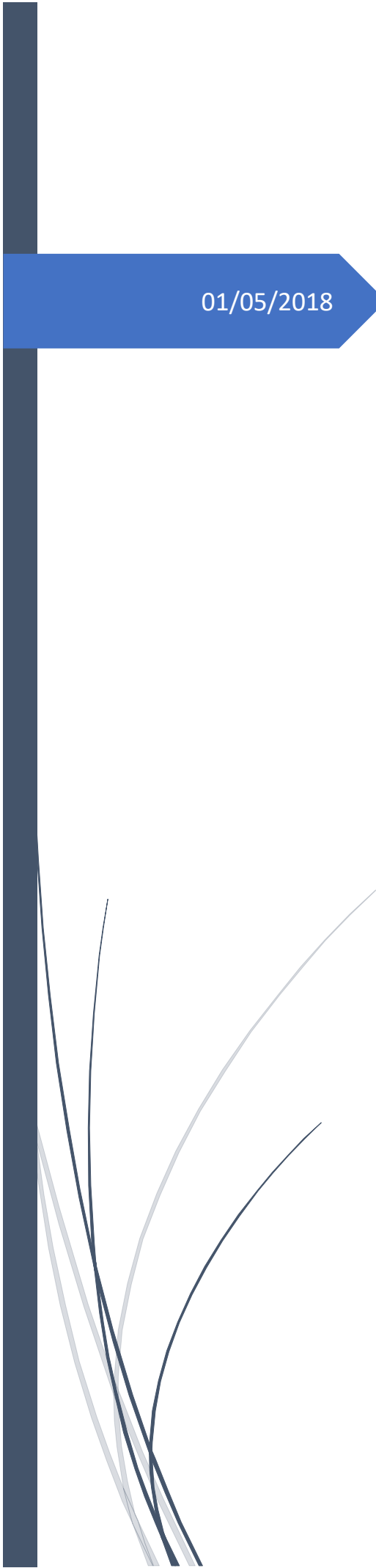


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01/05/2018

EFFECTIVE TEAM WORKING & COMMUNICATION.

MODULE CODE: BMSK4002

Mabul Miah

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Contents

Introduction.	2
How Verbal communication can be used more effectively.....	2
Manipulating	2
Being Diplomatic.	2
Influencing others.	3
Presentation.....	3
How to use written communication effectively.	4
Conclusion.....	4
References.	5

This report is on my experience on how well employers perform at communicating at workplace. I will be writing about how managers and work colleagues communicate at workplace and how communication can be used more effectively.

Introduction.

Communication is a very important skill, especially in a working environment where you will be working with other people.

During the past term I have learned the many ways of using communications, and how information is relayed and how messages can be misunderstood.

I have also learned that communication it is not always about what is being said, it is also about understanding reason behind what is being said.

I, like everyone else must rely on my communication skills to gather and manage information on a daily basis in my workplace.

How Verbal communication can be used more effectively.

Communication can be a very tricky skill to master as it can be used in many ways. Listed below are a few communication methods that are very effective to achieve what you want when used effectively within the workplace:

Manipulating.

Communication is very easy tool to use when you want to manipulate people without making them become suspicious about their bad intentions. This is used by deceptive people that would go to any measures to gain what they want.

The way communication is used to manipulate people is by first gaining the other person's trust, this is usually achieved by letting the other person know that you are vulnerable and as a result you need help. When someone gets the impression that the other person is vulnerable they feel the need to help this person, and as a result might trust what the person is saying without giving much thought.

Being Diplomatic.

Being Diplomatic when communicating is a very useful skill to have. A diplomatic person is always very conscious about what they are saying and try to avoid giving a straight answer to any question. Someone who is diplomatic may come across as a nice person and someone who can answer questions in a very smart way. I do not feel that this is the case, I think

these people are equally bad as manipulative people, but they do use that skill very effectively to their advantage.

Influencing others.

