

Effective Team Working and Communication

BMSW4002

Alberto Vidal Perpnan (2011774) 2021

Lecturer: Lloyd Beharry

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1. INTRODUCTION

I found it fascinating how without noticing, a simple action like communicating to each other has an incredible process of study behind it. I have been a courier for a few years already. I never could imagine the complexity of just sending a message through my two-way channel radio and how the whole process and information of the message travel through different steps, and how conflict can occur on this action.

There are many methods and ways to interpret the information of the message and steps to follow. I will be going through the three most common models of communication, but also analysing communication skills in different case studies and examples.

2. COMMUNICATION

Humans communicate every day using different methods. From the very beginning of history, we use communication verbal and no-verbal, but what is communication? Well simple as giving information. We can provide this information through an idea of our thoughts to someone else or ourselves. Using gesture will be another way of communication, signs, even talking to animals is communication. Also, technology has played an essential role in communication, helping and improving different ways to send information, as:

- 50.000 B.C. Smoke signals
- 2000 B.C. Mail courier
- 1838. Telegram
- 1849. Telephone
- 1969. Two-way radio
- 1973. First mobile phone mast installed.
- 1990. Internet

Evolution of Communication (Videebox, 2015)

For years, science study different communication methods and discover and develop multiple approaches to describe the various communication processes. Mainly I will be focusing on the different ways of interpersonal communication, which means communication between one or two or more people.

I will be starting with the basics and simplicity of the communication cycle. It is the most common and most straightforward process to send information and how this information travels one to another. There are a few methods where will go through and explain the differences. On this first approach to what is the communication cycle, I will explain the simplicity of how the information is transmitted, encoded or interpreted between the sender and receiver.

1. The sender is the person that created the message or information.

2. The message is the content of the information.
3. Receivers are the person that receives the message.
4. Feedback return message.

The four-step communication cycle is the most basic way to understand how the information travel between sender a receiver. However, there are always different points and steps to consider as these steps can variate or found conflict through the process and get more complicated.

3. MODELS OF COMUNICATION

i. Shannon and Weaver (1948/49)

This communication model was created in 1948 when cloud Elwood Shannon came up with the article a mathematical theory of communication in the belt system technical Journal with Warren Weaver. Shannon was an American mathematician, and Weaver was a scientist. This mathematical theory of communication is well known as the Shannon Weaver model of communication.

Shannon Weaver Model explains in a linear way of communication how the sender sends a message to the receiver through the channel and how physical interactions can affect this message.

These are a few concepts in the Shannon-Weaver model.

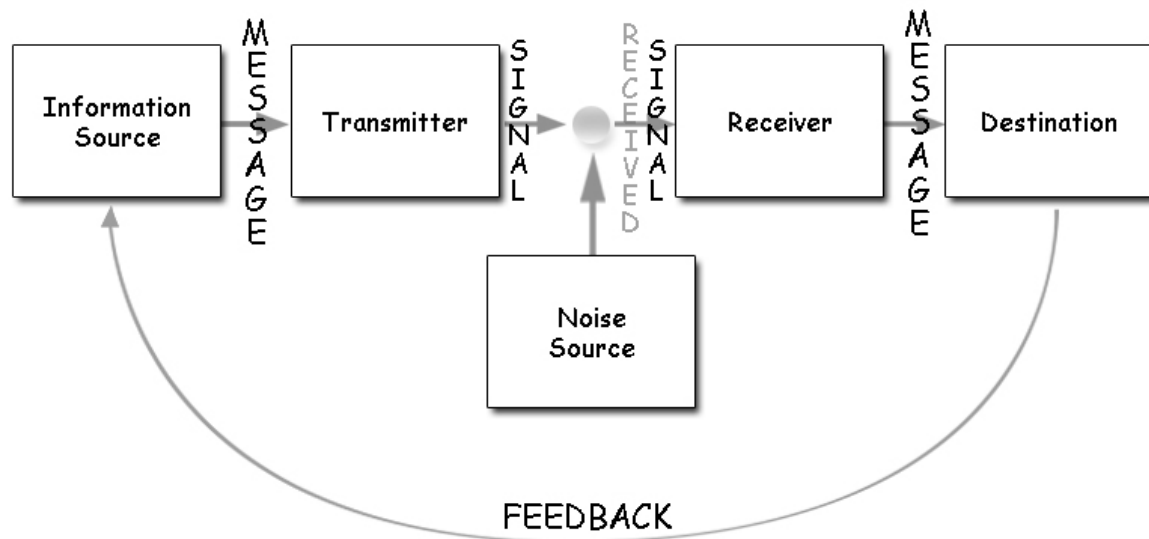
The sender is where the information is created, and choose a channel to send this message or information.

Encoder. This is the transmitter stage when we use the machine which converts the message or information into binary data.

Channel is where the messages sent.

Decoder. This is the stage of the receiver. The person who gets the message and after received the message provides the feedback depending on the message.

Noise refers to physical interruptions to the message. It could be people or noise in the background.



