

Level 4

Module code: BMSW4002

Effective Team working and Communication.

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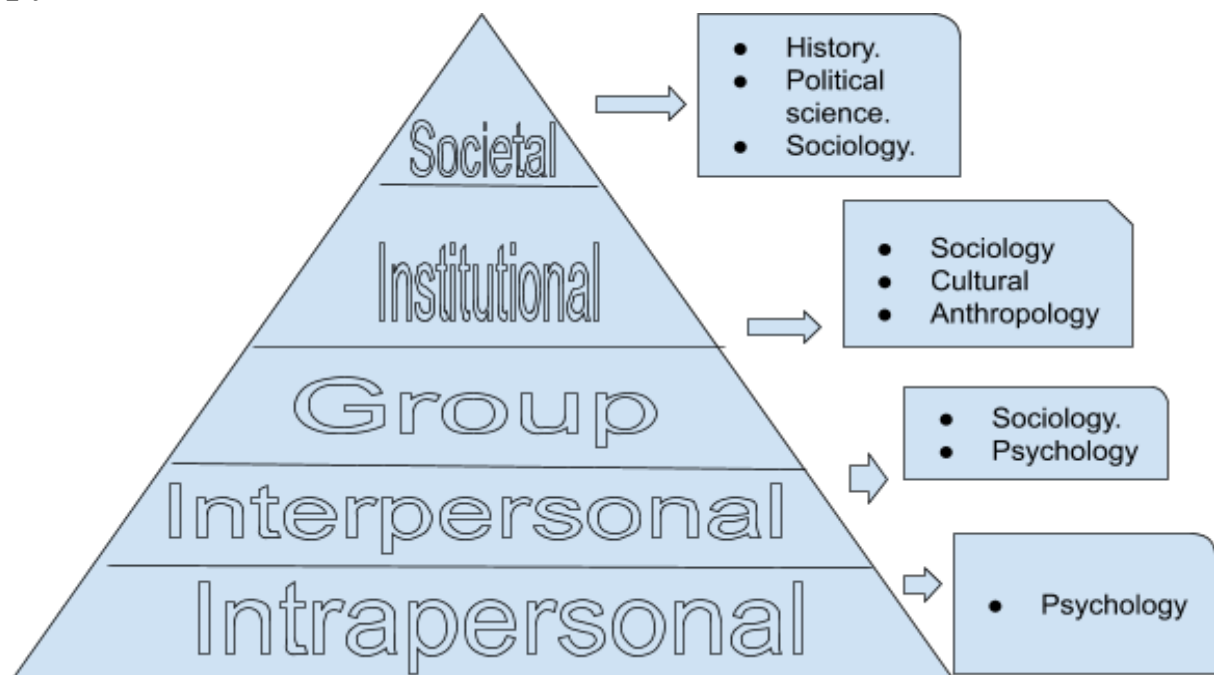
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Effective Communication at the workplace.

Introduction:

“Communication is the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs”-American College Dictionary. Communication is one of the significant tools that aid us to connect with people. Communication is each act of transmitting information, including thoughts, ideas and emotions. To get an idea of the different levels of communication and how they are connected to other scientific disciplines, we can look at the so-called pyramid of communication.



For the smooth functioning of the business, effective communication at the workplace is very important. Effective communication is a skill that is achieved through practice. There are two types of communication: verbal and

nonverbal. Nonverbal communication is the way to communicate through our body languages, signals and signs. Verbal communication is the things we say. Knowing how to communicate effectively will assist you to achieve across what you mean more efficiently and can also minimize friction and misunderstandings. The prime purpose of communication is to deliver messages. Constant exchange between communities of signs, gestures, words and other forms. Whether intentional or not all interaction must be accompanied by some form of impact. Communication is not only a transmission it is also reception and response . A real theory of communication is a theory of community, the pattern of our thinking about society is dominative, communication becomes a science of penetrating the mass mind and of registering an impact there . It is not easy to think along different lines. The most important thing at work is to receive feedback, because it is a very important part of communication. Everyone should receive adequate feedback on their work to help them improve in their weak areas. The specifics of organizational communication.

