

Effective teamwork and communication

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Practical Portfolio

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Introduction

Communication can be defined as the process of sharing and understanding meaning. The report will give a clear overview of the different models of communication. It will explain all the models of communication in detail. The report explains the models of communication. The report also emphasizes the requisite set of skills for proper communication in a workplace and will also give a short review on how the communication has helped in my understanding through case study analysis. Lastly, the report will present examples of poor communication and suggest the different ways it could be improved.

Models of communication

The process of communication is a very complex one, which is why it is hard to decide where and with whom the communication starts and ends. Therefore, the models of communication help in making the process simpler by presenting a visual illustration about the different parts of the communication experience (Csányi, 2020).

Three models of communication are interaction, transmission and transaction models.

Though all these models of communication differ from each other, they hold some of the same characteristics. The first two models that are, the transmission and interaction model includes different parts: encoding, decoding, participants and channels. In all these communication models, the participants are either the receivers or senders of messages in their communication encounters. Any message given is the verbal or nonverbal information passed on from the sender to the receiver. Just for instance, when we say “Hi!” to a person we are sending a greeting message that is going to be received by that person. All the internal cognitive process that grants the participants to receive send and therefore understand the message is regarded as the decoding and encoding process (Fan, 2020).

A linear model of communication

The linear model of communication also known as the transmission model of communication discusses communication as a one-way, linear process where the sender passes on the message to the receiver on purpose. The model primarily focuses on the sender and the message inside the communication centre. Though the receiver is added in this model, their part in the model is seen more as a target rather than being part of the whole ongoing process (Wang *et al.*, 2020). Therefore, we assume that the receiver successfully receives the message or not. The professors who developed the model expanded on the linear model that was first put forward by Aristotle

ages before. However, they were also very much persuaded by the arrival and the rapid spread of different communication technologies of that period such as radio, telegraph, etc. There were many technical influences in this model (Monmousseau,2021).

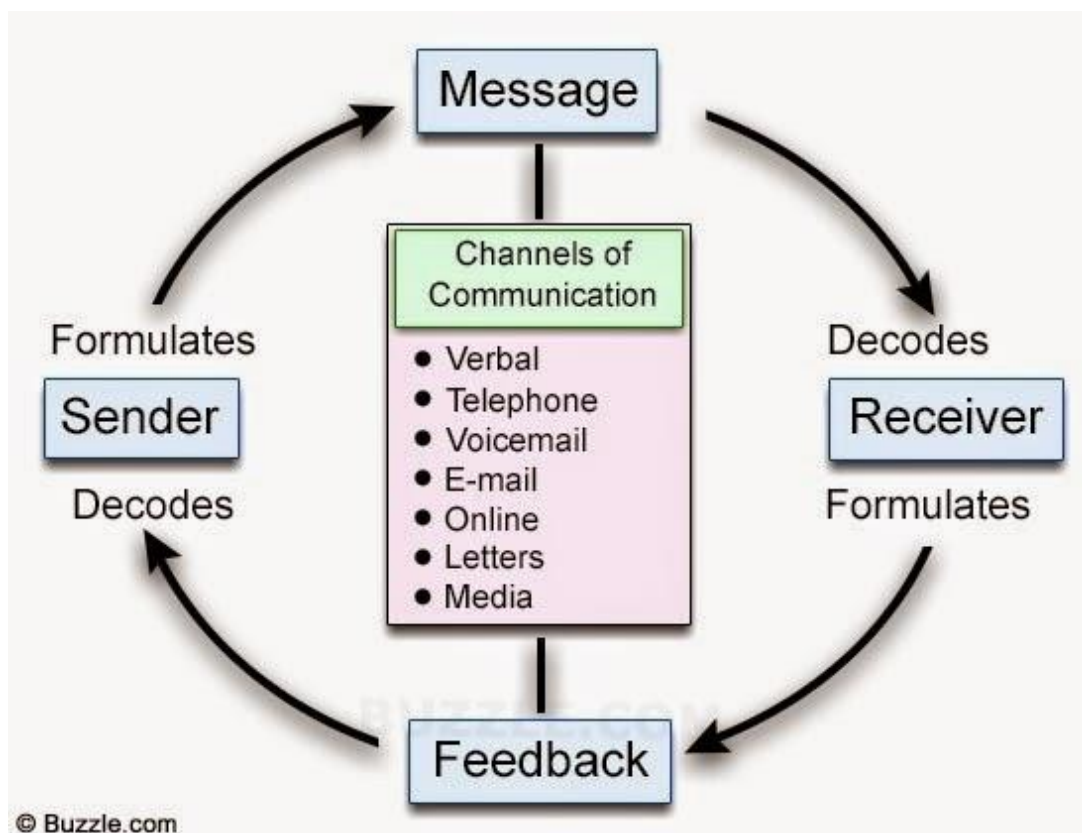


Table 1: Linear model of communication

(Source:Bento and Ramos, 2020)

