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1. INTRODUCTION

The main reason of this report is the analysing of all my progress and understanding all over the module Effective Team Working and Communication as well my in-class exercises.

Furthermore, in this report we having a very important definition of teamwork and communication which it helps to understand the module plus I am going to explain it the definitions and different types also how is applying in the organisation where I am currently working and explain the importance for the organisation as how can affect in the positive or negative way. All this report is a support to avoid any confusion or difficulty which might come in the future.

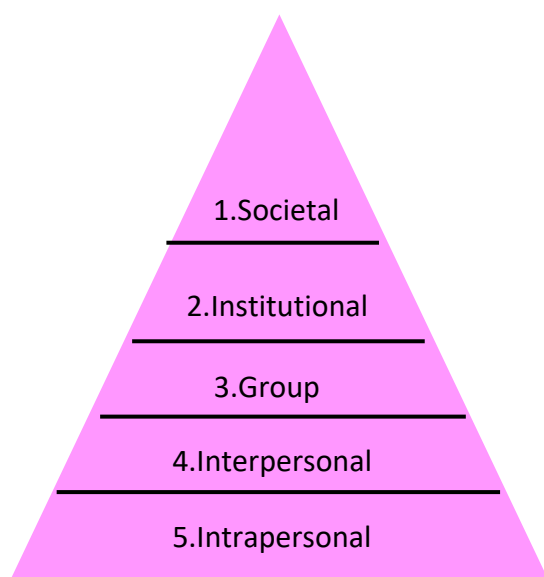
2. METHODOLOGY

The Methodology of this report, structure methods, which I used to write this report it had been mainly from the week by week module.

As I mention before in the Introduction to explain all my understandings, first of all, I have to explain the definition of **teamwork** is when a certain number of persons are helping to each other having the same goal. It is an important point for any business, and helpful to do not have any misunderstanding. Teamwork has a meaning that everyone wants to support colleagues as every person has a different kind of skills.

Another definition to explain is **communication** this a process of swap or exchange of information by speaking, writing or some other medium to one person to another, any share of ideas, opinions, facts ... between persons or organizations, to make it easier to understand I will explain a situation from workplace which is Frankie and Benny's is one of the big chains in UK run by TRG (The Restaurant Group) my Branch is located in Covent Garden one of the busiest branches in London as is in the central and we always having tourist. Any news or communicate of the week which marketing needs to let us know is every Monday by email at very early morning then we need to communicate to the servers the information from marketing with an easier vocabulary to make sure they can surely understand

