

EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW 4002_LON

Karolina Weronika Adamczuk 2030505

Lecturer: Toyin Adisa

Table of Contents

1. Introduction	3
2. Model of communication	3
2.1 Shannon and weaver (1948)	3
2.2 Schramm (1954)	3
2.3 Berlo (1960)	4
3. Communication skills	5
3.1 Verbal communication	5
3.2 Non-verbal	5
3.3 Listening	5
4. Conclusion	7
References	8

1. Introduction

Communication is noted as the activities that are performed for giving and receiving information from others. In that case, it can be added that effective communication is important to adopt or to share information with others in a proper format. Through the usage of developed communication methods, transformation is performed from one place to another and that clearly denotes that lack of proper communication creates barriers for leading any work successfully based on the establishment of a strong connection with information. Thus, the establishment of strong communication helps in articulating the thoughts of an individual for expressing feelings about any specific subject or incident. The presence of poor communication can affect the team works and that also can create agitation among employees within organisational structure. It stated that poor communication leads to misconception among employees, and it also created gaps between the leaders and employees within the organisation.

2. Model of communication

2.1 Shannon and weaver (1948)

This communication model is based on different steps for managing successful communication such as sender, encoder, channel, decoder, receiver, and noise. Within this case, it is noticed that the sender encodes messages and then sends those messages to the receiver based on the application of technological channels such as the telegraph or telephone. After receiving that message, the sender converts those messages into codes then sends those quotes based on using different mediums (Kimmel and Mutto, 2019). Therefore, the receiver must decode the message before integrating that message as it can help to provide a clear meaning of that message. In that case, it can be added that the brain of a person can be the sender, the mouth can be the encoder, and ear of that person must be the receptor and the brain can be the receiver as well as the receiver. In many cases, it is noticed that due to the presence of noise within the messages of the sender the receiver cannot gather the clear meaning of the messages that the sender delivers through texts by using mobile phones or telegraph.

2.2 Schramm (1954)

According to this communication model, the communication process is incomplete before receiving any feedback from the recipient. For this, it is the prime responsibility of the sender of the messages to decide information in a proper format for managing an effective flow of information among other people to establish a successful communication based on the delivery of clear messages. According to Schramm's communication model, the Knowledge, experience, and cultural background of an individual person play a pivotal role in establishing successful communication (John *et al.*, 2019). For this, people from diverse cultural backgrounds must focus on the interpretation of different messages in a completely different

way. For this, in the case of communicating with different people, the sender of the messages should focus on the adoption of feedback from the receiver after receiving those messages. It can help to ensure the proper delivery of messages to the receiver and must help in leading different organisational activities successfully and efficiently.

2.3 Berlo (1960)

Within this communication model, Berlo describes different factors that are affecting the components of communication of an individual and for this, the person cannot communicate in an efficient format. Therefore, the primary focus of this model is on the encoding and decoding process and that is performed before sending any message by the sender. With this regard, this model analyses four basic components to perform a successful communication such as sender, message, channel, and receiver. In that case, it is noticed that effective communication skills should be presented within the sender as the good communication skills of the sender helps in conveying any messages in a successful format to the receiver (Kurtzo *et al.*, 2019). Furthermore, a lack of skills of good communication within the sender can affect the delivery of the meaning of a specific message to the receiver. Thus, good communication skills include different aspects like speaking, presentation, reading, writing, and listening skills. On the other hand, it is observed that the attitude, level of knowledge, social systems, and culture of the sender also play an important role in the establishment of successful communication between two or more two people.

Based on the overview of the already presented case study it is noticed that Barry is a 27-year-old person who is responsible for handling the food inspection job within a restaurant and for this, he is performing the job role of a food inspector. Within the restaurant, different employees do have not clear knowledge of using English for communicating with each other as they are coming from diverse cultural backgrounds. Thus, Barry has only his skills in English for communication with others. Within this respect, it is noticed that as being the food inspection manager, Barry is always trying to communicate with all the employees within the restaurant for managing proper quality within the food items that are served to the customers in the restaurant. For establishing successful communication Barry always sent constant messages to all the employees for following basic hygiene levels within their activities as it can help to follow all the safety guidelines to offer healthy food to customers. Instead of having poor knowledge of different languages, Barry writes short notes and instructions for all the employees in the restaurant to maintain hygiene levels within this work. It clearly stated that the Shannon and Weaver model is followed within the case study as the sender, Barry, sends messages or short notes for the employees without managing a proper deciding system within those messages. On this note, Barry shows his concern for sending instructions to all the employees to maintain proper quality within foods by ensuring hygiene level during their works. But Barry is not focusing on taking feedback from all the employees after sending those

