

LCLM4003

Effective Teamwork and Communication



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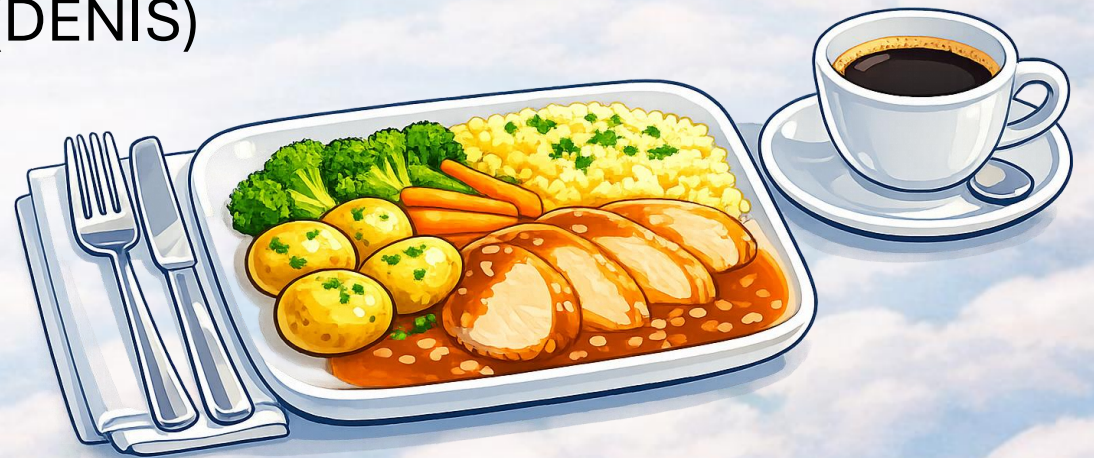
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Overview

- Introduction
- ☐ Environmental noise (SELLU)
- ☐ Language/Communication/ Body Language (COLIN)
- Age/Generational (ATOUMANE)
- ☐ Cultural (standards and practices) (DENIS)
- ☐ Emotional (OLENA)
- ☐ Conclusion
- ☐ References



Introduction

This presentation is about communication problems at Flight Foods Ltd. These problems affect food quality and staff performance. Different communication barriers in the workplace will be explained, and possible solutions will be suggested.



ENVIRONMENTAL NOISE

How it affects communication at work





THE PROBLEM

At Flight Foods, environmental noise makes workplace communication difficult. Old machines and a loud factory floor make it hard for workers to hear Gary's instructions clearly, which increases confusion, stress, and mistakes.

Old noisy machines

Noise comes from old factory equipment.

Loud workplace

The factory floor is busy and very loud.

Instructions not heard

Staff cannot hear instructions clearly.