Interactive model of communication

The interactive model is also known as the interaction model of communication explains communication as a process where the participants exchanges their positions as the receiver and sender. Further, they create meaning by sending those messages and by receiving the instructions in both cognitive and physical contexts (Roberts *et al.*, 2017). As opposed to demonstrating as a linear and one-way process, the interactive model includes feedbacks that helps in making the communication far more interactive that is, a two-way process. The feedbacks consist of the messages that were sent, thus replying to the received messages. For instance, a teacher might respond to you for a question you asked during the class discussions, by incorporating the

feedback loop, there is a complex understanding of the various role of candidates in their entire communication encounter.

The interactive or interaction model of communication is more inclined and focused on interaction a very less focused on the message. As opposed to the linear model who focuses on the process of message transmission and whether it was received or not, the interactive model is more focused on the whole process of communication. The model accepts that the number of messages that are being sent at a time and many of the messages that have not been received yet. For instance, some of the messages sent can be unintended. As a result, in this model, the communication is not concluded as effective or ineffective. Therefore, they are not judged based upon whether a message is received and sent successfully or not. The interaction model also takes the mental and physical factors always calculated (Cancho, 2018).

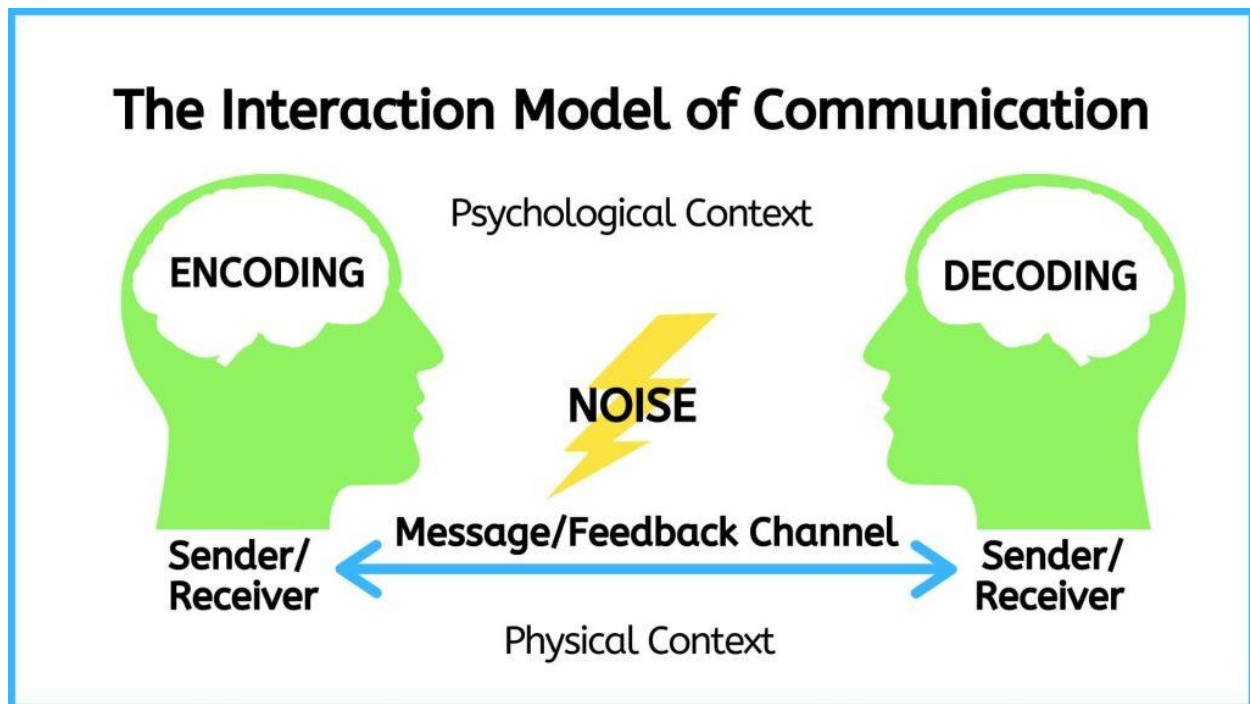


Table 2: The interaction model of communication

(Source: Burns *et al.*, 2018)

