
LCLM4003 Effective Teamwork and Communication

ASSIGNMENT 2: Group Presentation

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OVERVIEW

1. Introduction

2. Barrier and Solution 1 - Student S1 Stephen S1- S2-

3. Barrier and Solution 2 - Student language – Marcus S5

4. Barrier and Solution 3 - Student Environmental noise – Alex S4

5. Barrier and Solution 4- Student Age Kevin S6

6. Barrier and Solution 5 - Student Cultural Sorin S7

7. Barrier and Solution 6 – Student Jonathan Emotional - S8

1.INTRODUCTION

- Company: Flight Food Ltd.
- Nature of the Business: The manufacture and sale of ready meals to Airlines
- Problem: The business has been trying to increase market share but due to poor food standards it has been losing money due to serious communications issues diverse workforce, age, noise pollution and ,consultancy firm has been hired to investigate the issues

A case study analysis presented by Group 6

2. NOISE BARRIER

- Environmental noise Barrier
- Shannon and Weaver Communication Theory

The factory floor is very noisy due to old machinery, constant banging, loud equipment

- Messages not clearly received

There is impact on operations, ineffective on the job training and work, increase risk on food safety errors and high stress

- Noise interferes with message transmission

Loud machinery creates constant background noises, increasing risk of mistakes and food safety issues



3 . BARRIER language



- The Shannon Weaver Mathematical Model
- Language & Communication Barrier
- Gary says most of the team speak their own language with a few English words in
- Limited English proficiency
- Workers come from 5 different cultural groups with multiple languages shared amongst them, Gary has to run around trying to explain basic instruction
- Sender / Receiver skills affect communication effectiveness
- There is a lack of a shared working language leading to multiple misunderstood instructions
- Poor food hygiene practices
- Safety and quality problems
- Operational confusion

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- Solution

AGE BARRIER



- Age and generational gap amongst employee The workforce ranges from 16 to 60 years old creating differences in communications styles attitude and authority.

May often lead to misinterpretation of instructions and could lead to conflicts in the workplace causing stress and frustrations both on the employers and managers, there is a lack of consistency in how instructions are interpreted and followed

- Solutions

To reduce the communication gap Gary should provide a structured and clear mandatory induction training for the staff, encourage interaction within the younger and older staff in the factory

CULTURAL BARRIER

- 5 different cultural groups
- Different hygiene standards and practices

May often lead to misinterpretation of instructions and could lead to conflicts in the workplace causing stress and frustrations both on the employers and managers

- Shared experience impacts understanding

Acknowledging the diverse backgrounds of the staff may help build trust and lower psychological barriers

- Solution

Practice active listening, encourage inclusivity, show empathy and understanding



EMOTIONAL BARRIER



- **Manager frustration and stress**

The staff may feel anxious or intimidated by Gary's shouting at the chaotic environment, resulting in a culture of blame instead of learning.

- Poor leadership example (hygiene issues)

Gary has arrived late to the factory due to being up until 2AM, being sleep deprived affects clarity and emotional regulation

- **Impacts morale and communication effectiveness**

The manager described the factory as a madhouse and had an outburst of anger leading to

him calling the staff idiots, this creates a hostile environment making staff less likely to listen to him or refrain from asking for help in the future

- **Solutions**

To improve the relations between manager and employee there is a need to have a shift in culture having a learning culture instead of a blame culture. Would drastically improve the overall quality of the products and hygiene within the workplace

6. CONCLUSION

To improve the overall production of Flight Foods is necessary an improvement of staff training, using clear signs with pictures in different native languages enforcing hygiene rules affecting the company food quality and customer trust.

7. REFERENCES

- Shannon, C.E. and Weaver, W. (1949) *The Mathematical Theory of Communication*. Urbana: University of Illinois Press.
 - Schramm, W. (1954) *How Communication Works*. In: Schramm, W. (ed.) *The Process and Effects of Mass Communication*. Urbana: University of Illinois Press.
 - Berlo, D.K. (1960) *The Process of Communication: An Introduction to Theory and Practice*. New York: Holt, Rinehart and Winston
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