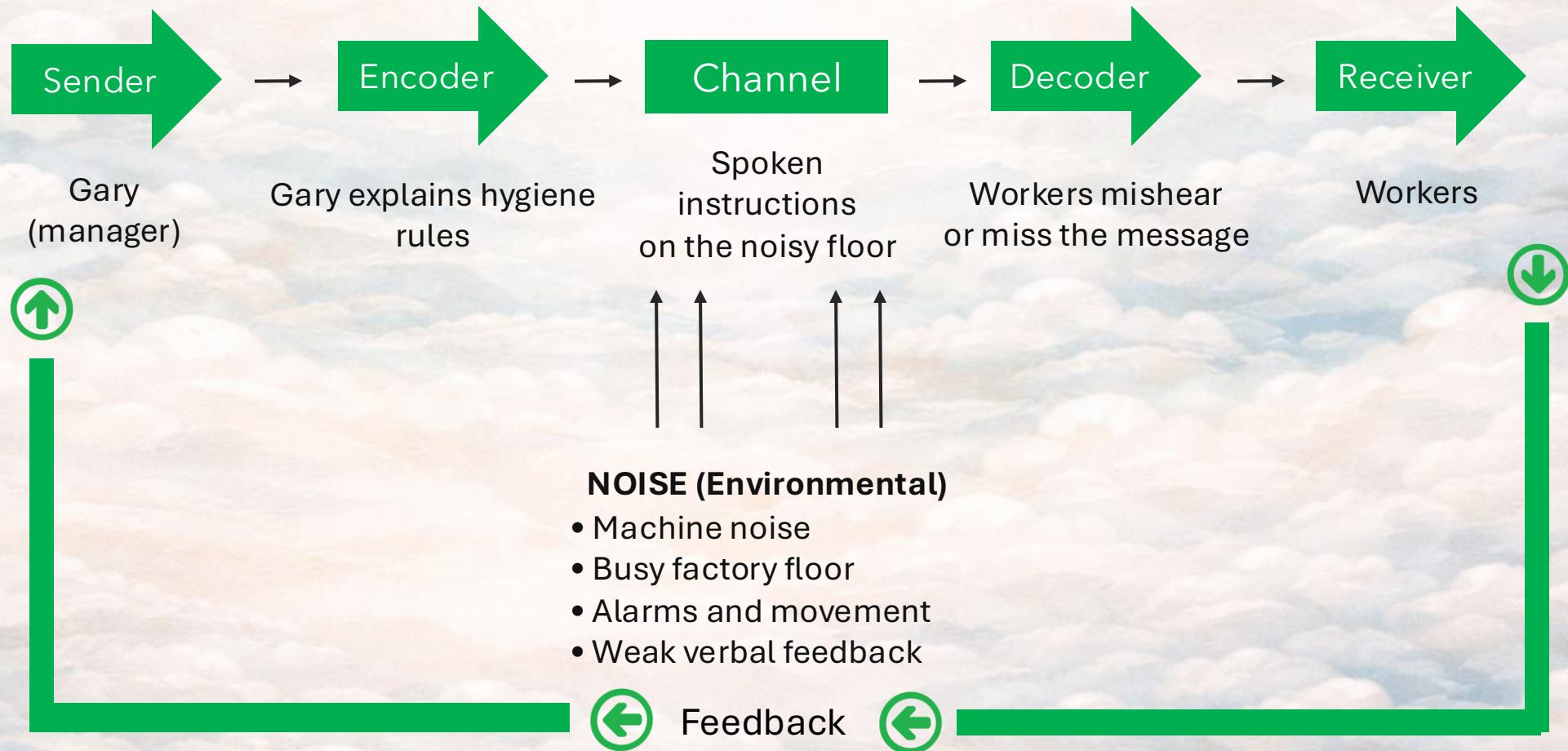
More mistakes and stress

Poor hearing leads to errors and pressure.



ANALYSIS OF THE PROBLEM

SHANNON-WEAVER MODEL



The message is weakened by noise, so workers do not receive the hygiene rules clearly.



THE SOLUTION

1

Reduce machine noise

Maintain or replace old machines and keep noisy equipment under control.

2

Use visual instructions

Add posters, symbols, and demonstrations so staff do not rely only on speech.

3

Give instructions in quieter moments

Brief workers before the shift or away from the loudest area.

4

Check understanding

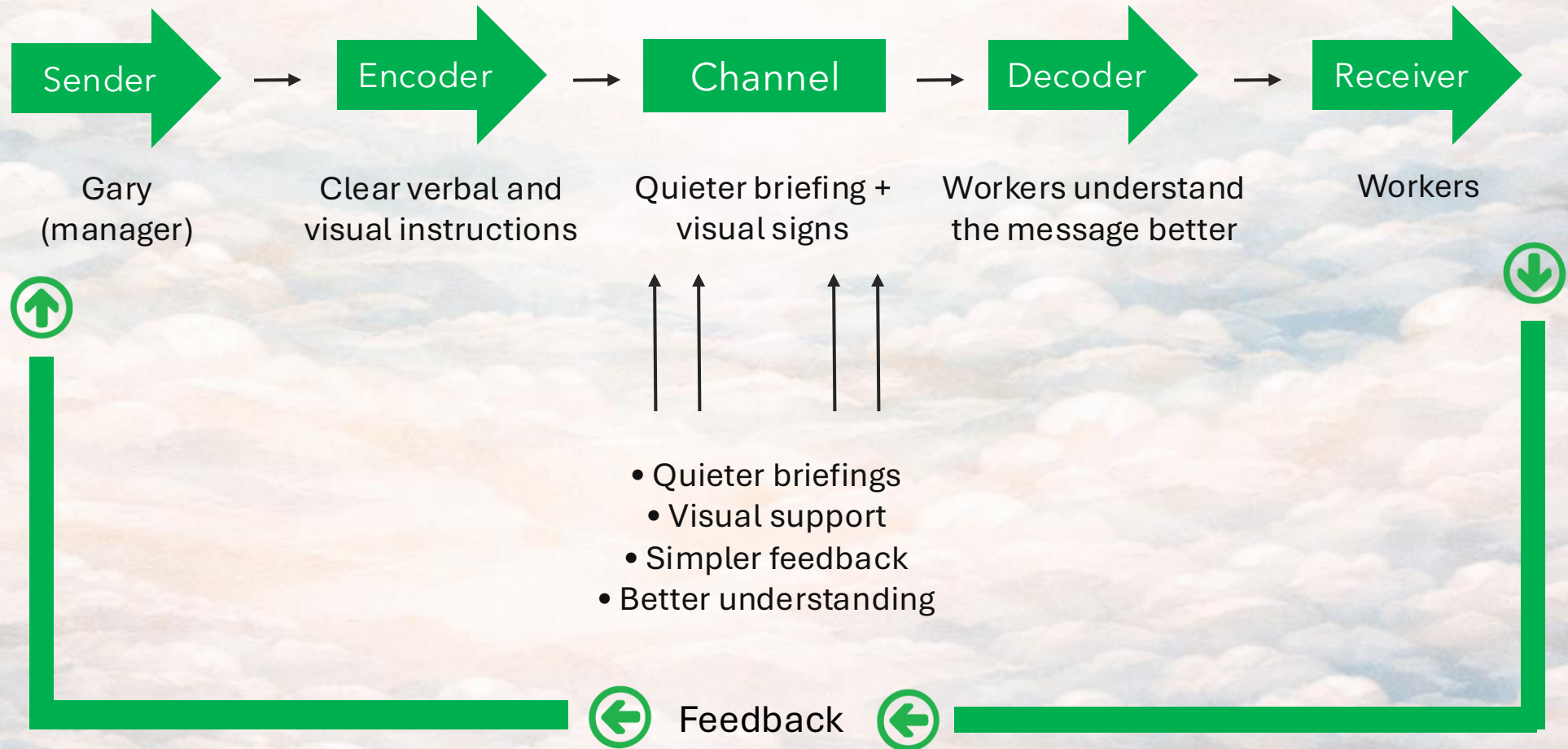
Ask workers to repeat key rules back and confirm what they heard.





ANALYSIS OF THE SOLUTION

SHANNON-WEAVER MODEL



CONCLUSION



- Old noisy machines make it difficult for workers to hear instructions clearly.
- When spoken messages are lost in noise, mistakes and unsafe food practices become more likely.
- Quieter briefings, visual signs, and feedback can improve communication quality and food safety at Flight Foods.