The transaction model of communication

With the study of communication progressing rapidly, the study about the communication progress also increased. Most of the professors believed that communication is more of a process that is generally used to keep on conversations and derive meaning (Küntay, 2018). We as humans do not send messages like a computer and also we do not take turns betwixt roles such as

a sender or a receiver. Also, it is important to remember that we cannot intentionally stop being in communication as communication is not only about sending and receiving messages. The transaction model is different from the transmission model in notable ways (Zhou, 2018). This includes roles of senders and receivers and role of context.

The transaction model of communication explains communication as a type of process where all the communicators bring about social realities in cultural and relational contexts. The transaction model is not only about exchanging messages, it is also about communicating to form new relationships, shaping our self-identities and charming with others in conversation to build communities (Marinca, 2019).

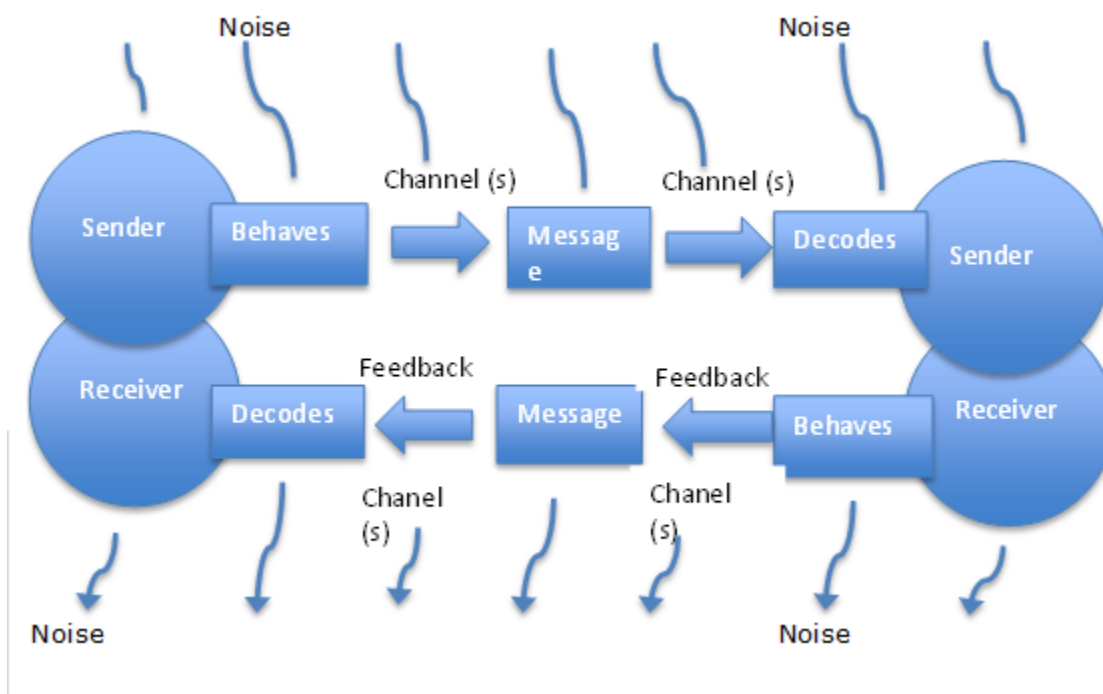


Table 3: The transaction model of communication

(Source:Williams, 2020)

Discussion on the skills required for communication

Building our communication skills can enhance all areas of our life that are, both our personal and professional lives. Communication skills help us communicate effectively and clearly and are something that cannot be disregarded (Macnamara and Gregory, 2018). However, the good news is that anyone can enhance their communication skills. The important skills required for communication such as:

Applying for a job or a promotion – getting through an interview requires us to demonstrate good communication skills and the same for a promotion in a job. Communication skills are essential to communicate effectively with a large group of people. To speak appropriately we need to keep up good eye contact, have a diverse vocabulary and listening effectively. To be effective, we should be able to bring forward our ideas clearly and concisely.

