

EFFECTIVE TEAMWORKING AND COMMUNICATION



Title : BMSK 4002 Effective Teamworking and Communication

Lecturer: Rita Ukachi-Lois

Wordcount : 2052

Name: Bubu Marius Calin Mucioniu

Student ID: 2008111

Table of Contents

1.0 Introduction	3
2.0 Misunderstandings in communication.....	3
3.0 Barnlund Communication Model.....	4
4.0 Ways to avoid misunderstandings	5
5.0 Constructionist model of communication.....	5
6.0 How to communicate with a manager.....	6
7.0 Attitude barriers to communication.....	6
8.0 Communication problems and how to address them	7
9.0 Effective communication.....	8
Reference List	9

1.0 Introduction

The term information has a wide range of meanings. It is essentially a method of socializing with other individuals and their surroundings. Two or more people may influence each other's behaviours, values, and concepts through such exchanges. Expressions, signals, signs, gestures, and words are used to exchange information in these experiences. Organizational communication is a continuing process of receiving and transmitting information and the development of social interactions. Even for daily operations operational problems, communication is critical for dispelling suspicions and ensuring that individuals' efforts are productive. What is crucial for people to understand is that humans have ample references to nonverbal communication between nature and humanity in our ancient texts. The right approach to help to learn in the system of learning was to communicate with animals and nature. Every form of communication conveys a message (Sillars, 2018). A message may be an idea, an opinion, a feeling, an inquiry, a command, or simply facts. It can only happen when the receiver and the sender have a shared conceptualization. For individuals with common cultures, expressions, movements, proverbs, idioms, phrases, and words are highly cultured and have a high communicative ability. In this regard, communication models come in aid. The paper will provide an analysis of the communication models and the barriers involved in the communication interactions.

2.0 Misunderstandings in communication

Various types of communication models explain the human communication process. In the case of Maria and Pedro, a misunderstanding in the communication process occurred. In this regard, one of the possible ways was through unclear message or pitch. In this regard, Maria may have elevated pitch that the message may be unclear especially communicating through the telephone. Unfortunately, Maria did not clarify the message or idea being communicated, i.e., chicken instead of the kitchen as perceived by Pedro. Also, another possible factor can be through aspects like background noises. In this regard, every individual can attribute to a scenario

where he/ she conveyed information wrongly due to some noises in the background such as in the streets, bus during rush hour, or in a disco. In this case, it can cause an immediate emotional reaction which later the individual can acknowledge that the conversation was on a different topic. Another aspect is that simply hearing the message wrong. In this case, Pedro could have misunderstood the message being communicated by Maria. It is so since sometimes the brain automatically combines words and things with each other. Here, the interpretation can be in the regards of a familiar framework. Here, Pedro could have conveyed the message as a kitchen since probably it is where Maria usually spends her time in that particular period of the day. It usually happens when loved ones communicate with each other. Lastly, the listener can interpret the matter from their sense of view which is usually done unconsciously. In this case, less energy is spent to conceptualize the communicated matter fully.

Maria and Pedro Case Study

3.0 Barlund communication model

In the context of Maria and Pedro's confusion, the Barlund communication model explains this. The transactional model of communication is based on the idea that people are transmitting and receiving messages simultaneously. A receiver and sender are connected reciprocally in a slightly more complex manner. The constitutive model, also known as the constructionist approach, is a second communication attitude that emphasizes how a person interacts as a decisive factor in interpreting the message. Communication is regarded as a conduit, a medium by which knowledge is transferred by one individual to another and then separated from the communication. The term "speech act" refers to a specific type of communication. The receiver's and sender's filters can differ based on gender, culture, or regional customs, potentially changing the original intent of transmitted information. Decoding and reception of content may be defective in the noisy environments on the communication channel (in this case, air). Therefore, the speech act may not meet the desired outcome. In the case of Maria and Pedro, the interception of the message is, therefore, through misunderstanding, as mentioned above. One issue with this send-receive model is that the decoding and encoding mechanisms mean that the receiver and sender both have a codebook, which is related if not similar. Although the model implies codebooks, they

are not represented in the model, causing several conceptualizing issues. In this regard, with no existence of codebooks, Pedro intercepted the message as a kitchen instead of the original intent by Maria, which was for him to come with chicken.

4.0 Ways to avoid misunderstanding

In the case of Pedro and Maria, they should have done the following in their communication. The first regards being specific and presenting the information clearly for the receiver to gather the information passed. In this case, it is easy for the receiver to get misguided if the information is not clear enough. As per the case study, it is why Pedro interpreted the message as a kitchen instead of a chicken. Another aspect is to be focused. Both the receiver and the sender should be focused on the task at the moment, which in this context is the conversation. Lack of focus can lead to misinterpretation of the message. The sender needs to choose their words carefully and ask the receiver if they have contemplated the message being passed. Doing so will ensure that the intended purpose of the conversation gets achieved (Emooter, 2020). Lastly is to repeat the message to ensure that the interlocutors clearly understand it. In this case, Maria should have repeated and even send a message afterward to ensure the point is perceived.

5.0 Constructionist model of communication

To explain how the Pedro and Maria communication problem could have gotten avoided; Constructionists claim that the act of communicating is the only form of communication that exists. The labelling is inextricably linked to the historical and social perspective in which it was produced. Lanham preferred to see contact as a competitor to the C.B.S. model's all-encompassing application. According to the C.B.S. model, the only object of prose discourse is to communicate sincerity, brevity, and clarity. This is to say that while style and rhetoric are significant, they are not errors in what is expected to be communicated. In this regard, the misunderstandings between the two through clarification could not have occurred, and the message could have gotten communicated. Humans behave in response to objects or individuals based on the meanings they attribute to them. The root of meaning is language. Context emerges from individual's social interactions with one another. As a result of negative

feedback, an individual can be reduced to nothing. Individuals' expectations elicit feedback that validates initial predictions, creating a self-fulfilling hypothesis.