LANGUAGE BARRIER

How it affects communication at work





THE PROBLEM

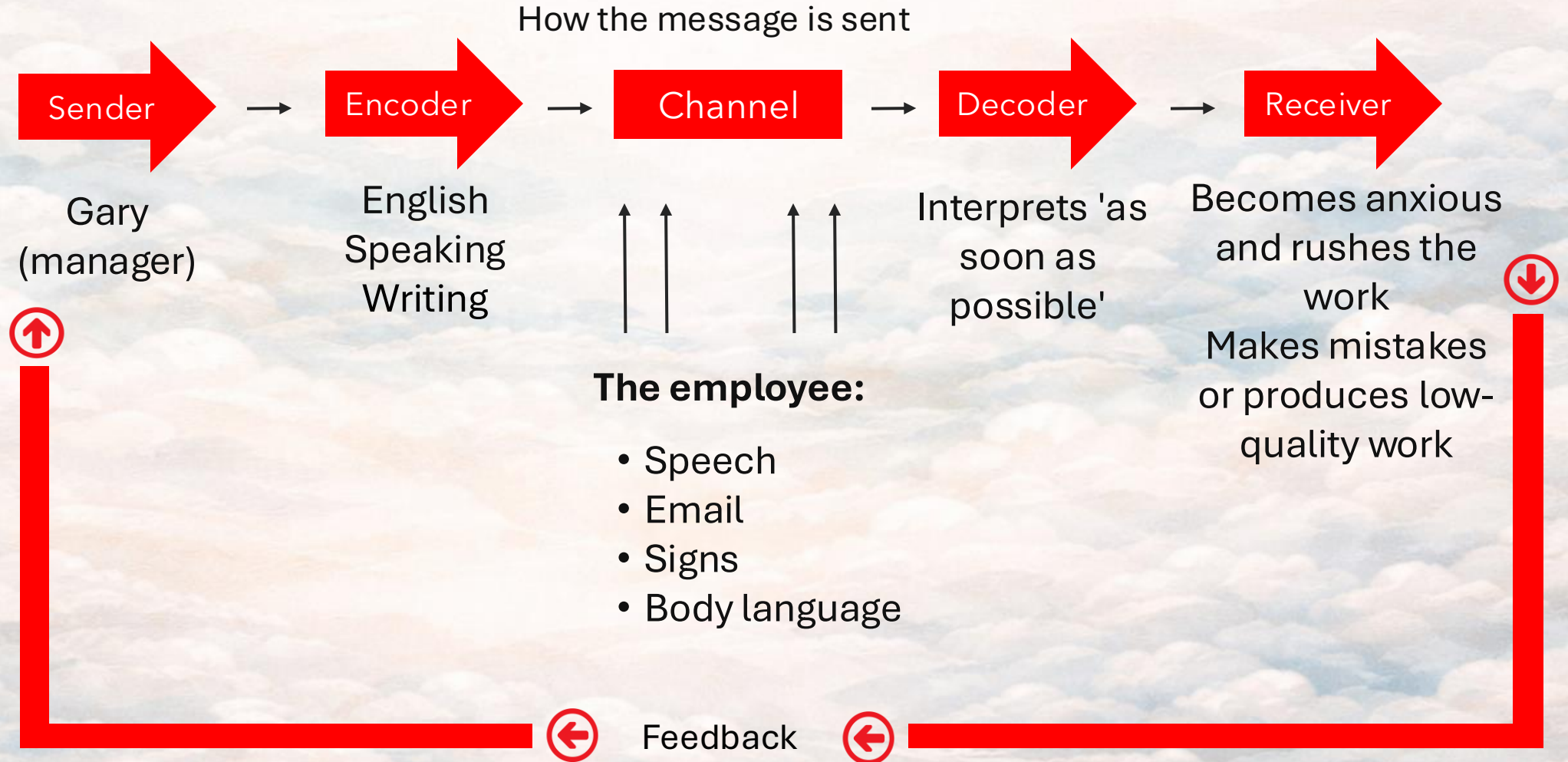
At Flight Foods, language differences make communication difficult. Many employees have limited English, so instructions are often misunderstood.

- **Different languages**
Five languages are spoken.
- **Limited English**
Many workers have limited English skills.
- **Instructions in English**
Instructions are given in spoken and written English.
- **Misunderstandings**
Leads to confusion and mistakes.



