

EFFECTIVE TEAM WORKING AND COMMUNICATION

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Introduction

This report is based on evaluating the importance of business communication in terms of working within a team. Companies always ask their employees to complete a group project within a specified time limit. Working in a group will give many benefits, including the opportunity to make new friends; less time will be taken to complete the project as the responsibilities are equally shared.

If the communication is effective, it can decrease or eliminate stress and negativity within the group. Poor communication in teamwork leads to anxiety and can cause tension. For effective communication in a team, the members should be opened minded with their ideas and have a clear knowledge about the project goals. Thus, the aim of this report is to determine the way through which I have improved my business communication style for being more competent.

Effective communication in the management

For effective teamwork and communication, one team should follow successful teamwork strategies that help the group to define collective identity. The teamwork in a workplace can also be improved in many ways, which includes identifying existing workplace problems, encouraging effective or quality teamwork by rewarding the team, clearing proper roles for the team members, also the social activities of the team members are appreciated and encouraged etc. (Mitchell *et al.* 2012).

For building, an effective team the company should consider some factors such as establishing leadership within the team, creating good bonding between the employees, encouraging the development of the teamwork and setting the ground rules for the team. There are several ways to keep the team members motivated and let them give their very best to the project. Employees need to be paid what they are worth of and they need to be provided a pleasant workplace (Brock *et al.* 2013).

A highly effective team consists of certain characteristics:

- Emotional intelligence carried by each member of the team
- A mixture of extroverts and introverts
- They share mainly the same stories
- They carry a good sense of humor

- Good leadership quality

For effective work as an individual in the team, one (“I”) should possess a certain quality that is honesty. The team should stop talking about each other behind their back and I need to trust their teammates even before they started trusting you. For creating trust, I with my team members should be given benefit of doubt. I as a successful team member must have positive attitude and behavior in order to become successful. We follow a concept that working in a team altogether leads to improved and increased output (West and Lyubovnikova, 2013). To determine whether the team is strong or not for the company, some factors need to be considered such as - focusing on the roles, giving values to each role, effective communication, setting each role before the project and celebrating the success and failures of the team.

The significance of the communication cycle in an effective management

The success of mine often depends on an efficient and effective communication, it is significant in order to build and maintain the personal along with working relationships within that organization and with the service providers including the customers (Bovee *et al.* 2016). For maintaining an effective communication style within myself, I need to implement the communication cycle that involves two ends, one (I) is the sender and another one is a receiver, sender that is me, encodes the messages and receiver decodes the messages. In addition, the sender sends the messages what they mean and the receiver receives the messages what they understand.

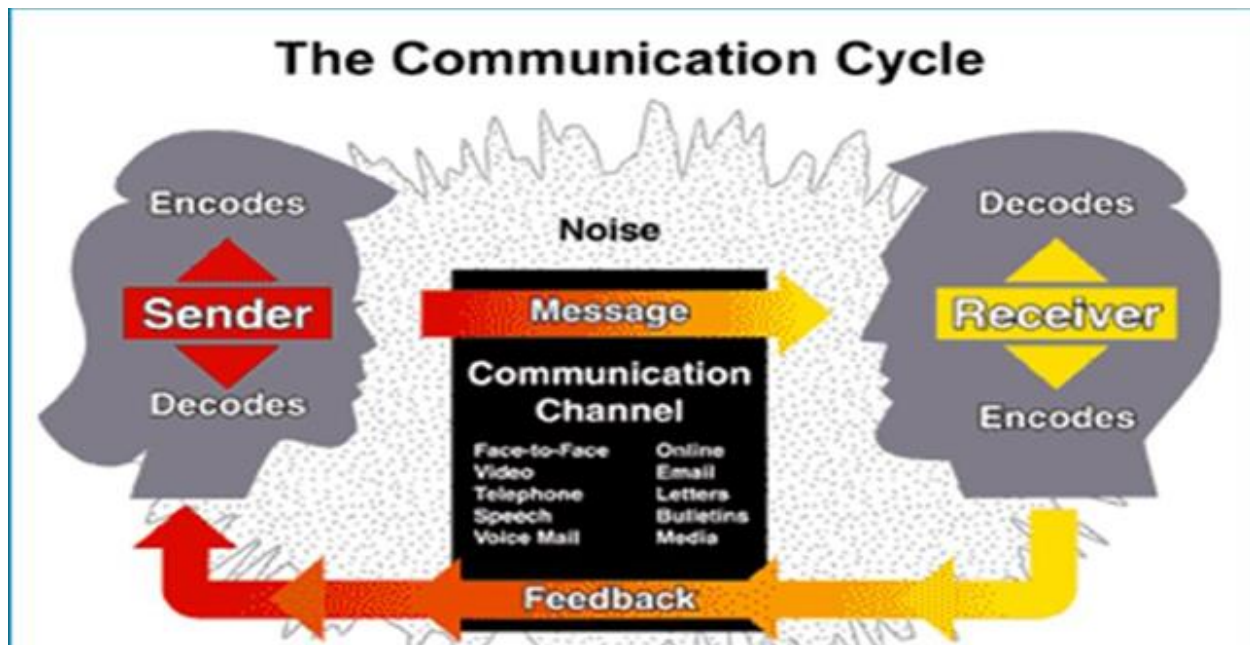


Figure 1: Communication Cycle

(Source: Hynes, 2012)