messages. The process stated that within the communication system between Barry and employees of the restaurant there is the requirement of receiving feedback from all the employees regarding the messages that are sent to the employees. Through this process, Barry can realise the gaps that employees are facing in the case of receiving those instructions and using that information within their works. The process defined that Schramm's communication model should be followed by Barry as it can help him to decode messages in front of the receiver for sending a clear meaning of the messages that he wants to send to all the employees. Based on the adoption of feedback Barry can put extra effort to clarify the meaning of all the messages and that must help all the employees to follow instructions of Barry properly and that also must allow Barry to perform his job of maintaining food safety successfully without facing any barriers.

3. Communication skills

3.1 Verbal communication

Verbal communication is one of the most effective communication skills that is used for conveying messages based on written or oral communication processes (Cloviscenter, 2022). Thus, it is a basic communication method that a person is using for conveying meaning to others.

3.2 Non-verbal

This type of communication is defining the ways through which a person conveys information regarding emotions, needs, intentions, and thoughts. Thus, at the time of using non-verbal communication body language, facial expressions, tone, and pitch of voice of an individual plays an important role (Elemental, 2022).

3.3 Listening

Listening is denoted as the ability of a person to receive as well as to interpret any message in an accurate manner for communicating with different people. Active listening and empathetic listening are two different kinds of listening skills that are related to successful communication. Active listening skills are focusing on paying attention to others' words for gathering clear information about different subjects (Uj.edu, 2022). On the other hand, empathetic skills are trying to put a person in the shoes of the speaker for receiving messages. Within my friend's workplace, he is performing the job role of a team leader and in that case, he must conduct the leadership roles for leading the jobs of other employees within an organisational structure. In that case, he faced issues at the time of leading operations of all the employees within the team projects towards the achievement of success. Within this regard, he encountered that he failed to communicate with other employees within the same team due to lack of engagement of proper messaging system and that created barriers in front of all the team members for operating their workforces towards the achievement of a specific objective that is already settled by the organisation. Not only that, but the team members of

that team also failed to meet the deadline of the jobs that are allocated for all of them to ensure timely completion of the project works within the intended time. Through this process, my friend realised that proper communication skill is required within his communicational operations for establishing a strong connection with all the employees within the organisational structure. It clearly stated that specific skills are required within an individual as it can help that person to gather a range of experience and that also helps in the application of those experiences within their works for acquiring success within their assigned job roles (Morgan, 2016).

Based on the overview of the entire issues that my friend is facing within his workplace it is realised that there is the requirement of introducing developed communication skills within organisational operations as it can help in managing the easy flow of information within organisational practices to ensure successful completion of project works. In that case, written notes must be used as the mode of verbal communication as it can help in sending clear messages to the employees (Blanchard *et al.*, 2000). Within this respect, it is recognised that usage of written notes, must serve potential paths in front of my friend to convey entire plans of the organisational projects in a detailed format and that also helps in the establishment of the proper communication between the leader and the associated members of the team projects. It clearly stated that within the teamwork there is the requirement of managing the easy flow of information as it can help in establishing a strong team based on the maintenance of developed information within project works (Adair, 2009). Therefore, the team leaders should focus on the usage of proper facial expression of body language at the time of analysing any aspect in front of the other team members as it can help to make a strong connection with the listeners for the delivery of effective information regarding organisational practices (Maurd *et al.*, 2017). In this regard, my friend also must focus on the usage of proper body language in case of presenting a clear understanding of project works to the other members of the team. It must help team members to resume the real content that the team leader is trying to say as it can help all the members to lead their activities towards the achievement of the desired success (Maginn, 2004). On the other hand, at the time of providing feedback to the employees concerning their workforces in the company, my friend should use some signals and signs. Through this process, the associated members within the team easily understood the areas on which they need to make improvements to ensure the successful completion of their located tasks (Belbin, 2010). Therefore, active listening skills also must be developed by my friend to develop the communication skills and through the development of this skill; he can easily gather information regarding the issues that employees are facing during their workforces within the project works.

4. Conclusion

Based on the overview of the apartment discussion it is realised that introduction of effective communication is one of the most important aspects with organisational operations as it can help to lead performances of all the members within the company towards the achievement of desired goals. It is also realised that verbal communication is playing a significant role within communication all operations as for these the leaders of the organisations must focus on the presentation of clear notes in front of all the members based on oral or written format. Furthermore, active listening skills should be developed among employees within the company as it must allow them to gather proper information from their leaders to operate their assigned job roles successfully without facing any hindrance.

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