ANALYSIS OF THE PROBLEM

SHANNON-WEAVER MODEL



The manager assumes everything is understood
The misunderstanding continues



THE SOLUTION

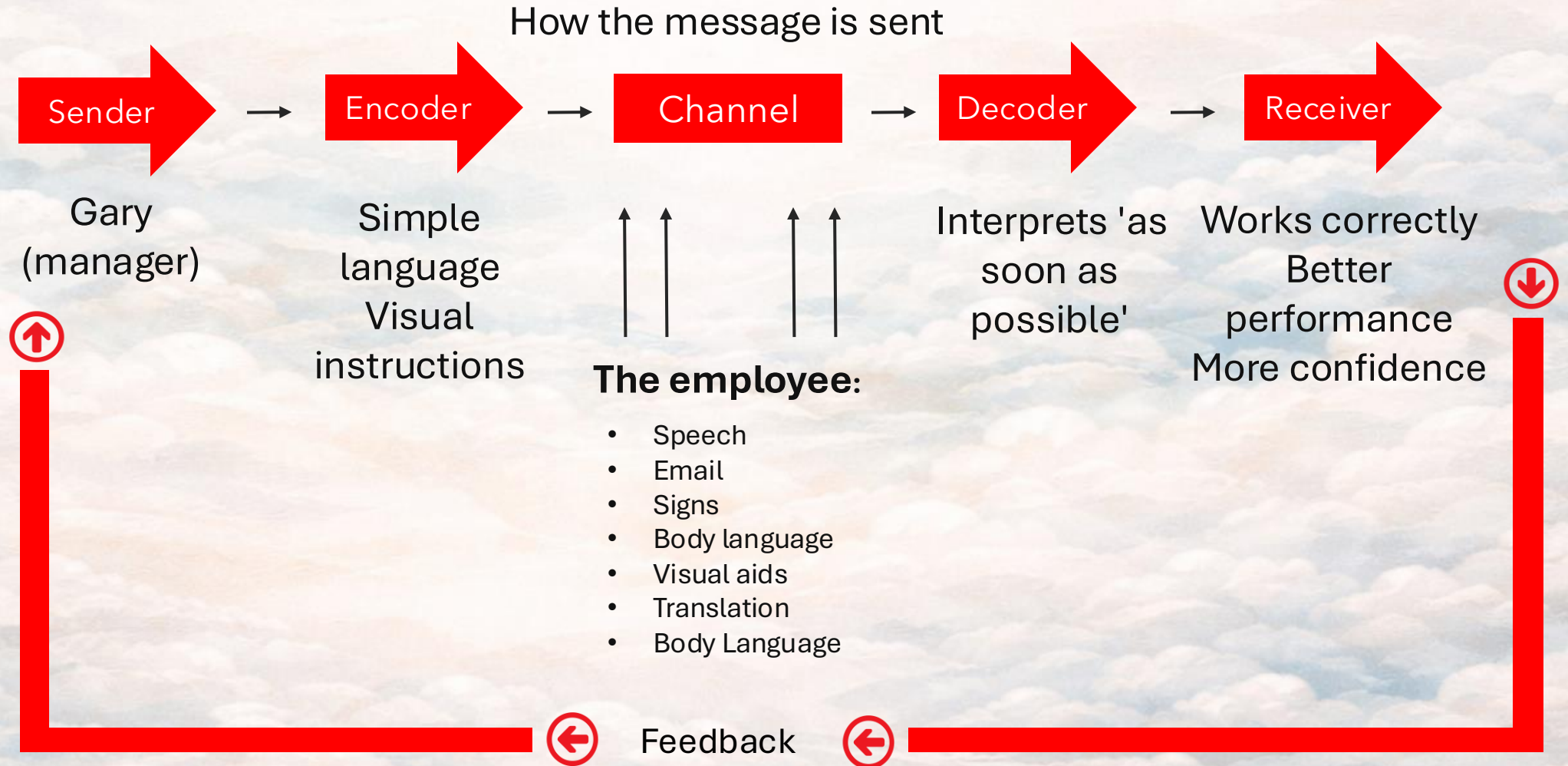
1. Use clear audio/visual aids
2. Use body language (gestures, eye contact)
3. Simplify language
4. Check understanding (feedback)





ANALYSIS OF THE SOLUTION

SHANNON-WEAVER MODEL



CONCLUSION



Using the Shannon–Weaver model, we can see how Gary can improve communication by avoiding language barriers.

AGE AND GENERATION

How they affects communication at work





THE PROBLEM

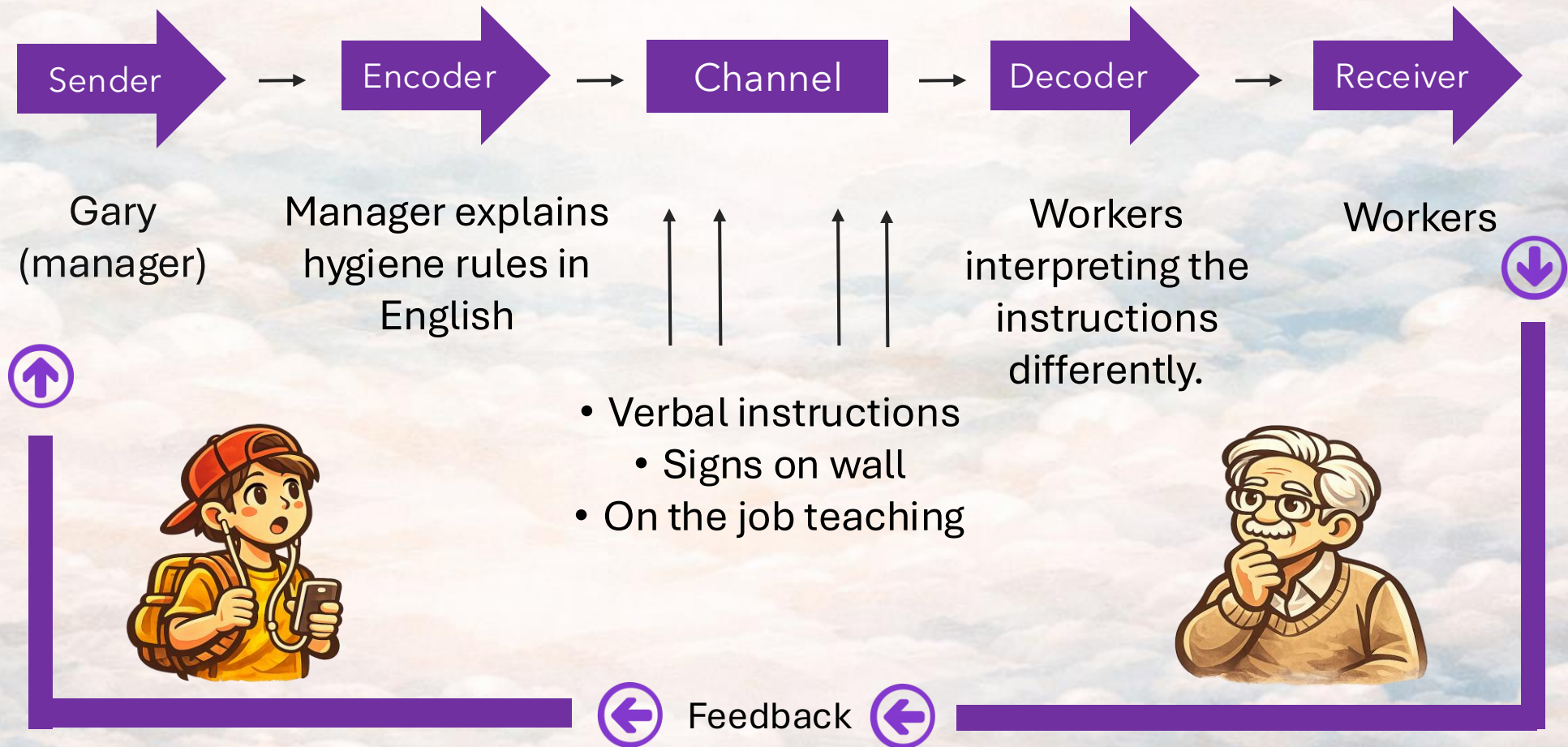
- **The workforce ranges from 16 to 60 years old:** Younger workers tend to get easily distracted and are less experienced. Whereas older workers have a better understanding of instructions, they may resist changes or new methods.
- **Different learning styles:** Older workers prefer a more structured written training program, while younger workers engage more with hands-on experience.
- **Communication barrier:** Communication may differ from age group; younger workers may prefer visual communication rather than instructions or written communication.
- **Work attitude and expectations:** Different age groups have various attitudes towards work-life balance, authority, attention to detail, and responsibility.
- **Training styles:** The on-the-job training is not suitable for all age groups. This can also lead to misinterpretation and inconsistency.