(Shannon and Weaver Model of Communication, 2018)

Example:

During the class, one of the exercises consists of analysing a conversation between Maria and Pedro. Pedro works in a building site where there was a lot in the background. When he received a phone call from Maria, there was a miscommunication when maria ask him to buy chicken on his way back home. Instead, he went back home without the chicken and explained to Maria that he understood that they would meet in the kitchen.

This could be avoided if Pedro took the call in a quiet place and sent feedback from the message.

From this model, thanks to the noise concept, it can be removed and solve the problem.

Personal Example:

I work as a pushbike Courier for the legal system to communicate with my dispatcher and receive information about my collections. I need to use a two-way channel radio. Usually, the traffic and also some static noise can affect receiving the message correctly from my dispatcher.

A personal case exactly as Maria and Pedro example, because of the noise in the background and the static noise on my radio, I didn't hear the complete message avoiding the instructions provided by my dispatcher.

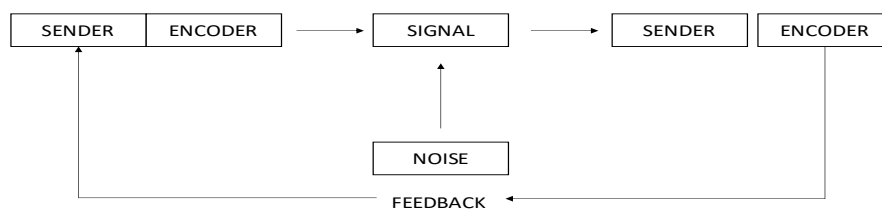
Again, this could be avoided if I would checked the message(feedback) sent by my dispatcher.

ii. Schramm (1954)

Wilbur Lang Schramm was a scholar and "authority on mass communications" his model is unique and different from Shannon and Weaver, making his model of communication circular rather than linear.

This model shows that communication is in two ways system with the sender and receiver. In the Schram model, we can find the sender, encoder, signal, decoder, receiver and noise.

The sender has the message, but to send the message, it needs to encode this message; let's say, for example, English written words. Once these messages encoded, it goes into signal and signal goes to the decoder. Once the message is decoded, the receiver needs to understand this message. Once got the message decoded and received, he can give the feedback to the sender. In this case, the feedback can be positive or negative, depending on the message. also, Schramm's model always mentioned that the signal could be affected by the noise, Shannon and Weaver mention noise is physical, for example, background noise when Schramm's model mention that the noise can be multiple factors and interference.



Schramm's Communication Model (Jones, 2020)

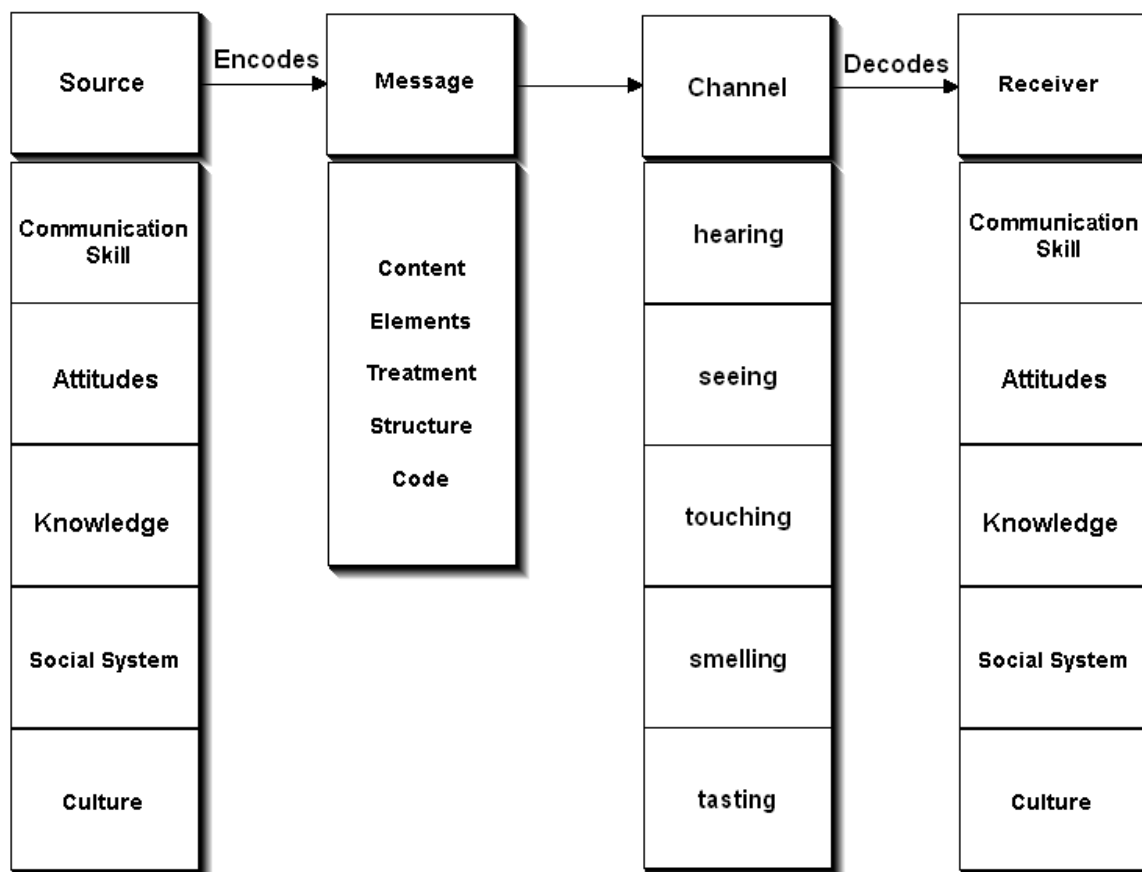
Schramm's mentioned how important it is to decode the message before sending it and how it is important for the receiver to decode it too. But of course, these always can be affected by the noise in the signal.