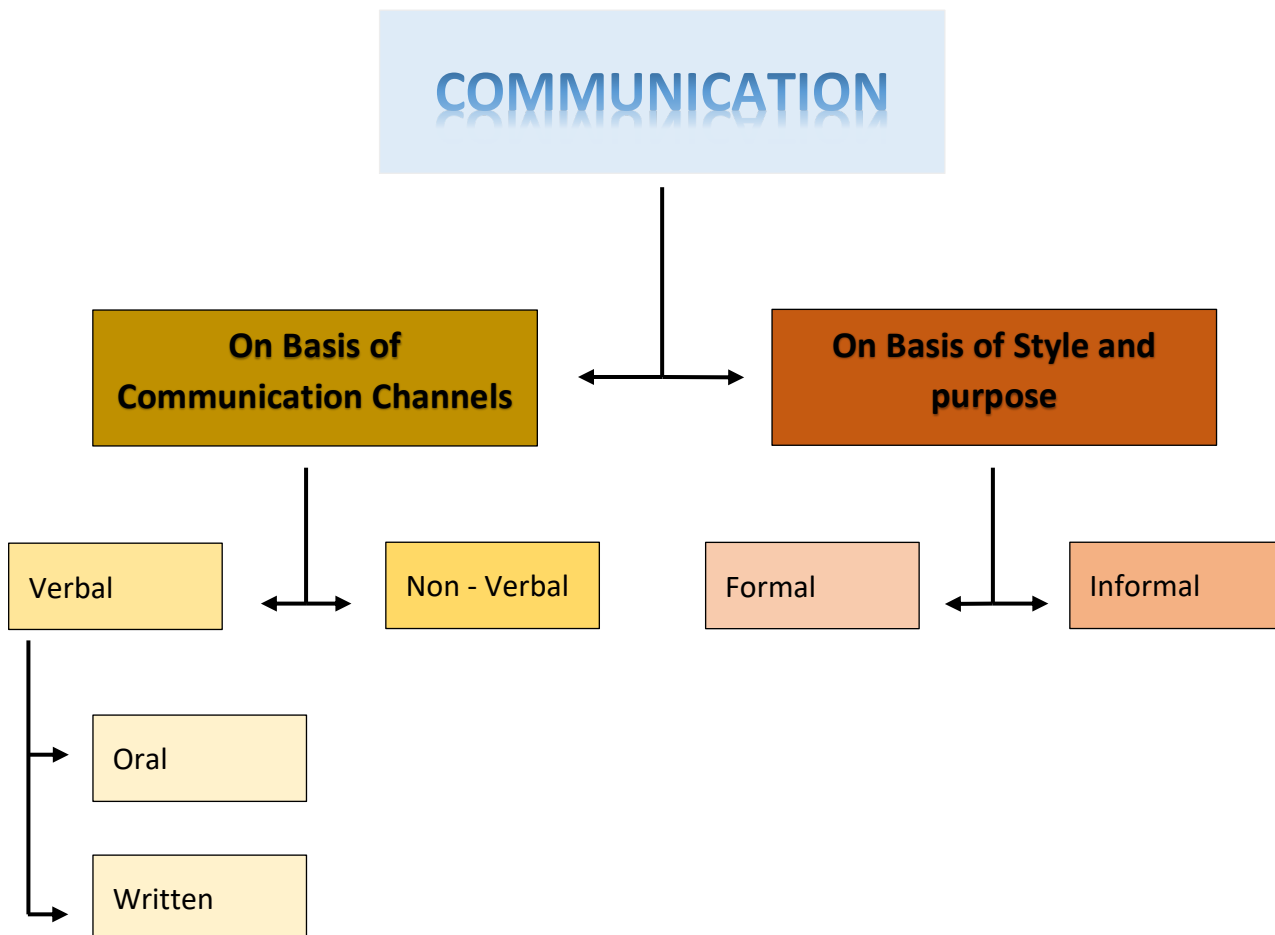
PYRAMID OF COMMUNICATION



1. History, political science...
2. Sociology, cultural anthropology...
3. Institution: government (paper work, rules, etc. Hospitals.
4. Team building/groups: tolerance, unity, Common goal, resilience.
5. From one person to another (self-Confidence)
6. Within yourself (reflection) and evaluate Your strength and weaknesses so you can Focus in areas of weaknesses.

3. TYPES OF COMMUNICATION

There are different types of communications which I will explain in the next point. Any circumstances to have a good communication will be very important as if any task needs to be done everyone can understand it and get it done, otherwise could get any trouble or obstacles.



3.1 VERBAL COMMUNICATION

In any situation the communication is very important here are the explanation of the mains. Has the aim to transfer the message with the use spoken words or writing mainly, even though the verbal communication can be oral or written. In verbal communication as i mention in the previous graphic exist:

Written Communication, in this type of communication verbal include any exchange of information in written form such as email, messages, handbooks, etc. An example of written communication is my workplace is the emails to give some information from different transmitter as head office, marketing, feedbacks, etc.

Oral Communication, here difference with written communication all the information what we transmitting is what we saying. An example as oral communication is when a manager has a conversation with any employee, direct oral communication.

3.2 NON – VERBAL COMMUNICATION

In this kind of communication is not using any word spoken as oral communication or written paper as written communication, here is only with gestures, body language, face expressions, etc. for example if there is a conversation between two member of staff and appear a third one and this person put his finger on his lips anyone can understand the meaning of it, which is do not say it, or is a secret.

There is more type of communication as **Aesthetic Communication** this communication is through paints as they having a certain meaning, **Paralanguage Communication** depending the way how to talk, tone, etc. Also exist **Appearance Communication** t In this one the first vision will set the level.