ANALYSIS OF THE PROBLEM

SHANNON-WEAVER MODEL





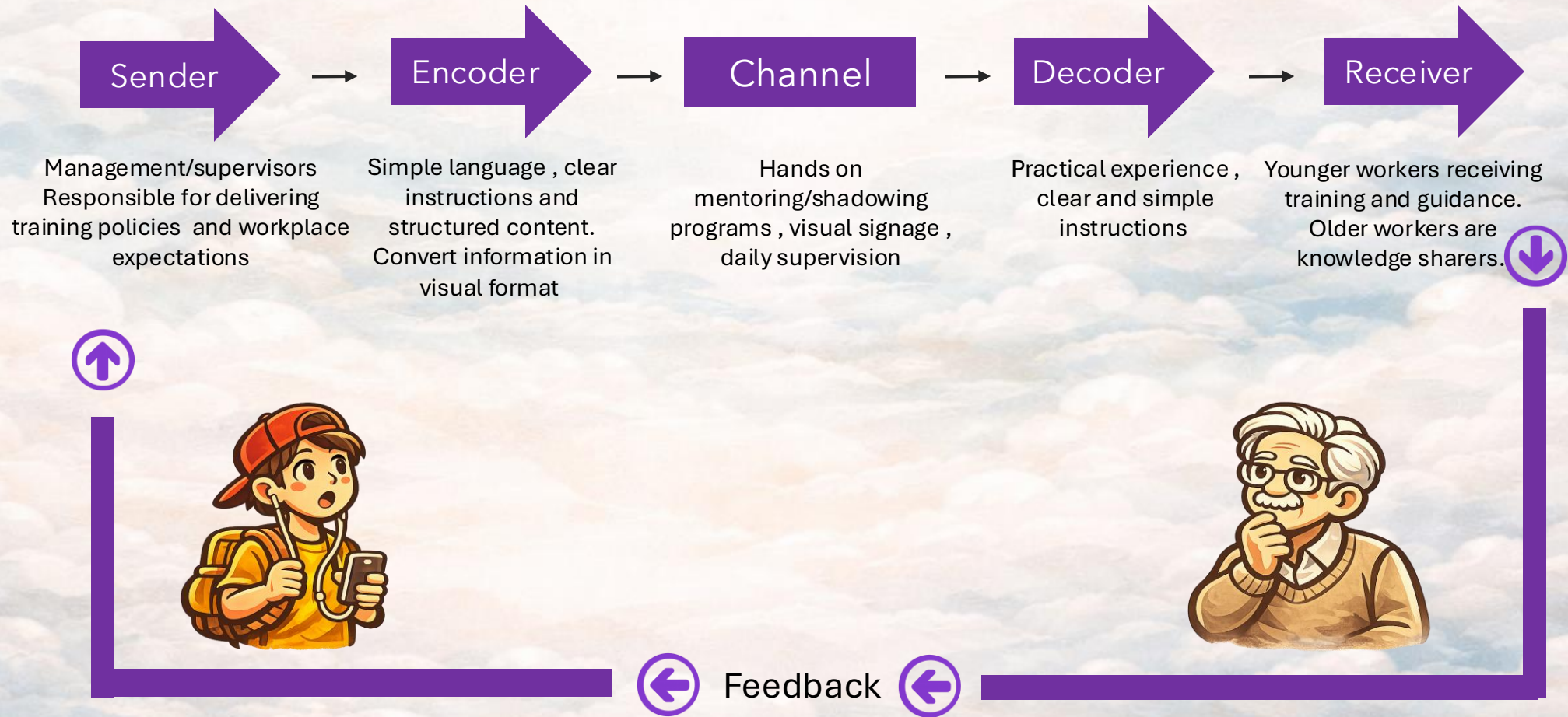
THE SOLUTION

- **Mentoring:** Allow younger workers to shadow older workers. This will encourage hands-on training, promote teamwork, and support the sharing of knowledge and ideas.
- **Communication:** Provide multilingual signs, add symbols and pictures, and avoid relying only on written instructions.
- **Learning Methods:** Use interactive sessions and demonstrations for younger workers, and involve older workers in the mentoring program.
- **Policies:** Enforce strict hygiene policies and provide regular supervision.
- **Workplace Culture:** Encourage ownership of tasks, emphasize food safety, and offer incentives, employee recognition, and an **Employee of the Month** award.
- **Training:** Use simple language, demonstrations, and visual instructions such as posters and signs.



ANALYSIS OF THE SOLUTION

SHANNON-WEAVER MODEL



CONCLUSION



