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Introduction

Communication is key in the world of work. It is essential for workers to be able to effectively exchange information with one another in order to achieve their goals. However, communication can be difficult, and there are a number of barriers that can interfere with the message. These barriers can lead to misunderstandings, and even consequences such as poor work performance or conflict (Craig, 2013). It is therefore important for employers to create a working environment that is conducive to effective communication. This includes providing employees with the tools they need to communicate effectively, such as adequate training, as well as establishing clear policies and procedures. Workers must also be willing to make an effort to communicate effectively with one another, and be open to listening and taking into account other people's points of view. By doing so, organizations can minimize the negative effects that poor communication can have on productivity and workplace relationships (Kenfer and Chen, 2016). In the modern world where communication is available on multiple channels, the integration of communication modules has been an important consideration for organizations. Another important aspect of modern communications is the complex communication systems and technologies which require expertise in using them effectively and efficiently. This report analyzes three different models of communication skills and their ins and outs along with their impact on technological aspects of communication.

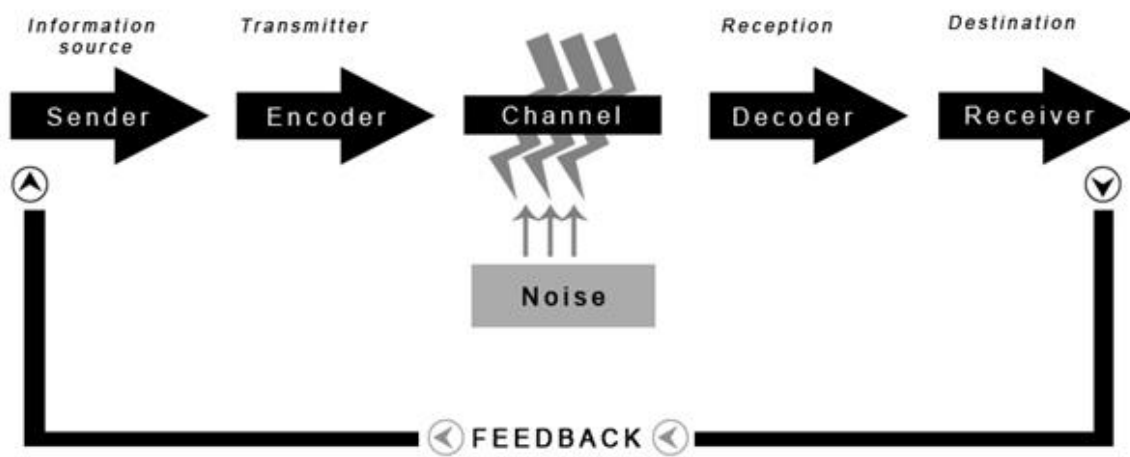
Models of Communication

Shannon and Weaver Model

Overview

The Shannon-Weaver communication model, also known as the linear communications model, is one of the most popular and well-known communications models. It was developed in the 1940s by Claude Shannon and Warren Weaver. The model is based on a simple premise: that all communication is composed of a message & sender, which is then transmitted through a channel to a receiver (Al-Fedaghi, 2012). The model breaks down the communication process into six basic elements: source, message, channel,

receiver, feedback, & noise. The source is the person or thing sending the message. The message is the information or idea that is being communicated. The channel is the medium through which the message is transmitted (e.g., verbal, written, nonverbal). The receiver is the person or thing receiving the message. Feedback is the response of the receiver to the message. Noise is anything that interferes with or distorts the message as it moves from sender to receiver (e.g., static on a phone line).



SHANNON-WEAVER'S MODEL OF COMMUNICATION

Analysis of Maria-Pedro Case

The Shannon and Weaver Communication model analyses how effectively a message is transmitted. It takes into account the following factors:

- The sender
- The message
- The channel
- The receiver
- The environment (Sapienza et al., 2015)

Looking at Pedro and Maria's conversation, it is clear that Pedro misunderstood Maria because he did not hear her correctly. This is due to several factors: firstly, the noise on

the building site may have made it difficult for him to hear her properly; secondly, the Spanish accent may have made it difficult for him to understand her; and finally, he may not have been paying attention properly. All of these factors contributed to Pedro's misunderstanding of Maria's message.