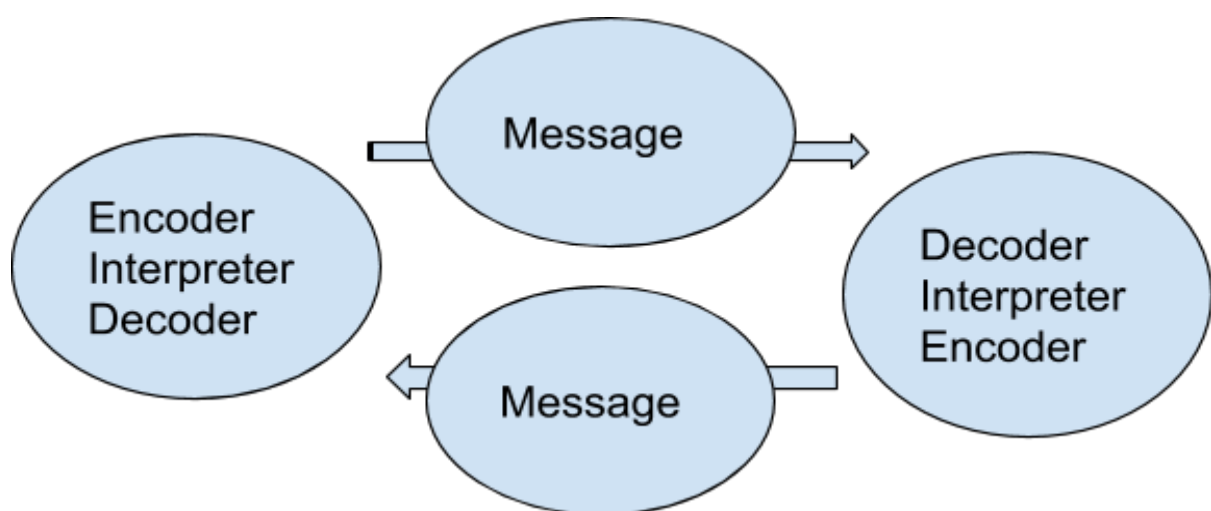
1.1 The organization as a space of communication.
Communication - is the ability to share information with people and understand what information and feelings are transmitted by others. Communication can take place in many forms including gestures, facial expressions, signs, voice (tones, inflections), in addition to written and spoken communication. Communication, a smiling face, a nod, indicates that the listener is interested in what you are saying

and encourages you to continue. Exchanging information and ideas within an organization is called workplace communication. However, effective communication occurs when a message is sent and received accurately. Communication is the vital flow that makes possible the performance of an organization. Its quality and functionality depend on how resources are used and goals are achieved. The efficiency of an organization is based on the specialization of functions at the level of compartments and individuals and on the complementarity of these functions. From these basic characteristics of the organizational activity results the need for the exchange of information between compartments, between individuals, between the organization and its socio-economic environment. Every organization consists, as Graham and Bennett show from "premises" (purposes of joint activity), employees, management, equipment, materials, funds. In the work process, communication plays an essential role because any socio-technical system presupposes the existence of an information flow that makes possible its functioning as a whole. Organizational work requires the coordination of participants' efforts to achieve performance. Management communicates its decisions to employees, controls their execution, and decisions are in turn based on the flow of information. The organizational functions of communication are the following:

- a) Control - to clarify duties, to establish authority and responsibilities.

- b) Information - to provide the basis for decisions.
- c) Coordination - to make possible the effective joint action.
- d) Motivation - to stimulate cooperation and involvement in achieving the objectives.
- e) Emotional - to allow the expression of feelings, etc.

The communication is made both interpersonal and intra-organizational (between subunits of the same organization) and extra-organizational (with persons or organizations functionally related to the activity of the organization: suppliers, customers, public, etc.). Each of these levels has different degrees of complexity and involves restrictions related to organizational roles (superior / subordinate, decision / execution compartments), specific rules and the structure of the organization. The information circulates through communication networks, comprising several persons, groups, compartments, which fulfill both the roles of sender and receiver. Schramm's Model of communication:



The Osgood-Schramm communication model is a circular experience, rather than a linear one, that involves a sender,

who encodes a message, and a recipient, who decodes it. The sender and the receiver have both roles in the model.

Communication is not the thing to be explained.

Communication actually

provides an explanatory framework. Berlo's SMCR

communication model is the simplest form of communication.