The difference in workplace age fosters a variety of learning experiences, abilities, and attitudes. This overall contributed to the decline in hygiene practices and workplace standards; however, it was addressed by introducing new measures such as structured training, mentoring, and supervision. The company can make a significant improvement. The benefit of having a diverse workforce enforces collaboration, shared ideas, inclusivity, and innovation.

CULTURAL PROBLEMS

How they affects communication at work





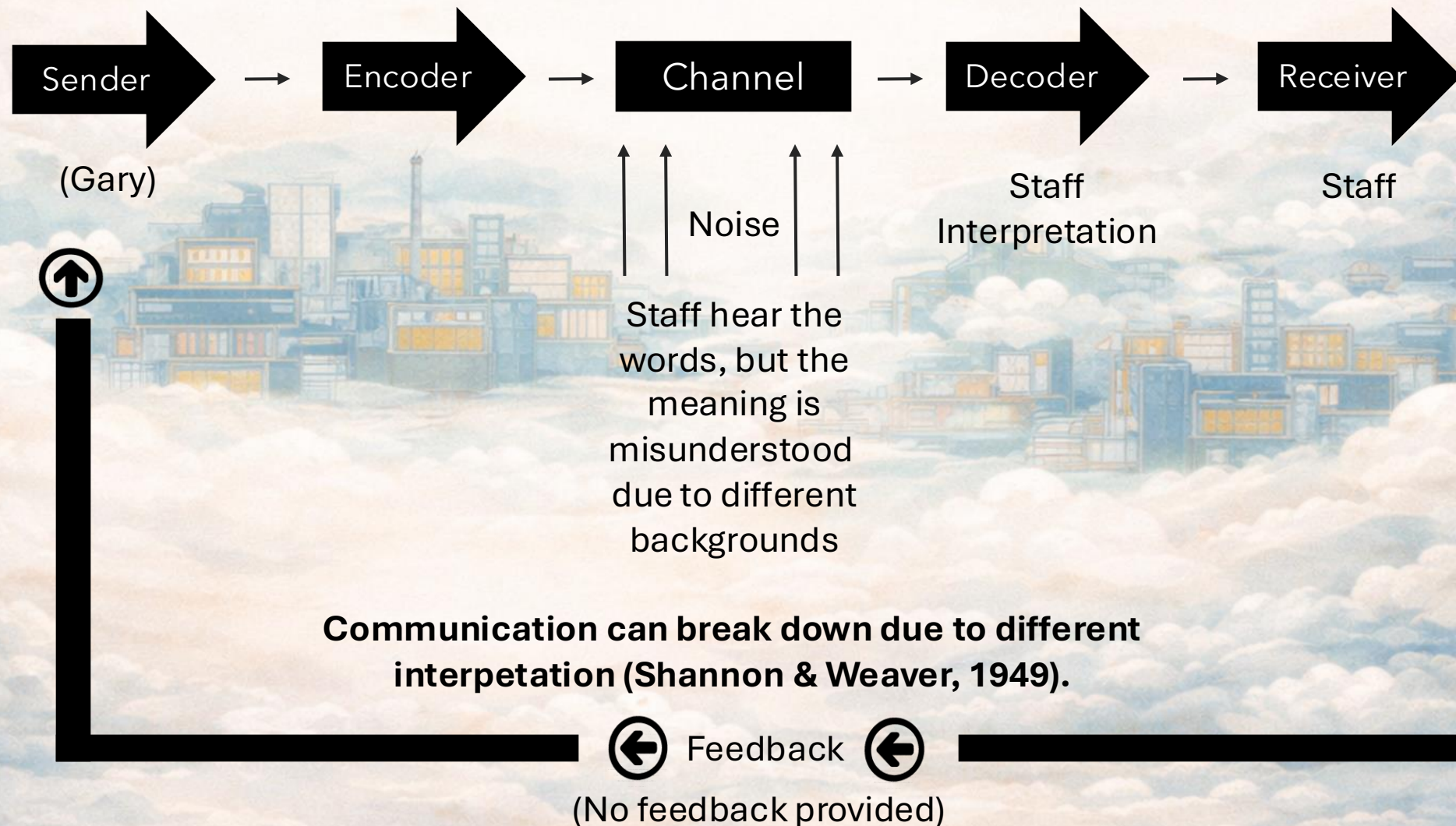
THE PROBLEM

- **Many Cultures:** There are 40 workers from **5 different immigrant groups**.
- **The Boss:** Gary is from East London. He uses British slang and "East End" ways of talking that the staff may not understand.
- **The Gap:** Gary expects the staff to just "know" how to work, but different cultures have different ideas about work habits and rules.
- **No Training:** Because the company is in a rush, they do not teach the staff the "company culture" before they start.