There are several ways that the misunderstanding could have been avoided. One way would have been for Pedro and Maria to have clarified what they were saying to each other. They could have done this by repeating what they heard the other person say, or by asking questions to make sure they understood. Another way would have been for them to be more aware of their surroundings and their listener's needs. Pedro was in the kitchen when he received the phone call from Maria, and he may not have been able to hear her very well because of the noise in the background. This may have caused him to misunderstand what she said. Finally, this misunderstanding could have been avoided if both Pedro and Maria were more mindful of their body language and facial expressions. If Pedro had seen that Maria was frustrated when she asked him for a chicken, he may have been able to clarify the situation before there was a misunderstanding.

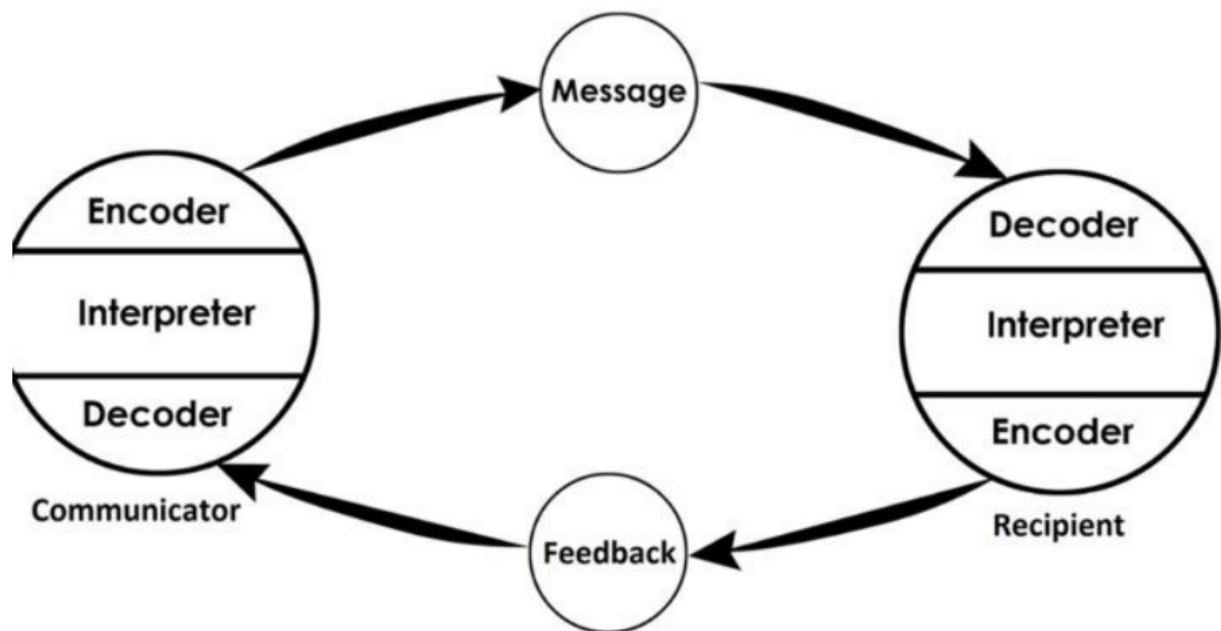
The supervisor's accent was so thick and strange that the interns often had no idea what she was saying. They would spend their days puzzling over her words, trying to figure out the correct way to respond. Sometimes they would even ask her to repeat herself, just to be sure.

But the supervisor didn't mind. In fact, she found it all quite amusing. She would watch as the interns tried their best to understand her, their expressions changing from confusion to frustration and then finally relief when they finally got it. But often when there was a new person around, it would cause confusion among the people that interrupted the workflow.

Schramm Model of Communication

Summary of the Model

The Schramm communication model is a theory that suggests that communication is a process that consists of four main elements: sender, message, channel, and receiver (Narula, 2006). This model is often used to explain how communication works in terms of its parts. In the Schramm model, the sender is the person who initiates the communication. The message is the content of the communication, and the channel is the means by which the message is transmitted. The receiver is the person who receives and decodes the message. This model suggests that communication is a two-way process, with both the sender and receiver playing an active role in creating meaning (Elleström, 2018). It also emphasizes the importance of feedback in communication, as it allows for a back-and-forth exchange between sender and receiver.