The acronym SMCR stands for Sender, Message, Channel and

Receiver. Berlo's SMCR communication model describes the

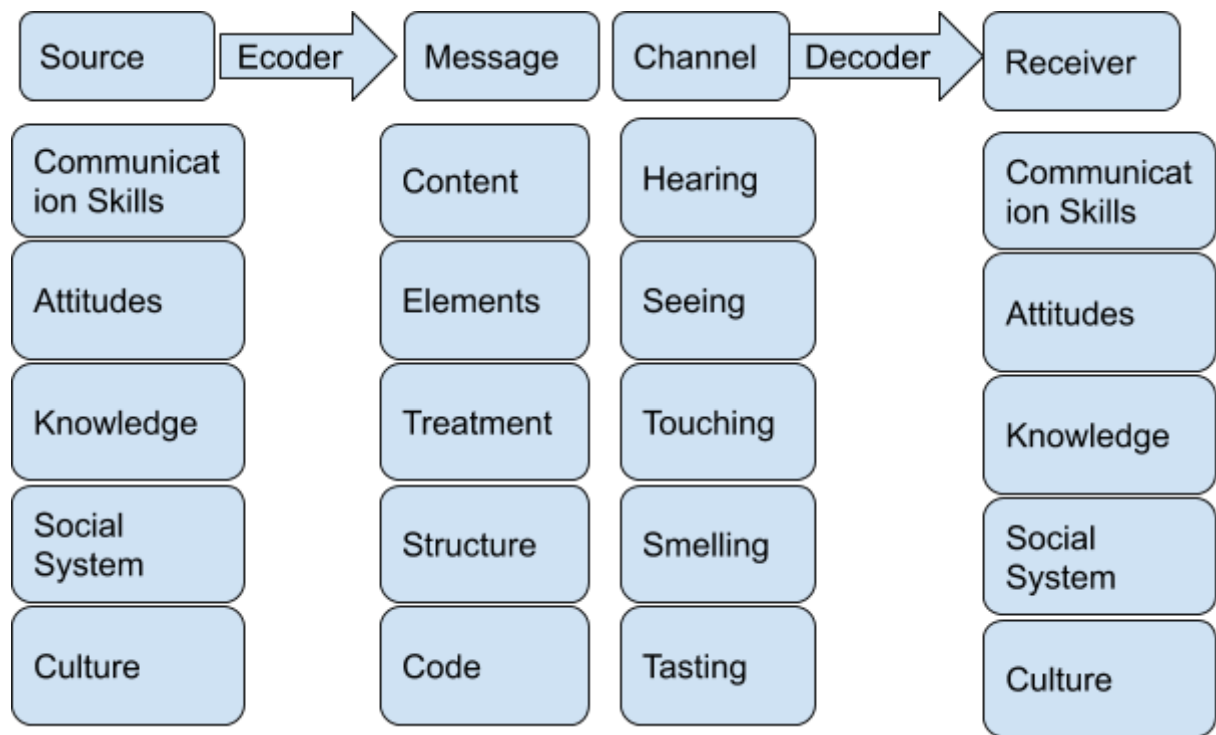
various components that make up the basic process of

communication. The process of sending and receiving message

through verbal or nonverbal communication means:

- * Speech(oral communication)
- * Writing (written communication)
- * Signs.
- * Symbols.
- * Behaviour.

David Berlo's model of communication:



1.2 Communication networks in the organization.

The way of organizing the activity (nature of the tasks) also determines the organization of communication between the participants in the group activity. The communication network can be defined as a structure that establishes the ways in which information flows and the roles that each participant plays. The type of communication network influences the efficiency of communication, through accessibility channels for participants: there are restrictive networks that allow a person to contact only a certain part of the network and implicitly access to a fragment and not to all information and flexible networks, in which participants have greater freedom (virtually unlimited access) to use channels. Depending on their nature (formal networks or informal networks), their structure is more or less well defined, but the laws on which communication works are the same.

Ways of organizational communication:

Organizational communication can be formal (performed on channels imposed by the structure of the organization, existing rules and functional relationships between individuals, groups, compartments, according to explicit and sometimes implicit rules) and is mainly related to joint activity; and informal (information not directly related to the activity, with a strong emotional touch), the channels used are other than the formal ones, the communication rules are less strict. Formal and informal communication networks are coexistent and sometimes interfering, in the sense that informal ones can block the flow of information in the formal network, distort it according to the relationships and interests of those involved, or, on the contrary, can make formal communication more flexible and improved.