ANALYSIS OF THE PROBLEM

SHANNON-WEAVER MODEL





THE SOLUTION

How Gary can fix the cultural barrier

- **Lead by Example:** Gary must be the cleanest person in the room. If he follows the rules, the staff will too.
- **Use pictures, Not just English:** Instead of English signs, use **photos or symbols**. A picture of a hand being washed is understood in every culture.
- **Stop Shouting:** Gary screams "Idiots!" In many cultures, this makes people feel ashamed or angry, so they stop listening entirely.
- **Group Leaders:** Use a "lead worker" from each of the 5 cultures to help explain the rules in their own language.

Real examples from the factory

- **Bad Examples:** Gary tells staff to be clean, but he wears a dirty uniform with "gravy stains." In many cultures, staff will follow what a boss **does**, not what he **says**.
- **Signs vs. Talking:** Gary puts signs on the walls (Low-Context). Many of the workers might come from cultures where you learn by watching and talking (High-Context).
- **The Chicken Mistake:** Staff left meat out all night. This shows they don't share Gary's "standard" for food safety yet.

The Problem

Gary Expects "**Low Context**"
(Reading Signs)

Workers need "**High-Context**"
(Watching the leader)

This explains why the examples
on the left are happening.

CONCLUSION



- **Respect the Difference:** You cannot manage 5 different cultures by only using one "London" way of talking.
- **Business Impact:** These cultural misunderstandings are why the company is losing money and getting complaints from airlines.
- **The Goal:** Gary needs to move from "shouting at people" to "building a shared culture" of hygiene and safety.
- In Summary Flight Foods Ltd. Is not failing because the staff are lazy but because the cultural barrier has turned the factory into a madhouse where the message is always lost in the noise.

EMOTIONAL PROBLEMS

How they affect communication at work





THE PROBLEM

- At Flight Foods, the problem is that negative emotions make communication at work difficult.