Analysis of Maria-Pedro Case

One possible way to avoid the misunderstanding described in the passage is for Pedro and Maria to have a more clear and concise conversation. In particular, they could ensure that they are both talking about the same thing by using specific and unambiguous terms.

Additionally, they could take turns speaking so that each person has an opportunity to be heard and understood. Finally, they could make sure that there is sufficient time for discussion so that any potential confusion can be cleared up.

Example

A supervisor of mine used to speak in a native accent which often caused confusion among the interns. But as mentioned earlier, she did not mind someone asking her twice. So in the case of a group project, she would send a group email or group text in the chat. This allowed the interns to cross-check on the task/activity.

Berlo Communication Model

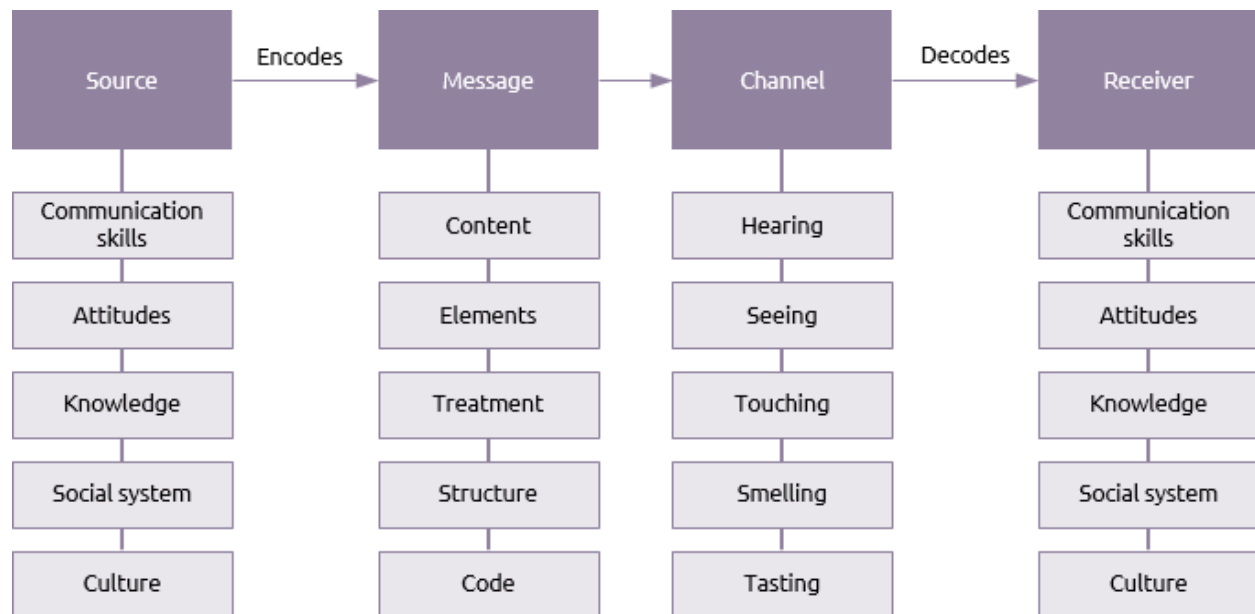
Overview

The Berlo communication model is a tool that can be used to help understand the process of communication. The model breaks down the elements of communication into five distinct steps: sender, message, channel, receiver, and feedback (Corman et al., 2007). By understanding the role that each of these elements plays in the communication process, it is possible to improve the effectiveness of communication.

The sender is the individual who initiates the communication. The sender must first encode the message, which involves translating the thoughts or ideas into a form that can be transmitted through a medium. The message is then sent through a channel, which can be any means by which information is conveyed from one individual to another (Petersons and Khalimzoda, 2016). The receiver is the individual who receives the message and decodes it, translating it back into thoughts or ideas. Finally, feedback is sent from the receiver back to the sender in order to confirm that the message was received and understood as intended.

By understanding the Berlo communication model, individuals can learn how to effectively communicate with one another. This understanding can lead to improved personal relationships as well as improved work relationships. Furthermore, it can help to resolve

misunderstandings and prevent miscommunication. Ultimately, effective communication is essential for achieving success in all areas of life.



