied with "we are still BMW dealers as at this moment.... You must concentrate on your work in front of you".

The work force has key members who are taking days off without warning or due cause. BMW have given them a deadline by which they must cease activity as a main dealer.

TASK:

1. Identify stakeholders (individuals and groups)
2. Create a **communications strategy**.
3. Identify target groups,
4. identify goals or objectives,
5. Describe a way of communicating with these groups to achieve your objectives
Words and Messages, and Media.
6. Develop a briefing for each of these stakeholders groups, organised as if they were here in front of you, use as many people as possible and reach these groups.

Presentation

Each group presents the main features of their communication strategy to the other groups present



Explain your plan to complete this assessment

Every Sunday ^{will} check on moodle

Can you name 3 benefits of Teamworking?

1. - understand better
2. - easy work
3. - help each other

How many stages are there in Tuckman's theory of team development?

5 stages

Can you name them?

How much time do you spend learning outside of class each week? Give details of what you do.

2 times a week

Your final thoughts and comments

I feel very happy, this make me relax,



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Worksheet.....Your Name Cristiane R......gr 1_2_3_4_5_6

Communications Strategy.....Your group's ideas.....Other groups' ideas

Communications Strategy

Target Groups

brands owners, chinese
Communications Goals Explore potential with chinese

Communications Objectives
Keep workforce calm and focused

Words - reassurance - clarification

Messages

Media Skype, face to face

Briefing

Who	Brand owners	Key members	Chinese
When	A SAP	1 week	Asep.
Where	London UK.	(2nd office)	Skype.
Why	clarification / time.	reassure	explore
How	Skype	FtF	possibility meeting

Refer

Maund et al. 2017 Chapter 3 Chapter 4 and Chapter 5

Maund 2017 Chapter 4 Table 2.1 "Non-Verbal Communication Codes: Consider the Professional Context"

Morgan 2017 Cultural Difference p.285

Kinesics (movement)

Haptics (touch)

Proxemics (distance)

Vocalics (tone of voice)

Chronemics (time)

Personal presentation
and environment.

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with you Task 1 (part of the Assignment for this module).

Student Name: Cristina Rindler Student ID: 1818257

Ex.1. Read the following passage and answer the questions.

The professor and the village people

A Professor of English at a well-known Welsh University lived in a large house not far from a little village. He never went into the village, but shopped in the town near the University because he had nothing in common with the village people, who were largely uneducated and did manual jobs. One night, the professor fell asleep while smoking his pipe and the pipe fell onto the carpet and started a fire.

When the professor awoke and saw the house on fire, he rushed into the village, screaming:
'The edifice is being consumed by a great conflagration!'
'The edifice is being consumed by a great conflagration!'

The village people looked at him and continued doing what they were doing.
'Don't you understand?' He said. 'The edifice is being consumed by a great conflagration!'
They ignored him.

When the Professor returned home, he saw that his house had been completely destroyed. He sat down on the ground and wept. The next day, he went into the village crying. 'Why, oh why didn't you help me? My home has been destroyed by the fire. I came and begged you last night.' He wept.

'But Professor, why didn't you say that your house was on fire? We would have helped.'

Q1: Why didn't the village people help the Professor?

Q2: What should he have done to get them to help him?

Q3: Whose model of communication do you think can explain this situation?

Q4: Why?

- ① Because he never had communication with the village people and also he speaks in different level, because he is a professor and people don't understand him. (he thought)
- ② he needed to speak with ~~with~~ them, tried to make a relation with this people.
- ③ The model of communication that can explain this situation is Berlo's ? flow?
- ④ ~~Because~~ Because he thought that people never understood him, this people don't have the same level of education, culture, attitude etc.

Lecturer's signature: [Signature]

Date: 23/7/2019.

Ex.2. Read the following brief and write a business email according to the instructions.

You are Director of Communications at your company and you would like an employee, Jack Daniels, to join your Communications Training team.

- Tell JD why you are writing
- Say what you have observed and like about his communication skills
- Tell him why you think he would be an asset to the team

From: Chris beavin 98@gmail.com
To: JackDaniels79@gmail.com
Subject: training team

Good morning,

I am writing to you because, we need you for next Friday 26 of July, join in our communication training team at 10:30 am.

We observed that you are the ^{a little specific} qualified person for this position and really appreciate your communication skills. you always listening good and give good feedbacks to us.

I think you will be an asset to the team, because you are a responsible person.

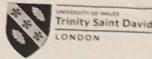
Regards

Cristina R.

Director of Communications

Lecturer's signature: _____

Date: 23/7/19



Effective Team Working and Communication – Term 1
BMSW4002
In-class exercise 2

Student Name: Cristina B. B. B. B. Student ID: 1818257

Time allocated: 1 hour.

Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following passage and answer the questions on the next page.

Case Study: A Day With The Chief

Mark is a top-performing salesperson at a pharmaceutical supply company. As a reward for his performance, he is treated to a trip to the corporate office in California to meet the chief executive officer, Ms. Mills. Ms. Mills is known around the office as the "Wicked Witch of the West" because of her short and sometimes abrasive demeanour.

Mark's co-workers share "horror stories" of their encounters with her, stating that she rarely makes eye contact, never smiles, and dislikes being approached unless she initiates the conversation. Although he is excited to travel, he is also nervous about what he and Ms. Mills might talk about. He prepares by thinking about how he can share his sales strategies and techniques. On the day of the meeting, he waits patiently for Ms. Mills' assistant to call him into her office. When he is escorted in to meet her, he is shocked to see a petite woman behind the large desk smiling back at him with kind eyes. He approaches, shakes her hand, and waits for her permission to sit.

Ms. Mills is nothing like the horrible person they made her out to be. Ms. Mills asks Mark several thoughtful questions about why he is successful, ways the staff can be supported, and how the company fits in with his professional goals. Mark feels more and more comfortable as she leans forward to listen intently to what he is saying. Mark loosens his tie, crosses his legs, and begins sharing stories of how he feels his immediate supervisor has dropped the ball on more than one occasion and that the team would be better if more money were allocated to incentives and bonuses. Mark immediately sees Ms. Mills' eyes begin to squint and her brow furrow. She stands up abruptly and says in a gruff voice that their time is up and that her assistant will show him out.

Lecturer's signature: _____ Date: _____

1. Given the professional context, what would you have done the same and/or differently if you were in Mark's position?
2. Do you think Mark accurately evaluated the context? Why or why not?
3. What communication factors led to the change in the chief executive officer's disposition?
4. How could Mark improve his communication skills?

- ① If I ^{were} ~~was~~ Mark, I will ^{not} ~~do~~ the same, because he wasn't professional. Before I going to that meeting, I would look for information about her.
- ② Mark didn't accurately evaluated, because he thought that feeling at home. He thought he was a leadership or big boss.
- ③ the executive officer's changed ~~to~~ ^{from} communication type. He were unprofessional and also she get bad feed back from him.
- ④ Mark could improve his communication skills thinking in his posture, gestures (non verbal and verbal) ^{communication}. He must to ~~think~~ ^{think} ~~about~~ ^{about} his attitude also.

Lecturer's comments: _____

Lecturer's signature: _____

Date: _____