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Table of Contents

Introduction.Error! Bookmark not defined.....	3
Barriers to Effective Communication	3
Schramm Model (1954).....	3
Case study	4
Berlo's Model of Communication.	5
Verbal communication skills	5
Nonverbal communication.....	5
Listening.....	6
Active Listening	6
Empathetic listening.....	6
Conclusion	6
References.	8

Introduction

Communication is exchanging information and common understanding from one person to another (Lunenburg, 2011). Effective communication in the workplace is critical for establishing and maintain quality working relationships in the workplace. Every process in the workplace relies on effective communication. The workplace's communication skills will determine organizational effectiveness both personally and at the organizational level (Brun, 2010).

Barriers to Effective Communication

One of the greatest responsibilities of administrators in the workplace is creating an effective communication system (Oppong, and Birikorang, 2014.). When there is any communication barrier, communication will lack clarity of meaning, and understanding will not occur. Personal communication barriers are based on an individual's economic background and prior experiences determining how they encode or decode messages. There are people who unintentionally or intentionally block messages due to their beliefs, prejudices, or values. Another common barrier to communication in workplaces is the status quo. Research shows that one of the major obstacles in the workplace communication is lack of empathy (Eisenberg, 2010). Models of Communication. Shannon and Weaver's Model of Communication.

This communication model was designed to depict the effective communication between a sender and a receiver. Shannon and Weaver also introduced another factor into the communication process called "Noise" (Al-Fedaghi, 2012). The goal of this model of communication was to improve technical communication. Lack of proper decoding of waves into a message will affect the effective communication between the sender and the receiver. however, if there is distraction caused by noise, the communication flow between the sender and the receiver will be affected.

Noise: a channel is used to transfer messages from the encoder to the decoder. Message can be distracted during this process and transmission, which will affect the flow of communication. The peon interrupted Peter and Mike's conversation when he came for the lunch order.

Schramm Model (1954)

Schramm's communication model was influenced by Shannon and Weaver model. Although Schramm did not distinguish between technical and non-technical communication, in his model, he depicts the process of communication as a process of sharing experiences and commonality between individuals involved in communication (Vischer and Wifi, 2017). Sender and receiver can share their experiences, and communication will be more effective when experiences shared are similar. When communication occurs between two people who don't have similar experiences, their communication is not effective. For the process of communication to be complete and be effective, there must be feedback.

Case study

Jennifer asked Sam to accompany him to the movies, but Sam kept quiet and did not respond to Jennifer's request; hence the communication process between the two was not complete. For the communication process to be complete, the speaker must convey his message to the listener, who is supposed to decode it and pass the message of feedback to the speaker after understanding the message (Anita and Srinivas, 2018).

In other hand we have a miscommunication from Pedro and Mario. Pedro works as builder in construction. A day Maria called him to ask when his coming back home get a chicken. When he got home, he was looking for Maria in the kitchen, but he finds her in the sitting room. Maria asks where is the chicken? Pedro asked what chicken? Maria said, the one I asked you to buy but Pedro thought Maria wanted to see him in the kitchen after work.

Here we have a miscommunication, and It is similar to "Shannon and Weavers Model of communication" because:

Firstly, according to decoder processes by "Shannon Models", Pedro was unsuccessful about decoding conversation with Maria, one side because Pedro work on a budling side and he was busy, he misunderstood and in other side a similarity of pronunciation in these two words.

Secondly, Shannon Models explain this communication errors, in this model we can explain some involving processes such as "sender, encoder, decoder and etc. " and it use to understand this conversation between Pedro and Maria. message can be distracted during this process which will affect the flow communication, the conversation like this a person may not receive the correct messages.

The model of communication is related to "Shannon and weaver Models of communication", and the solution is that; Denis McQuoid (1975) in his book Communication writes that the simplest way of regarding human communication is 'to consider it as the sending from one person to another of meaningful messages'. The Shannon-Weaver Model, in common with many others separates the message from other components of the process of communication. The crucial question for Communication Studies is: to what extent does the message received correspond to the message transmitted? That's where all the other factors in the communication process come into play. The Shannon-Weaver model and others like it tends to portray the message as a relatively uncomplicated matter. In fact, two messages, one of which is heavily loaded with meaning and the other of which is pure nonsense, can be exactly equivalent, from the present viewpoint, as regards information. It may however be a criticism of the application of Shannon's model to the more general area of human-to-human communication. In this respect, models which incorporate such factors are probably more revealing of the complexity of the communication process.