The ability for expressing an idea can be well-nigh as significant as that idea itself. Effective communication is important for facilitating the effective exchange of the information, data and ideas along with effective communication inside the company and this are necessary for facilitating the improvements while exchanging the information between me and clients (Guffey and Loewy, 2012). It further can resolve the misunderstanding or any kind of conflicts; in addition, I can create a platform, where the two end of the business communication style can put their own perception and point of view, where I can feel free for sharing the ideas, knowledge, and feelings as well.

In addition, if there has been any kind of misinterpretation of the messages, it can give the sender an opportunity for resending the messages or changing the messages in a way thus, it can better be understood. The feedback stage of the communication style can basically make this as a closed loop that further means that I have continuous information from the audience (Bovee and Thill, 2012). Thus, the message can further be repeated or can be tailored appropriately for suiting the level of understanding of the audience.

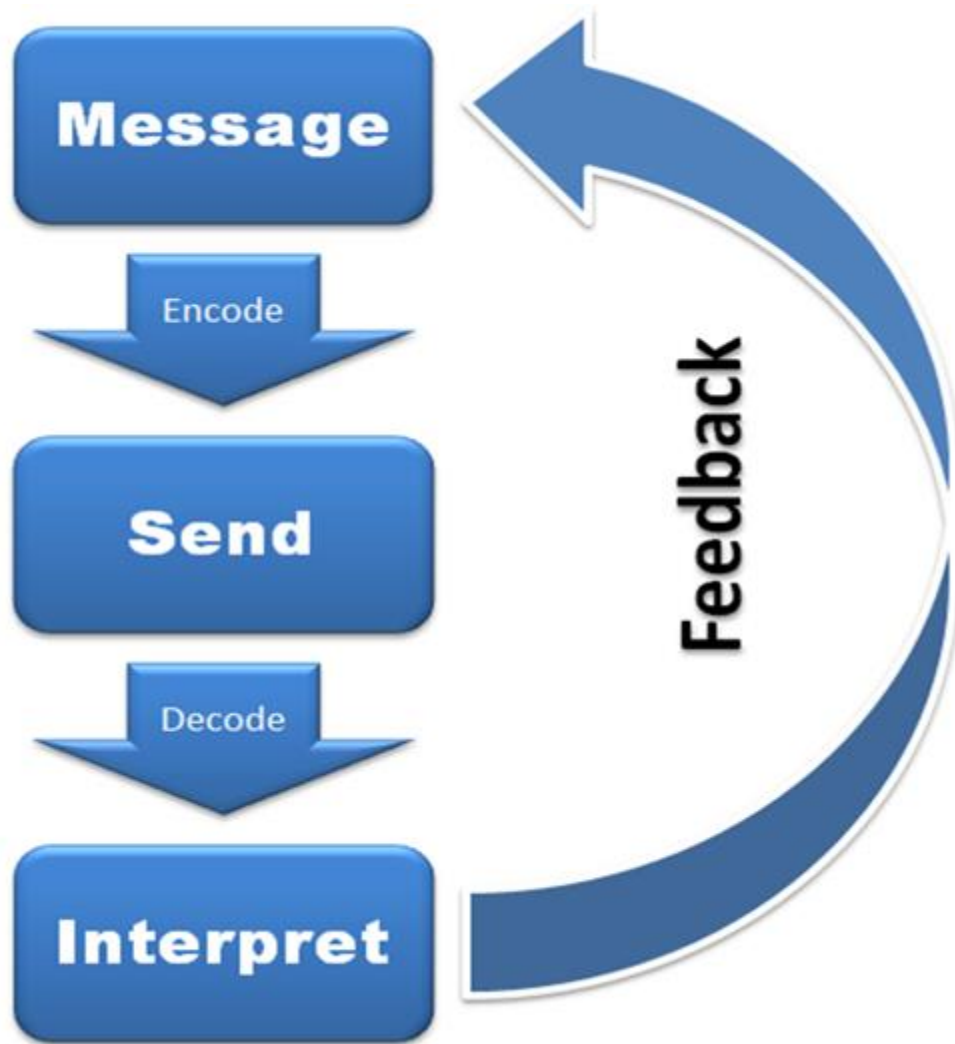


Figure 2: Mechanism of communication cycle

(Source: Adler *et al.* 2012)

Managing the communication within me is an important aspect that can help in performing the basic functions for me such as working in a team, leading a team, presenting the important project in front of my seniors, communicating with my customers, convincing the stakeholders and many others (Goetsch and Davis, 2014). I, while playing the manager, need to be effective communicator having the high level of professionalism and fluency; moreover, I often need to be aware of the communication cycle for achieving the goal of the team. Effective communication within a workplace such as in the technical office of the company can keep the team members involved in the delivery of focused-customer that increases the commitment

towards the organization along with making a better relationship including the understanding needs to be present within me and the team.

