

EFFECTIVE TEAMWORKING AND COMMUNICATION REPORT

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TERMS OF REFERENCE

This report was requested by James Squire-Wood from University of Wales Trinity Saint David to demonstrate that I can highlight the importance of effective communication in the workplace and understand the 3 communication models that we discussed in class.

The submission deadline for this report is 16th June 2023.

PROCEDURE

I have used notes from my lectures, information from websites, articles, and the university online library to compile this report.

INTRODUCTION

Communication in the workplace is particularly important. This is the way in employees exchange information in the workplace environment. There are many forms of communication e.g., face to face, emails, telephone/video calls to name a few.

Having effective communication in the workplace provides employees with the correct information which helps them to work well, create a positive work environment, and cancels disorganization forming. Effective communication improves their relationships as miscommunication can create big problems for a business (Coursera, 2023).

Non-verbal communication is as important as verbal.

According to Carpenter (2021)

- Non-verbal communication can show your coworkers how you really feel in a situation. If you are asked to work on a Saturday and you agree whilst rolling your eyes, your manager will understand that although you said yes to working on the weekend you are not clearly happy doing this.
- Other times non-verbal communication can boost your notion in a situation. A firm handshake and a smile after closing a new deal with a client can show them that you are enthusiastic to work with them.

MAIN FINDINGS

Poor communication between coworkers can often result in failure to complete projects on time. It can create misunderstanding between each other, and this can cause conflict in the workplace. Effective communication is one of the key parts of a business's being successful.

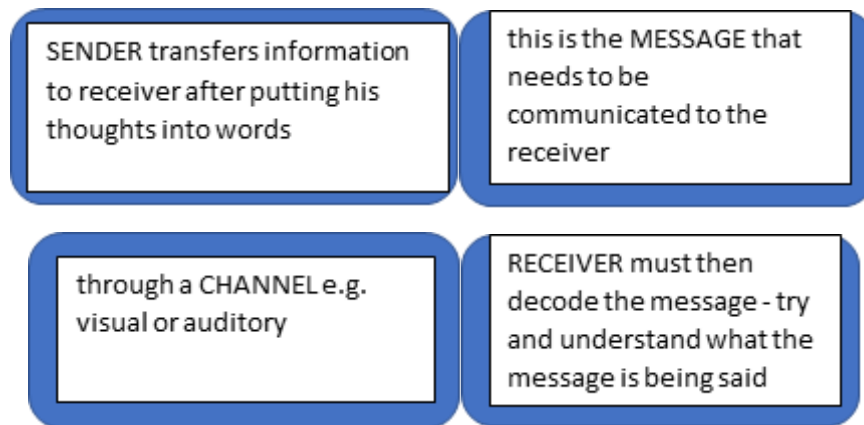
What makes effective communication in the workplace?

- Open door policy, to discuss problems and issues
- Regular team meetings
- Team building workshops
- Help available all the time
- Listening/Empathy
- Accountability
- Define goals/expectations
- Strong management
- Respect and trust between coworkers

Effective communication in the workplace is creating a good connection with your coworkers and making them feel heard. Everyone should be on the same level of communication so that it is easier for them to progress and achieve goals (Kashyap, no date).

Berlo's model of communication – 1960's

This model operates on SMCR - it is believed that for effective communication to happen between people, the sender and receiver must be on the same level of communication skills or else the receiver may not be able to interpret the message from the sender.



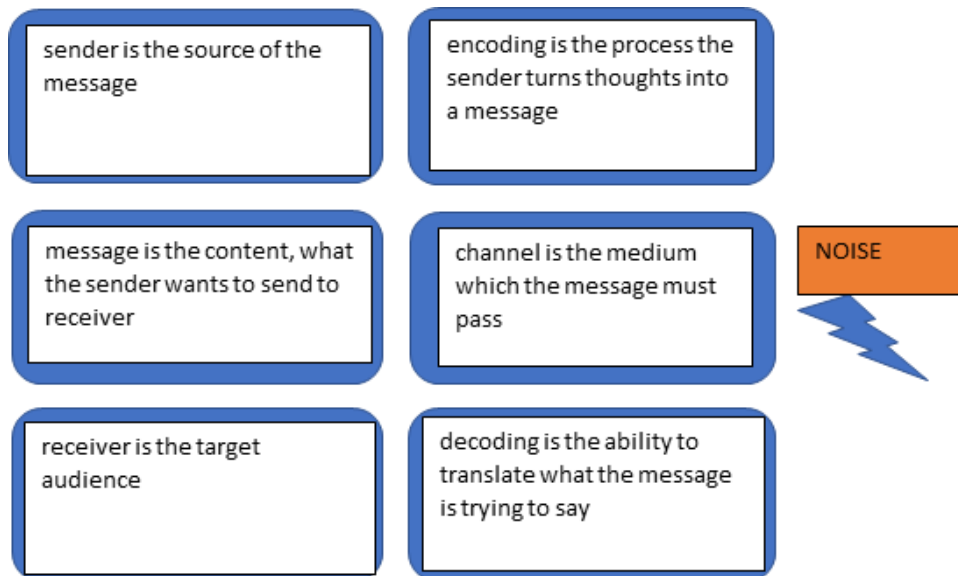
CRITICISMS

- No feedback
- Doesn't mention barriers to communication
- No room for noise
- Linear model for communication – one way street
- Needs people to be on the same level for communication to happen properly

According to Janse (2023) this model demonstrates a simple communication process. Both sender and receiver must have common communication skills for this model to work. However, various problems like noise and lack of skills can cause disruption in communication.