Personal life – Developing good communication skills can not only improve our professional lives but also helps us in our relationships. Communication skills enable us to understand others easily and without failing to be understood. Lack of communication skills can fail in relationships and partnerships. Therefore, to be more effective in our communication, we need to listen properly.

How communication has helped my understanding

Being aware of the different communication models has helped me in many ways. First of all, the understanding has helped me become fully aware of my communication style concerning others. The awareness has helped me form new connections and strengthening the old relationships. Not only that, the understanding has helped me avoid unnecessary conflicts which was a huge problem in my life before.

Communication is a vital tool for enhancing operational productivity. It becomes hard to define the significance of communication in a workplace. According to a recent survey conducted by the Society of Human Resource Management done on 400 companies, it was found out that each one of the companies lost more than \$62.4 million of their yearly revenue due to insufficient or lack of communication. Learning more about communication skills has helped me both in my professional and personal life. It has helped me handle social situations well which I was struggling with before. Professionally, my interviews have gotten better that is, I can face interviews more confidently. I have been very bad at communication since I was in school but learning more about communication and developing it has helped me develop my understanding of the subject.

Examples of poor communication

It was last year that one of my friends started a bakery shop which consisted of 11 employees. The shop was doing well for a few months as the company had already started attracting a wide network of customers. However, after three months the shop started to perform badly as the miscommunication between the managers and the employees started to take place. I have visited

the shop multiple times from the start and I knew that there was something wrong with the workplace. I had seen customers complaining about their orders not being delivered on time. Some complained about the service. There was a blame game between the staff in the workplace. The shop had to hire new candidates because all its staff members were resigning from the job. However, it did not work well and after six months the shop had to be shut down. This was because of the various problems that the company faced as a result of poor communication.

1. **Poor leadership** - It is true that employees always look up to their business owners for guiding their direction in the workplace (Bradbury *et al.*, 2020). What separates successful leaders from unsuccessful ones is that good leaders never fail to communicate their goals and the company's visions. As a result, lack of communication in the workplace was one of the prime reasons for the shop's downfall.
2. **Demoralized employees** – The lack of interest of employees in the company is called demoralized. Being unappreciated, lack in respect despite their capabilities are the main reasons why employees feel demoralized (Kohet *al.*, 2018). Being demoralized usually leads to the employees being less productive and irascible. The same thing happened in the case of the bakery shop where business owners and manager's engagement was very less. I had always noticed that the employees were not treated well which led to the employees being demoralized.
3. **Unclear objectives** – The objectives and aims of the organization is important in a business as it helps companies attain preferable results such as profitability. Profitability requires an attentive group of employees who have a clear idea about the company's aims and objectives. However, the shop lacked this which might be one of the reasons why the shop did not work well.

Ways of improving communication

To enhance communication in a workplace, first of all, all the personal and environmental should be resolved first. Effective communication is a two-way process that requires great effort by both the receiver and the sender. Therefore, managers tend to presume all of these functions in the communication process. The important recommendations for enhancing effective communication, which contains responsibilities of both receivers and senders, are as follows:

Sender's responsibilities – Different communication philosophers have brought forward many guidelines for effective communications that are most relevant to the sender such as:

1. **Managers need to clear their ideas before communicating** – A systematic analysis of the problem or the idea to be proposed makes the system more clear. It is the first and most vital step

for effective communication (Hill and Bartol, 2018). It is usually seen that the failure in communication is due to the lack of planning. Therefore, good planning means that it should be able to contemplate attitudes, goals and the requirements of those who get the communication and the lot who is going to be affected by it.

2. **Administrators should analyze the true motive of each communication**– The managers before they initiate their communication should ask themselves and be clear about what they want to achieve with their message. Therefore, administrators should properly realize their top goals and thus adjust to their tone and a whole approach to work towards that particular goal (Ouyang, 2018).

Conclusion

The report has outlined a detailed analysis of the different models of communication. The report will be able to explain the most effective ways of communication. It portrays the requisite skills to foster effective communication. The report will also include a short review of how communication has helped my overall understanding through the case study. It will present examples of problems encountered due to poor communication and the various ways to improve it by applying a theory.

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