Differentiating

Berlo's communication model is different from Shannon and Weaver's communication model in a few key ways. First, Berlo views communication as a process, whereas Shannon and Weaver saw it as a transmission. Second, Berlo's model emphasizes the role of the receiver, whereas Shannon and Weaver's model focuses on the sender (Keyton, 2017). Finally, Berlo's model includes four elements (source, message, channel, receiver) whereas Shannon and Weaver's model only has three (source, message, destination). Schramm's communication model is also different from Berlo's in a few key ways. First, Schramm emphasizes the role of feedback in communication, whereas Berlo does not. Second, Schramm sees communication as a series of events that take place over time, whereas Berlo sees it as a single event (Macnamara and Zeffass, 2012). Finally, Schramm includes five elements in his model (sender, message, channel, receiver, context) whereas Berlo only has four.

Case Analysis

The Barlo communication model can help to avoid misunderstandings in the above scenario by ensuring that all parties are aware of the situation, that there is a clear message being communicated, and that there is a common goal. If the professor had been clear about his house being on fire, the villagers would have been able to help him. However, because he was not clear, they did not understand the situation and could not help. By using the Barlo communication model, all parties would have been able to avoid the misunderstanding.

Communication Skills

Verbal

Verbal communication involves both spoken and written skills. The choice of words must be appropriate for the audience and the message being conveyed, and the tone and pitch of the voice play an important role in conveying meaning. Good verbal communication skills are essential in both personal and professional contexts. In a personal context, effective communication can help to build strong relationships (Harris, 2021). In a professional context, it can help to build trust, foster collaboration, and resolve conflict. Communication is a key part of any successful relationship, so it is important to invest time in developing strong verbal skills.

Non-Verbal

Body language, facial expressions, and gestures are all important non-verbal skills of communication. They can be used to convey messages that words alone cannot express. For example, a raised eyebrow can signal disbelief or skepticism, while a smile can convey happiness or amusement. Body language can also be used to establish rapport with others. For instance, maintaining eye contact and an open posture can make someone feel more comfortable and trustworthy (Beheshti, 2018). Non-verbal communication is an essential tool for building relationships and creating understanding.

Listening

It is important to have good listening skills when communicating with others. Listening involves being attentive and not doing things such as nail biting or interrupting the speaker. It is also important to let the person finish their sentences before responding. Good listening skills help to prevent misunderstandings and can make the conversation more enjoyable for both parties (Weger et al., 2014). In addition, active listening can show that someone is interested in what the other person has to say and can make them feel valued. As a result, taking the time to develop the listening skills is a worthwhile investment in both your personal and professional life.

Advantages and Disadvantages of Communication Technology

Advantages

Technology has revolutionized the way we communicate, making it faster and easier to connect with people all over the world. In the past, sending a letter or making a long-distance phone call was expensive and time-consuming. Today, one can send a text or email in seconds, and video chat with someone on the other side of the world without spending a fortune. Technology has also made it easier to stay in touch with family and friends who live far away. With social media, individuals can share photos, videos, and updates about their lives with just a few clicks. One can also use technology to connect with like-minded people, whether a person joining an online community or participating in a virtual book club. In many ways, technology has made the world feel smaller and more connected than ever before (Guard, 2015).

Disadvantages

While technology has revolutionized the way people communicate, it has also introduced some new challenges. One of the most significant problems is that of over-reliance. Because people can now rely on technology to do so much for them, this risks becoming reliant on it and losing the ability to do things on their own. This could lead to serious problems if they find themselves in an unfamiliar place without access to the GPS.

Another downside of technology is that it can promote antisocial behavior (Tsepko, 2021). Some people become so engrossed in their own virtual world that they lose touch with the real world around them. This can lead to feelings of isolation and loneliness. Finally, technology is also a major source of distraction. It's all too easy to get sucked into checking the devices every few minutes, even when they are supposed to be doing something else. This can lead to decreased productivity and missed opportunities for important human interaction. While technology has its benefits, it's important to be aware of its potential drawbacks as well.

Conclusion

In the world of convenient technologies, it is becoming easier for people to stay in touch. But this is coming at a price which is causing some problems that are unfamiliar to people. So in order to address these issues, there must be specific measures that must comply with people's expectations and understanding.

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