If we refer to the examples, we have from Shannon and Weaver in Maria and Pedro miscommunication, Schramm's model, shows how the misunderstanding could be void if we gave the feedback to the sender, meaning Pedro calling back to Maria to confirm that he understood the message.

iii. Berlo (1964)

In 1960 David Berlo suggested Berlo's Sender-Message-Channel-Receiver model of communication from Shannon and Weaver model of communication. He mentioned factors affecting the individual components in the communication making the communication more efficient. The model shows a linear communication without feedback and focuses on encoding and decoding before the message is sent or received.

Berlo's Model of Communication



A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.

(Berlo's SMCR Model of Communication, 2018)

As a Courier, I need to communicate with my dispatcher with exact messages with precise information. If we apply Berlo's model in my case, me being the source of information sometimes affect the communication. Still, thanks to my dispatcher knowledge and experience, in this case, the receiver, he always can translate my message even if there are a lack of communications skills.

Sometimes, I do not structure the sentence correctly, or I have some miss pronunciation. Me as the source, I encode the message but affecting the communication skills. the receiver, my dispatcher, has a lot of knowledge, making him capable to decode the message.

4. COMMUNICATION SKILLS

i. Verbal

When we talked about verbal communication, we referred to the things we say with our own words. There are many ways of verbal communication: spoken, symbols, written documents.

Written communication can find letters, report's, assessment, etc. They can be formal, informal for internal or external audiences.

To achieve successful written communication, we must be accurate in our words, brief and precise.

I sentenced it must be short with simple structures. The idea needs to be explaining in one sentence be clear about what we are talking about and what we were expressing.

Also, another factor that affects our written communication will be the tone of our writing. The tone should be positive definite, and sincere.

ii. Non-Verbal

When we talk about non-verbal communication is the things we cannot express with words, but we express or communicate through our body language signs and signals.

It is important to be aware of your body language communication. As an example, when you are going through a job interview, your body expression will help or not get the job.

Your body can express many things from crossed arms, negativity, looking at the floor may be because you are nervous in a job interview, non-well dress clothes lack interest.

One of the cases that we had in class was about Barry in the workplace. This particular person was a head chef in a restaurant. Barry faces some challenges at his workplace with different cultures And different levels of communication with the staff, but in this particular case, no verbal communication; Barry had a lack of good presentation or manager skills showing the team a lack of professionalism. Meaning with this how important your mood and body language and explaining things correctly at work as a manager is one of the most critical tasks and how you express with your body all made it is crucial as it is in front of the staff's eyes. His body language was not ideal, affecting the performance of the whole team.

iii. Listening

Active Listening:

When we talk about active listening, we should always focus on what the other person is telling us, avoiding other thoughts or distractions. As an active listener, we should never interrupt A conversation, always wait for the other person to finish to have your opinion and ask questions about the subject. While listening, your body language plays a significant role, and correct body language will show interest in the conversation.

Hoppe describes active listening as a person's willingness and ability to hear and understand.

(Hoppe, 2006, pp12-18.)

I cannot think of a better example of active listening than attending to lecture or class. Taking notes, correct body language in front of the camera, paying attention and asking questions at the end.

Empathic Listening:

Is when we take to a more profound approach to the conversation, understanding and having the feelings of what we are talking about or what it is in the conversation. You can empathise with the person connecting with the emotions but not always agree with the same feeling.

an example, imagine someone at work has a bad day you also bad days before, so you know from where this is coming do you know the feelings you understand but also the other person understands and speaks only to you and then is when you are acting as an empathic listener.

Every day you probably act as an empathetic listener without noticing it feels like part of being human when you listen to a friend, and you understand. At work, every day, at least once you develop empathetic listening skills with a college situation or experience or even a project work conversation with another colleague is about the mutual understanding and feelings on the subject.

5. CONCLUSION

We can find different mathematical theories about how a message or information travels through various steps and how this message is decoded or received. But in many situations, they always are exemptions on these methods that can not be applied. It is being demonstrated that the environment has a significant impact on how the message is sent received, making this A considerable amount of different possibilities and different situations where the message or information can travel through sender or receiver.

One of the most important roles that we play is the listener and absorbing information and expressing our body language different feelings or understanding of the message.

Not always will we apply the different methods of rules we have seen or learn, but it is good to know how to decode some messages as body language, written text in a different tone and how we behave as listeners.

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