Therefore, as Lanham states, the communication should be based on brevity and clarity to convey the intended meaning.

A day with the chief / Mark and Mrs. Mills case study

6.0 How to communicate with a manager

In the case of Mark, being in the same position, I would ensure the following. First, Mark should not have talked ill about the supervisor. In this case, managers usually contemplate that an employee that does that usually believes they are in a superior position. In this case, Mark should only have suggested the improvements that he believed would lead to better results and more sales without necessarily speaking negatively about the supervisor. In doing so, Mrs. Mills would have seen him as a valuable member of the organization in sales and communication and a team builder. It is important to note that the boss and the employee are not the same people. Therefore, Mark should not have lost perspective and should have focused on his path and built his reputation by not tainting the boss roles. In this regard, at no point should one feel superior to their supervisor since the supervisor was given that supervisory role for a purpose (Kadaster, 2020).

In regard to the context, Mark did not correctly evaluate the context of the meeting. It is so since Mrs. Mills' questions were about his approaches in making more sales. In this case, the context should have been based on this matter, and therefore Mark should not have engaged in communicating about how he feels the supervisor does not perform the work duties. Therefore, the responses should have been based on the goals and the approaches as initially asked by Mrs. Mills.

7.0 Attitude barriers to communication

Several factors attribute to an attitude in communication, just as in the case study of Mark and Mrs. Mills. Mrs. Mills showed attitude to the conversation due to the following factors. The first regards prejudice. In this case, it is assuming a person without getting the whole information about the people they are discriminating against.

In this regard, by speaking ill of the supervisor, the chief prejudiced Mark as judgmental and a person who has no respect to the supervisors. Another factor regards selective perception. It is the filtering of data that leads to the confirmation of someone's preconceptions. Selective interpretation, like prejudice, is a type of shorthand where someone decides what data to suppress and what details to highlight (Wroblewski, 2020). Selective interpretation can also result in severe judgment errors – and obstruct communication between two often knowledgeable people. In this case, Mrs. Mills saw that Mark engaged in selective interpretation hence the attitude. Another factor regards emotionality. In this case, Mark did not exhibit emotionality in the conversation. He portrayed temperament behaviour by the way he spoke about the supervisor. As the C.E.O. of the company, Mrs. Mills did not take this lightly. Another factor is source suspicion. Here Mrs. Mills might have viewed the information by Mark as untrustworthy hence not credible. When a source is treated as a troublemaker who is reckless with truth or loves spreading gossip in the workplace, the most significant danger to effective communication arises. Therefore, it leads to attitudinal aspects to such.

Barry and communication barriers case study

8.0 Communication problems and how to address them

In this case, the first regards cultural differences. From the case study, the organization that Barry's role was to ensure food safety had people from diverse backgrounds. In this case, communication can become difficult due to language barriers. Managers devise interactive and practical ways that put people from various backgrounds together for good synergy and teamwork. Choose team-building exercises and make each team-up of people who don't usually work together and have diverse ethnic origins. Also, management should have a training program on cultural diversity (Kahan, 2021). Employees are taught how to be more open to the workplace environment as a result of this program. The second factor regards to attitude. If not handled properly, a person's attitude and ego can stifle organizational activities. As the case study, the employee might have inhibited some attitudinal aspect, thereby not following the measures stated by Barry. In mitigating this, the management should consider every employee's attitude and how it impacts the company. In this case,

Barry can engage with the employees and effectively communicate with them why they are like that and tell them there is a better way to mitigate that. Another aspect regards to lack of motivation. As from the case study, the turnover rate was very high, which can be due to a lack of motivation. In this scenario, Barry can interact with the rest of the team. Find out if any underlying issues are affecting their results. He can resolve the issue as required after learning the cause or refer them to other organization members that can assist them.

9.0 Effective communication

Setting a goal can help you allocate the resources you'll need to plan the details. Acknowledge the employees and ask oneself, "What do they need to know?" Also, there are numerous methods for transmitting messages, including collaboration forums, e-mail, and written reports. It's pointless to communicate messages to a receiver in a layout they can't understand. Ultimately, having a strategy is just as crucial as having excellent communication skills. Body language, input, and listening skills also serve as indicators of whether or not information has been received. Communication, both nonverbal and verbal, is an acquired skill that should get practiced regularly. Great communicators are ordinarily able to adapt to different individuals, circumstances, and personalities. Doing so will effectively communicate the safety practices of the business.

References

- Emooter. (2020, August 25). The eight most common reasons for misunderstandings. Retrieved April 29, 2021, from <https://www.emooter.com/thoughts/about-misunderstanding/>
- Kadaster, P. (2020, March 16). Developing Effective Communication: 5 Ways to Avoid misunderstanding.
- Kahan, R. (2021, February 23). 7 common communication problems and how to address them. Retrieved April 29, 2021, from <https://www.indeed.com/career-advice/career-development/communication-problems>
- Sillars, A. L., & Vangelisti, A. L. (2018). Communication: Basic properties and their relevance to relationship research.
- Wroblewski, M. (2020, January 21). Attitudinal barriers to communication. Retrieved April 29, 2021, from <https://smallbusiness.chron.com/attitudinal-barriers-communication-11670.html>