Communication is a very good tool for influencing people. It can be used within the workplace or outside the workplace. This is a leadership skill and being able to communicate well to influence others is a very good skill to have. Managers usually are given extra training on how to use communication to influence their staff, it can be disguised as giving team members the confidence and reassurance that they are doing a good job, and the influence part comes into play when you give them advice on how they can improve on what they are doing. J.Owen (2014) pp. 84 writes *"Naturally, being seen to be a good boss with your team is not the same as impressing your bosses and delivering outstanding performance."*

Presentation.

In many workplaces, people are required on occasions to give a presentation on a project or something they might be working on. This is when your communication skills come very handy. When I do presentation at work I have to make sure that what I am saying is being taken on board by the people listening. I try to speak in a pace using a tone of voice so that I am easily understood by my audience, and by using a slow pace with a deep voice tone increases my confidence when I am talking, as well as grabbing the audience's attention.

It states in the book 'Everyday English' *"The English language is a complex tapestry of extraordinary variety and colour."* by M. Finlay (2011) pp13.

Communication is not always about how much you speak to ensure that your message is understood, your message can be more emphasised by the tone of your voice and your body language. I would argue that the tone of your voice is more important than what you are saying as people pay more attention to your tone of voice, therefore having the right tone of voice is very important. People with deep voice tone can be perceived as someone with authority and someone who know what they are talking about, then someone with high voice tone who might be interpreted as dishonest.

Having a lot to say can also sometimes work against you as people will lose interest in what you are saying if you have the habit of talking too much. To counter this, it is a good practice to get into the habit of talking less as possible. When you are someone who do not talk a lot, people will listen to you when you do have something to say.

Communication can be very fun and someone with a good command of the English language can take advantage of their communication skills to work effectively with others, and progress within the workplace. It is very useful in interviews as choosing the words you say carefully may result in getting the job you wanted.

Employers are very effective when it comes to choosing their words, as they are in a position that not being careful about what they say can have devastating effect on their staff and company. Therefore, when managers tell you that you have done something wrong they will always word it in such a way that it will be considered as positive criticism.

To become successful within a company it is vital that you have good communication skill, as being able to communicate well gives you the confidence that you need to progress. Being able to communicate well increases your confidence level as you know you can explain yourself. It is also a very good tool that goes hand in hand with problem solving skill and management skills. A good manager is required to find solutions to a problem and this is when your communication skills comes into play. Having the ability to effectively communicate can result in working well with other team members.

How to use written communication effectively.

Written communication is probably used more within a workplace than verbal communication, as people are getting more in the culture of working from home and therefore communicating with team members via email.

Written communication is a very important skill to have, as customers like to receive information via email or letter for the purpose evidence.

Whilst I was working for the Home Office I took a course in effective writing skills, and one of the things that I learned in that course was how to write well and how to give information more clearly.

What I was taught in that course was that writing is about giving information so the person reading it can understand, it is not for impressing the reader with the use of complicated words. This may result in the reader not fully understanding the message. I was responsible for writing letters to foreign people and considering that English is not their first language, I had to write it in a way that would be easily understood.

It is very important that when writing an email or a letter to someone you must keep in mind the audience it is intended for, and the words that you write in an email or letter in the way that they will find easy to understand. If for any reason the person receiving your letter or email does not understand the message, it is not their fault, but it is your fault for not making your message clear enough for them to understand. It is always good to bare this in mind when you are writing because your intention should be to inform the person, not to confuse them. It is also a good idea to write in plain English choosing simple words where possible, so your messages would be received without any confusion or misunderstanding.

J.Owen (2014) wrote *“Use short words and short sentences. Remember the ditty: ‘When writing, keep it short: A dozen words at most per thought.’ Writing short is far harder than writing long.”*

Conclusion.

In my report I have found that communication is one of the most important skill to have, not only does it help you inform people by using any form of communication, but it is a skill people use to their advantage to deliberately confuse people.

I also found that being able to effectively communicate increases your self-confidence and as a result you are able do well in a workplace.

Using communication effectively can help to find solutions to a problem as other people can identify what the problem is when explained. It is one of the skill that you would need when working within a team and the better you are at communication the more confidence your team members feel towards you and your ability. Which in return boost's your confidence and you achieve better results.

References.

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