Shannon and Weaver Transmission model of communication – 1948

According to Shannon (1948) the basic complication of communication is that of repeating a message accurately from one point to another.



This model emphasises on how messages can be misinterpreted whilst decoding. Any kind of noise, external or internal at any point of this process can interfere with the message.

As this model was created to improve the communication along the telephone lines, most of interruption from noise happens in the channel stage. E.g., a bad phone connection or a distorted voicemail.

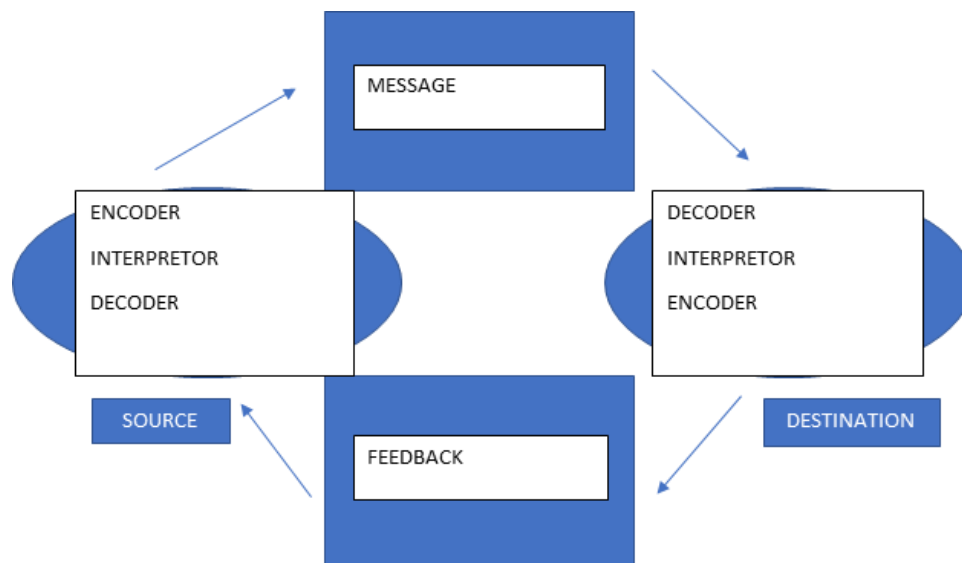
CRITICISMS

- Doesn't capture the dynamics for this day and age
- Nonverbal communication is missing
- No feedback
- Linear approach
- No face-to-face dynamics

Schramm's Model of Communication – 1954

According to this model encoding and decoding of messages are the most important of the communication process.

It is one of the most common communication models. It allows feedback from the receiver to confirm the message has been correctly received and therefore appeals to many. However, noise can affect the message during transmission and the content of it. It has some weighty flaws that do not work well with modern day communications (Blythe, 2009).



CRITICISM

- Schramm's model includes a feedback loop which is an advantage but also one of the main criticisms is that this model believes that communication is incomplete until sender receives feedback from the receiver. This is not always required.
- Both sender and receiver may not be equal communicators
- Not suitable for mass communication
- Encoding and decoding are important factors, neglecting other parts of communication

According to Juneja (2015) the receiver is obligated to provide feedback to confirm that the message has been decoded in the way the receiver wanted it to. If the sender does not receive the appropriate feedback, Schramm believed the communication to be incomplete and therefore futile.

A communication issue I encountered in the workplace took place while I was working in retail alongside coworkers who all started employment at the same time. No one had more responsibilities than the other, however one person in the team thought otherwise. This colleague started handing out orders and providing ideas whilst neglecting everyone else's. Forgetting that we were a team. This was very unpleasant for me and the others. However, we were not sure how to discuss this matter with the colleague in question, so we held a meeting with our supervisor and explained the working environment that was created by this colleague's attitude. Our supervisor then had a meeting with them which helped as they no longer acted superior to us. This shows that some people are very assertive in the way they communicate. They want the job done without thinking about others involved or the conflict that it's causing. This resulted in lack of motivation from the rest of the team. There should always be discussions between coworkers to avoid conflict and create a happy work environment.

CONCLUSION

Communication models help to analyse how the process of communication works, and helps people understand communication levels in the workplace but real-life communication is very intricate for these models to show the true representation (Pumble, 2023).

Berlo and Schramm both also believed that individual's knowledge, sentiments, and culture also played a vital role in these communication models as these factors can define messages differently.

According to Practices (2022) communication skills is basically how well we give and receive information.

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