Main emotions that affect communication at work

😓 Stress



From noise and mistakes

😡 Frustration



From unclear instructions

😵 Confusion



From poor communication

😰 Anxiety



From pressure

😞 Low Confidence



From lack of training

😞 Feeling Unsupported

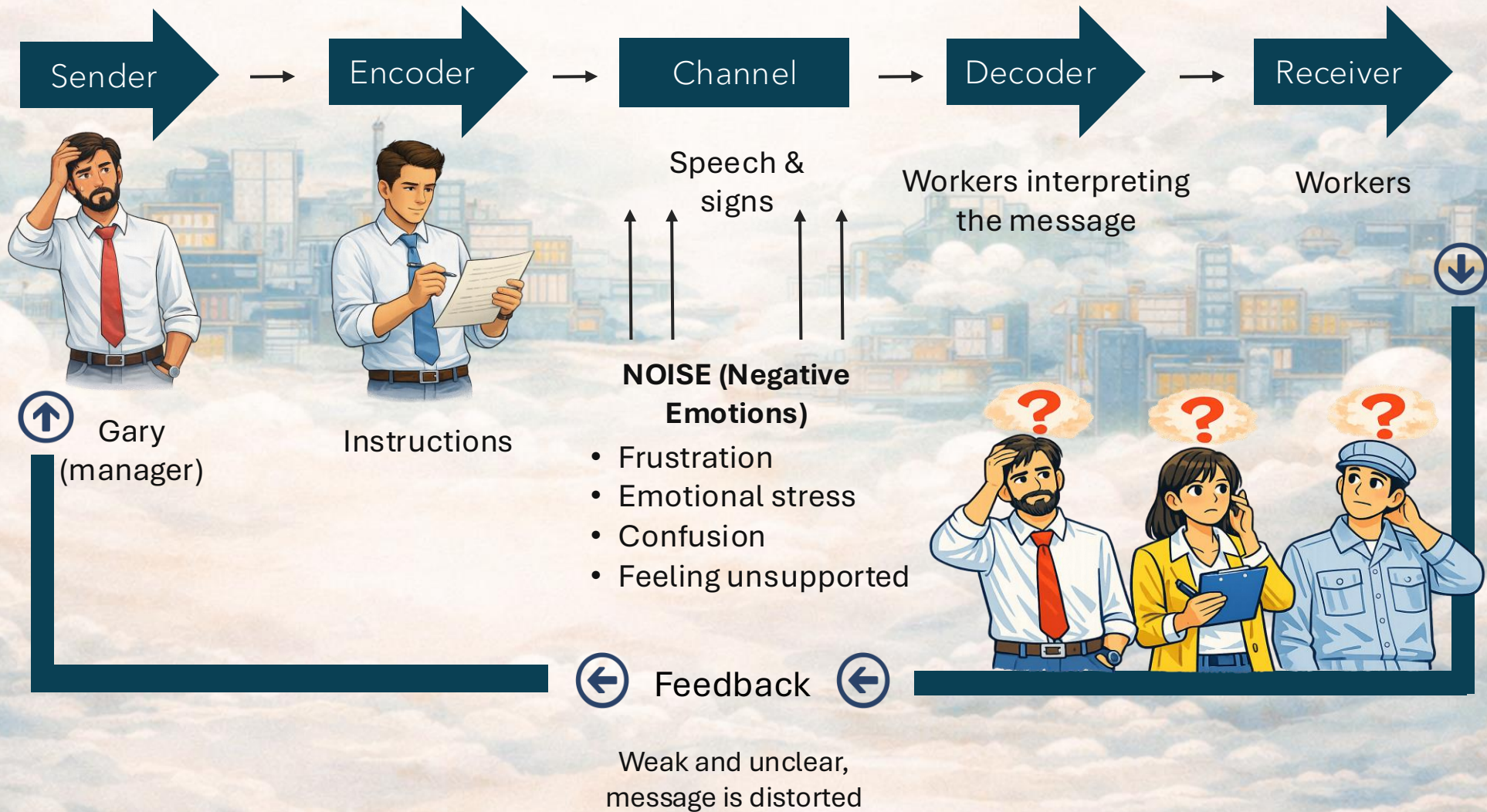


From weak teamwork



ANALYSIS OF THE PROBLEM

SHANNON-WEAVER MODEL





THE SOLUTION

1

Clear instructions

- Use simple words and clear signs

2

Training

- Train workers before they start work

3

Feedback

- Ask questions to check understanding

4

Support

- Support workers and improve teamwork

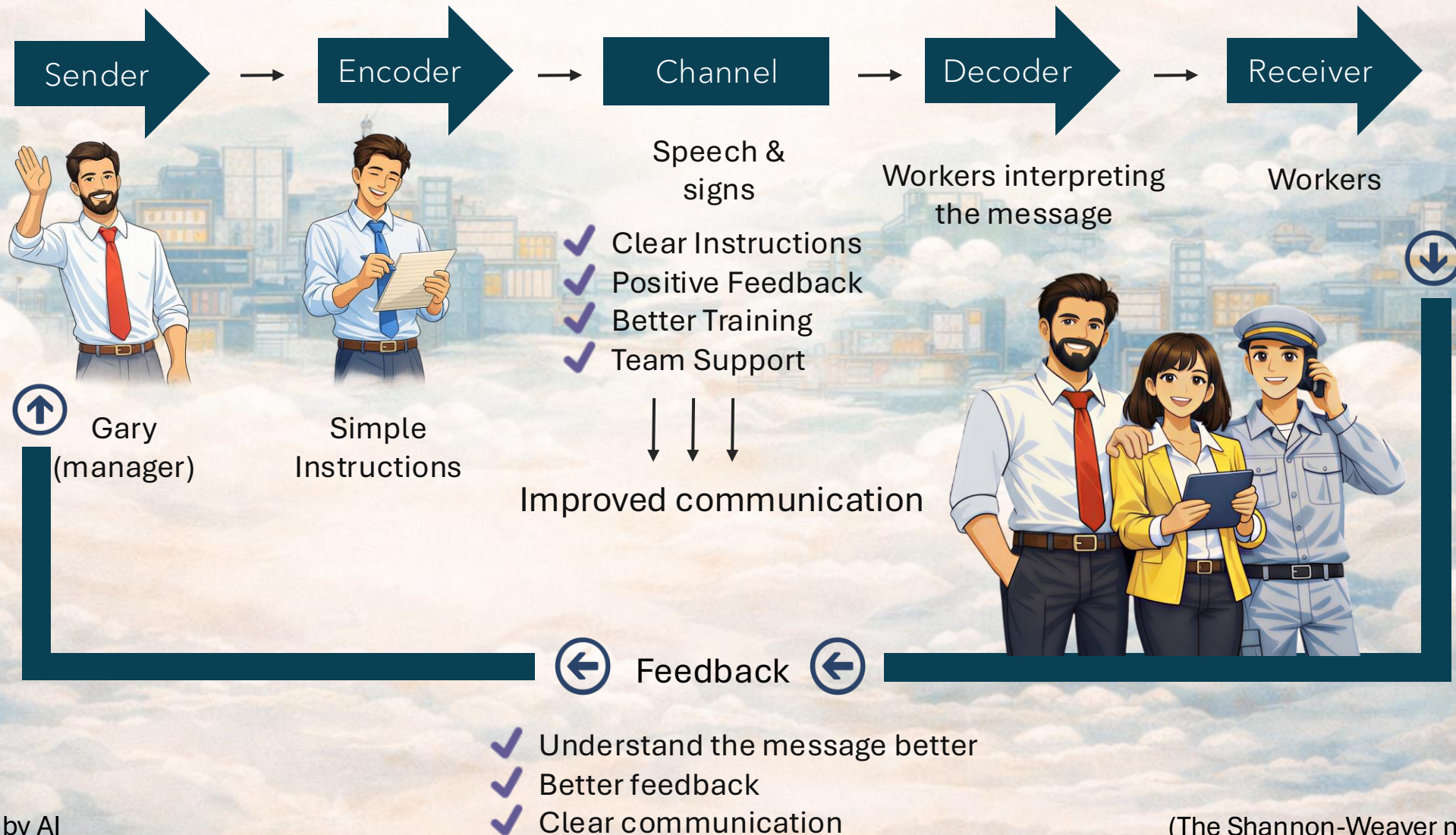


These steps can reduce negative emotions and improve communication.



ANALYSIS OF THE SOLUTION

SHANNON-WEAVER MODEL



CONCLUSION

Emotions matter because they shape communication

If workers feel stressed, confused, or unsupported, communication becomes weaker and mistakes become more likely.



- ✓ Emotional barriers reduce confidence and concentration
- ✓ Poor communication leads to more mistakes
- ✓ Supportive communication improves teamwork



CONCLUSION

- ✓ Better communication
- ✓ Focused training
- ✓ Supportive culture

Better emotions = better performance

Final message: emotional intelligence supports quality

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THANK YOU