4. THEORIES OF COMMUNICATION

In this quarter three Models of Communication were studied the Shannon and Weaver Model of Communication, Berlo's Model of Communication and Schramm's Model of Communication

Shannon and Weaver Model of Communication

This model had been the first from all the models of communication (1948) and technical than other models, this model was made to have a better communication between sender and receiver. This model is more effective face to face and based on Sender and Receiver. Here are main points to understand such as:

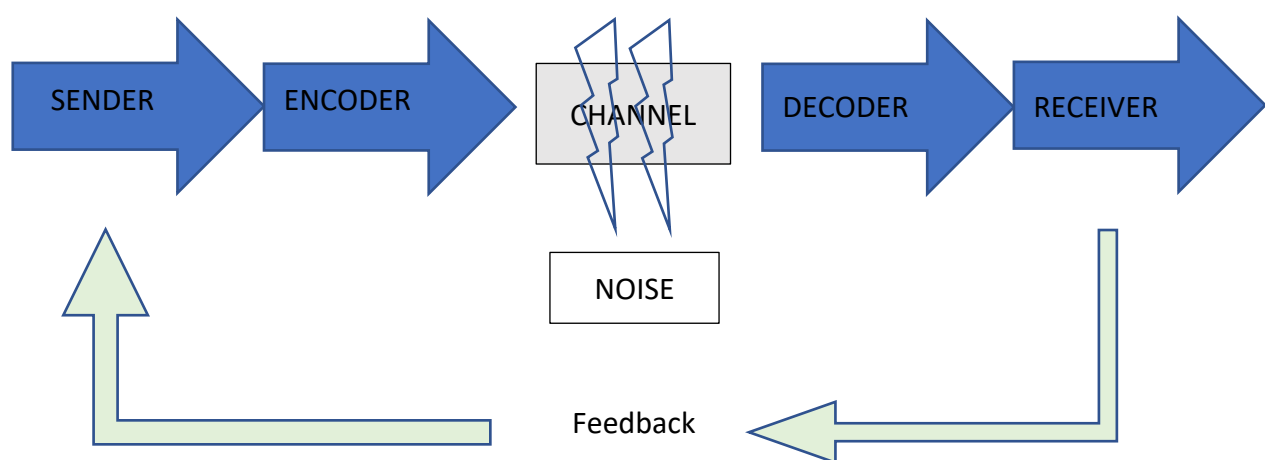
Sender: the one who is starting the information.

Encoder: in charge to convert the message to signals. What is been sent and convert to signals as binary data or waves in case we talking by the phone the message is going through a cable to the decoder.

Decoder: this is receiving the message and converting signals to message, and vice versa with process of encode.

Receiver: final for the message sender.

Noise: what is interrupting the message which the encoder is sending to the receiver.



Example: if Luci call her assistant *"come to my office I want to study with you the labour, bring some documents"* during this call and strange noise appeared (transmission error) and her assistant receive half of the message *"come to my office I want"* only. In this case

The sender is Luci, Encoder telephone (Luci), Channel is cable, Noise is the distraction in voice, Receiver is the assistant.

During the communication there was a problem and the assistant did not get the right message.

Berlo's Model of Communication

This model has a weak point of feedback, difference with Shannon is this a lineal communication and there is not gap for the noise and need to have people with the same level to have an effective communication, also this model of communication is using the sixth sense like thinking. This model has four important points which are:

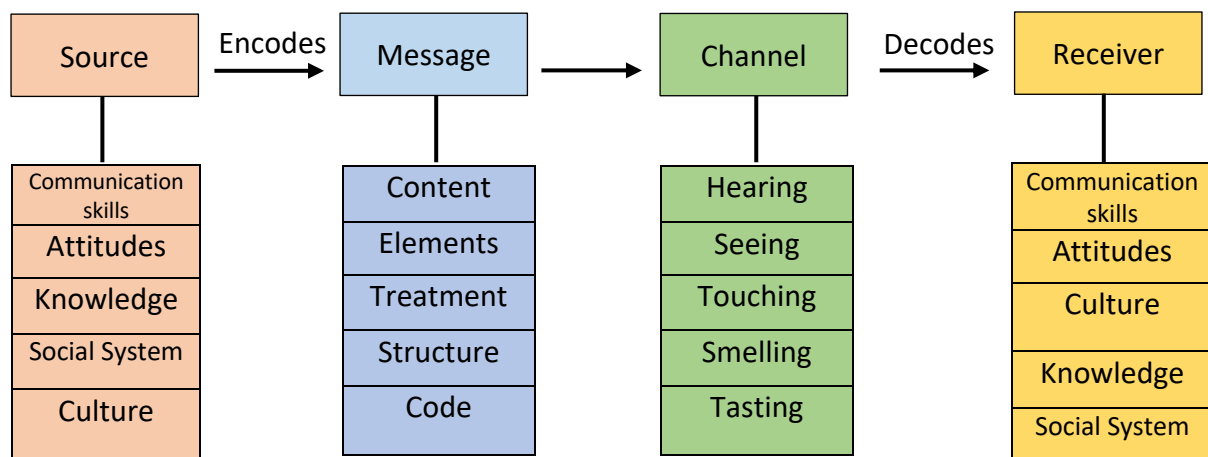
Source: Where the message is starting.