The relevance of tone, level of formality and language in the management communication

Effective communication is one of the most important aspects of an organization as it can create an environment of mutual understanding between the employees and the managers (Sharp and Brumberger, 2013). According to the theory of communication, a communicative platform needs to be composed of formal tone, maintenance of formal language along with the etiquettes that need to be a high level of formality, which I have implemented within me. In addition, it can also help in increasing the productivity of me; moreover, the managers and I have various ways of communicating. According to Galegher *et al.* (2014), a proper communication style is composed of proper tone, appropriate language along with the level of formality. I as a manager, while communicating with the staffs, I need to maintain a medium tone of voice, should use the professional and courteous language at all the times, moreover, it needs to convey the strength along with confidence thus, the other staffs can more be likely for agreeing or accepting my messages. In addition, more the formality and professionalism the higher authority including me maintain more respect the employee including the staffs pay.

In addition to the professionalism, I must not be arrogant or over-confident thus, my other employees can feel easy along with a connection to me. As being a professional manager, I need to use the appropriate formal language within my workplace, it can maintain the formality level of the working environment and my juniors can learn etiquettes from me (Sigmar *et al.* 2012). It is important for all the employees, whether they belong to junior level or they belong to a higher authority, they all need to refrain the use of slang, improper grammar, or discriminatory and sloppy or derogatory language. I need to be an assertive communicator, thus I can be effective while expressing the thoughts including the feelings in a respectful and clear manner, and I can deal with the issues without being violated or need to insult the others. As the assertive communicator, I need to maintain a calm body language, I need to involve in active listening and I need to maintain the self-control power (Ceschi *et al.* 2014).

The effectiveness of verbal including the written communication

Effective communication needs to be carried not only by the managers or me but also by all the employees in order to achieve the success of an organization as I have achieved. I also need to have effective skills of communication thus; I further help the staffs for developing the communication skills via either written or verbal communication (Cardon and Marshall, 2015). It is because my team members in my organization can communicate efficiently and effectively with each other including the external stakeholders of our company such as customers, shareholders and many others. They all are much likely for performing well. It is further needed for increasing the efficiency, making the customers satisfied and improving the quality of the products or services that my organization deals with. Within our organization, the most important components of a communication process, which can be selecting an appropriate channel of communication.

It further can mean by which the messages can be transmitted; there are two types of channel, the non-verbal and verbal communication (Ainsworth, 2013). Verbal communication is the spoken messages, which we can share with the others like the meetings of an organization, presentation based on the project, telephone, and handover. Furthermore, the platform on which the verbal communication can be performed such as on telephone, face-to-face, Skype, social media application and many others. Within an organization, if it is a healthcare setting, they can ensure, which they can speak concisely and clearly by using the principle as KISS (K=Keep, I=It, S=Simple, and S=Straightforward) in a more friendly along with professional manner to their colleagues, leaders, and clients. Written communication can include emails, memos, forms, and letters that I make sure that this is a simple and easy way for understanding, avoiding slangs, along with discriminatory languages (Waldeck *et al.* 2012).

Non-verbal communication is based on sharing the information without using the words for encoding the messages. According to Hynes (2012), this type of communication can further be used in the conjunction alone or with the verbal communication. Signals based on non-verbal can help me for relating to someone on a more deep level than the verbal communication, which is able for doing on their own. Using the communication based on non-verbal style allows me for complementing, emphasizing, substituting and contracting the meaning behind a verbal

communication. Cues of nonverbal such as body language, facial expressions, gestures and eye contact can be the powerful tools to successful skills of communication, therefore making the communication skills more effective (Adler *et al.* 2012).

Conclusion

After analyzing the importance of business communication style in terms of working within a team, it can be concluded that having an effective communication for an organization is an important aspect of them. It is because the way through which an organization including me can communicate with others such with our own employees, or with our customers, or with the other companies and stakeholders, that way can be a reflective image of our reputation. In addition, our organization's each employee need to maintain a formal tone, body language and a formal level of professionalism, this can maintain the inner peace of the working environment and image of our organization on the eyes of the public. Moreover, I along with my higher authority of our organization can be an inspiration or role model for their juniors, if we maintain a calm body language and communicate with them professionally well.

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