2.1 Formal communication

Formal communication networks are prescribed by an organizational chart, a document that represents the functional organization of activities and the nature of the relations of subordination and coordination between departments and persons. The conduct of formal written or oral communication is governed by a series of implicit and explicit rules on content (what kind of information is transmitted), responsibility (who issues and who controls and signs - in the case of written messages), form (oral / written, how the structuring of the message, the content of the identification part, the addressing formulas), the moment (occasions,

deadlines) and the destination of the messages (to whom they are addressed).

2.2 Informal communication

In parallel with the formal communication, informal communications are initiated between the participants, in order to exchange information that is not directly related to the activity. Over time, informal communication networks are established, based on emotional criteria. ; the channels used are other than the formal ones, the communication rules are less strict. Formal and informal communication networks are coexistent and sometimes interfering, in the sense that informal ones can block the flow of information in the formal network, distort it according to the relationships and interests of those involved or, on the contrary, can make formal communication more flexible and improved. The most common forms of informal organizational communication are rumors, secret warning signs, satirical written materials.

2.3 Written communication and oral communication

Depending on the nature, purpose and content of the messages, the form of presentation can be written or oral.

"Words fly, writing remains," says a proverb. The modalities of organizational communication (face to face, written, etc.) are chosen depending on the nature of the task, the content of the message, the specifics of the receiver. Oral communication is faster and produces increased satisfaction, but in the case of standard messages (instructions, regulations, rules, reports) the written one is more appropriate, both for the possibility of faster and more uniform delivery, and because it

can be more useful in establishing responsibilities in litigation situations.

2.4 Roles in communication.

Roles in communication are behavioral manifestations of individuals in the communication process. As we have shown before, central people are more active in the network, more satisfied and have, by their very position, a potential power resulting from the monopolization of information. They can actually transpose it by regulating the flow of information between members and the entry of new information into the network. This active role in communication is also manifested in influencing the outcome of cooperation (work performance) and in decision making. The information controller can also be someone other than the central person of the network. The role of controller can be played by anyone, in the ascending circulation (the subordinate can influence the decision of superiors by selecting the information that reaches them) or in the descending one (the boss communicates to subordinates only what he needs to know and thus influences their cooperation and performance) that the opinions of network participants differ as to what each should know). Control has positive and negative aspects, leading to the supply of insufficient or excessive quantities, in some cases producing communication barriers.

- 10 Barriers to Effective Communication

1) Physical barriers.

Inadequate equipment.

2)Attitudes.

Emotional noise.

3)Languages.

Different Generations or different regions, slang, professional jargon or regional colloquialisms.

4)Physiological Barrier.

Ill Health . Poor eyesight. Hearing difficulties and pain.

5)Problems with structure design.

Bad information systems, lack of supervision and employee training.

6)Cultural noise.

Cultural Background and associated stereotypes.

7)Lack of Common expense.

8)Ambiguity overuse of abstracture.

9)Information Overflow.

Too many details can overwhelm and bother for really important things.

10)Jumping to Conclusion.

Effective organizational communication requires the existence of clear principles, the use of means and ensuring the proper functioning of existing communication networks.

Principles:

- *A good communication program must have two meanings (providing feedback);

- * The subjects of the communications must belong to the sphere of interest of the workers;

- * Communications are effective when they have facts and are ineffective when they consist of speeches or theories;

* The style of communication must be objective (neither condescending, nor paternalistic, nor — warm || , emotional or on the contrary, vexatious).

Means:

* Unofficial management visits to workplaces have an effect of calm, satisfaction and stimulation, invisible management has bad effects;

* Direct discussions boss / subordinate;

* Short sessions, in small groups;

* Annihilation of rumors through open group discussion.

Pathological symptoms to avoid:

* The boss's refusal to clearly communicate the goal to be achieved;

* The boss's fear that the subordinate will know the superior objectives;

* The boss's refusal to communicate to his subordinates the information necessary to do his job.

In my conclusion, communication is not just words, but a mixture of tone and body language. You can effectively use your tone of voice and body language to convey your message. It is often recommended to establish eye-to-eye contact, where possible, than other forms of indirect communication. In my opinion in order to get something at work you need to be informed about effective communication, how to use it and know communication barriers, types of communication at work and try to spend your time as effectively as possible in your favor. Communication is the

basis of both verbal and nonverbal conversation. The bottom line is that everyone needs to be informed about effective communication in order to achieve their goals more easily and effectively.

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