Message: the information which the source is sending to the receiver, can be by body language, gestures or different languages.

Channels: are the five senses of human as hearing, tasting, smelling, seeing and touching.

Decoder: The person who receive the message from the Source.

Receiver: this is in charge to analyse all the information to give an answer to the sender.



Example: The staff of the kitchen in the restaurant where I am working, they having different nationality one of the chefs, Jose, who is having a good reputation very professional does not talk too much English they had to put the stickers on the walls next to the sinks to advice people about the hot water, because of some problems is coming very hot, Jose wanted to ask his colleague who is not from the same country, Rafael, to help him to do it in the opposite side where he is doing it already, but the colleague did not understand on the time he was trying to explain it a manager burnt her hands when she open the tap, this accident could be avoid if Jose could say it from the beginning what he wanted. The difference language can cause problems.

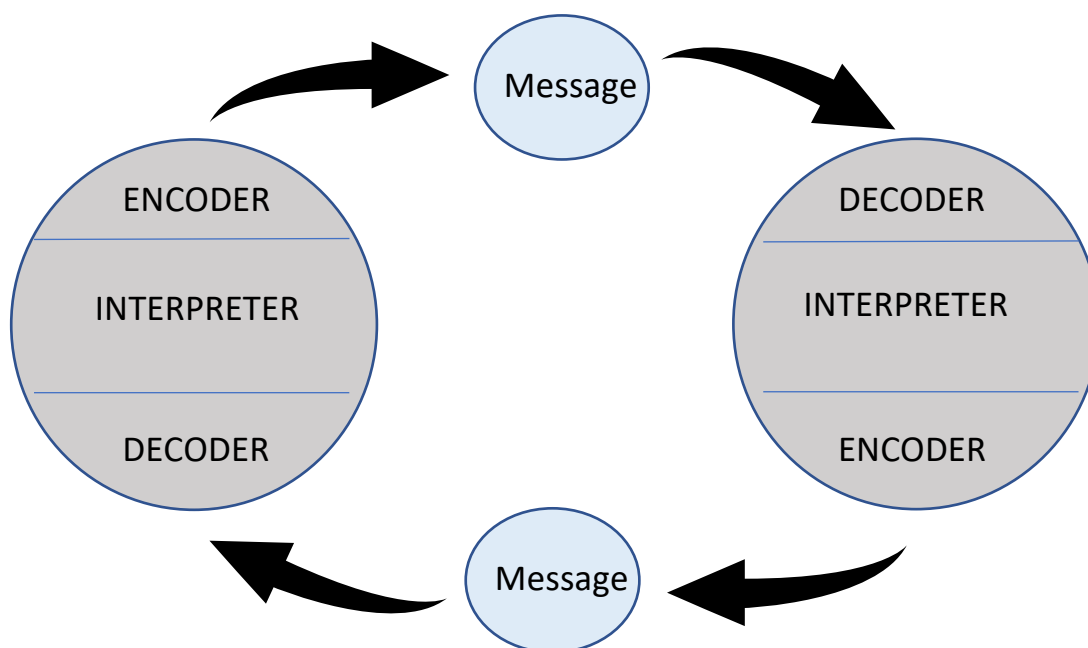
SCHRAMM'S MODEL OF COMMUNICATION

This is a complete model of communication because it is a circular model and dynamic, as can be seen when any situation can change, shows the most important part only. Also here the sender and receiver are the same person and the main characteristic is the feedback which could be the message back.

Encoder: in charge to send message or encode

Decoder: The person who gets the message

Interpreter: This person needs to be in charge to interpret and understand the message.



Example: In any conversation of two persons, in this case, Maria and Zsolt, both of them are a sender and receiver as they are sending and receiving information. Maria and Zsolt are working together and they saw an advertisement of Saint Monica. Maria thinks to go and Zsolt also they need to agree and talk to the manager when they would like to book this holiday.

5. Conclusion

After this tenth week I can understand much better and feel better qualified as I did not have before.

After finishing this report, I feel myself better prepare to continue with the module as my doubts had been solved after writing this report, in class exercise, and searching.

Furthermore, all of this are going to be a support to continue to reach my main goal which is finish my career, next to the experience which I am getting from my actual workplace.

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