Berlo's Model of Communication 1984

Unlike the other Aristotle model of communication, where the speaker takes the central position and drives the whole communication process, all the different aspects of communication are considered in Berlo's communication model. The communication process in this model operates in the Source, the message, the channel, and the receiver. For there to be an ideal communication process, both the sender and the receiver of the information should have common communication skills, social system, attitude, knowledge, and culture. These factors will play a significant role in the whole process of communication, especially in encoding and decoding the message. Berlo emphasizes the sender and receiver having a common understanding to enhance a successful and effective communication process. Poor communication skills in the workplace can confuse and lead to derailment in achieving organizational goals and objectives (Jones, Lavallee, and Tod, 2011).

Verbal communication skills

Verbal communication consists of words we use and verbal fillers during communication and is mostly created through language. For there to be effective communication, people involved in communication should interpret each other's verbal messages because meaning is co-created. Speakers should strive to be consistent in conveying verbal communication effectively for their listeners because many factors make a listener understand what a speaker means (Keyton et al., 2017).

Nonverbal communication

Nonverbal communication is the various ways we communicate without using words, for instance, facial expression, pitch, tone, signs, and signals. They are crucial in the communication process for conveying perceptions, attitudes, and thought meanings. Research shows that we communicate about 55% of our interpersonal messages using nonverbal communication (Lavan et al., 2017). Communication is optimized when verbal but nonverbal communication is what structures communication to be conveyed effectively. All theories of communication have concluded that in the evolution of communication, nonverbal behavior precedes verbal behavior. During the process of human communication, nonverbal and verbal communication interrelate. Sometimes, nonverbal communication can repeat what is being said verbally or conflict without it being said verbally. The function of nonverbal communication is to accompany verbal communication; however, the speaker should ensure that the nonverbal and verbal communication is in agreement.

Listening

Listening is the ability of people involved in communication to receive and interpret messages being conveyed accurately. Listening is crucial for an effective communication process; There are two types of listening.

Active Listening

Being an active listener is being able to secure information from another individual or a group during communication. The individual show can sense, process, and respond to information during a communication process in a more active and empathic way are competent communicators (Bodied, 2011). The following are some of the techniques people should adopt during the communication process to be active listeners, Asking open-ended questions. Paraphrasing to show understanding
Using brief verbal affirmation such as "sure," "I understand," and "I see." "Building trust and establishing rapport Demonstrating concern.

Empathetic listening

Empathy can be defined as the state of understanding and being sensitive towards and being able to adequately respond to another's feelings (Rabinowitch, 2012). When we can engage a person with their message during communication, we are not at the level of just recognizing their words; Effective communication is critical to help people establish and maintain a quality working environment and foster quality relationships in a team. People should be well equipped with good communication skills to help the organization reach its goals and achieve its objectives. When employees have quality communication skills, the organization's management will be strengthened and will be able to lead the organization in the right direction. Management should ensure that they create an open communication environment where employees can express their plans, problems, opinions, thoughts, and ideas through positive and effective communication.

Conclusion

Effective communication is critical to help people establish and maintain a quality working environment and foster quality relationships in a team. People should be well equipped with good communication skills to help the organization reach its goals and achieve its objectives. When employees have quality communication skills, the organization's management will be strengthened and will be able to lead the organization in the right direction. Management should ensure that they create an open communication environment where employees can express their plans, problems, opinions, thoughts, and ideas through positive and effective communication.

This communication is similar to "Shannon and Weavers Model of communication" because:
1) According to Decoder processes by "Shannon Models", Pedro was unsuccessful about

decoding conversation with Maria, Maybe Pedro can't recognize between Latina and English words or maybe similarity between Chicken and Kitchen accents in dialogue was important.

2) Shannon Models explain this communication errors, because in this models we can explain some involving processes such as "Sender, Encoder, decoder, ... " and we use it for understanding this conversation between Pedro and Maria. message can be distracted during this process which will affect the flow communication, because in this situation the receiver may not receive the correct messages.

4) The model of communication is related to "Shannon and weaver Models of communication", and the solution is that; Denis McQuoid (1975) in his book Communication writes that the simplest way of regarding human communication is 'to consider it as the sending from one person to another of meaningful messages'. The Shannon-Weaver Model, in common with many others separates the message from other components of the process of communication. The crucial question for Communication Studies is: to what extent does the message received correspond to the message transmitted? That's where all the other factors in the communication process come into play. The Shannon-Weaver model and others like it tends to portray the message as a relatively uncomplicated matter. In fact, two messages, one of which is heavily loaded with meaning and the other of which is pure nonsense, can be exactly equivalent, from the present viewpoint, as regards information. It may however be a criticism of the application of Shannon's model to the more general area of human-to-human communication. In this respect, models which incorporate such factors are probably more revealing of the complexity of the communication process.

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