

Subject: Effective Team
Working And Communication

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1.0 Introduction

Communication is the process of passing information from one person to another. It is the act of sharing ideas, facts, opinions, ideas, information or emotions with others inside and outside the organization and using channels to build mutual understanding and trust. (Business jargon, n. d.)

Wrong communication channels

People use many different communication channels these days. The same goes for companies, especially large corporations. This complexity of the communications ecosystem makes it difficult for employers to ensure they are using the right channels to notify employees and provide relevant information in a timely manner. K. Martic (2022)

Demographic and Cultural Differences

The way people communicate with each other can vary based on demographic and cultural differences. If the communicator is not aware of these differences, communication barriers can arise. Therefore, it is important to find common ground in effective communication and adapt to the work culture of the organization for effective communication. K. Martic (2022)

Wrong Communication Technology

Communication techniques can make or break any organization's communication strategy. In the sea of available technologies, employers need to be able to find and implement solutions that best suit their organizational needs and goals. Fortunately, modern internal communication solutions are designed to address the biggest communication barriers. K. Martic (2022)

Lack of personalization

Lack of personalization is one of the biggest reasons for disengagement. When recipients receive information that is irrelevant to the nature of their job or that is not of interest to them, they are more likely to ignore future communications. K. Martic (2022)

Unmet needs and expectations

Lack of communication can lead to unmet expectations. Teams miss deadlines, clients miss appointments, and people on projects don't seem to know what their roles are. When employees can't figure out what their priorities should be, they tend to choose the wrong things and end up letting their bosses down. Without clearly communicated expectations and priorities, it is impossible to know where to start and how to effectively complete a project. A. Kinsey (2019)

Low moral and high turnover

When people deal with strong emotions, they spend more time than usual on emotional management. Productivity drops, and morale is replaced by a sense of ease in getting through the day. Workplace survival patterns can be a real problem. When business relationships are damaged and beyond repair, trust is lost, making it difficult to work together to meet deadlines. When people miss deadlines, they tend to feel bad about performance. A vicious cycle prevents teams and businesses from reaching their true potential. A. Kinsey (2019)

Physical and mental health issues

It's not uncommon to experience the effects of mental or physical health when both work and home are problematic. Mental health issues and chronic health problems are more likely to arise during times of stress, especially when employees don't have access to stress relief, don't have the energy for self-care, or lack emotional management skills. When these problems arise, encourage appropriate professional care and use this as an opportunity to turn things around. A. Kinsey (2019)

Dissatisfied clients

Unhappy customers can be a sign of poor communication. When a team misses a deadline or an appointment, superiors often get frustrated and stressed, but so do clients. If your client is counting on phone service to start before the grand opening and your installation team misses the deadline, your client may be running out of money. If your legal team isn't quite ready to take the case in court and it's heard at the last minute, the ruling could go against your client. When a caregiver misses a deadline, it can mean that a patient isn't getting their medication or bathing on time. When customers are unhappy, they often take their business elsewhere, costing your company money. A. Kinsey (2019)

2.0 Models Of Communication

Schramm's Model of Communication

The famous communication theorist Wilbur Schramm proposed a simple communication model in his book "The Process and Effects of Mass Communication". In the model, Schramm, like Aristotle, always requires three elements for communication—source, message, and destination. Ideally, the source encodes the message and transmits it over some

channel to its destination, where it is received and decoded. Schramm's communication model was proposed by Wilbur Schramm. Schramm proposed in 1954 that communication is a two-way process where sender and receiver take turns sending and receiving messages.

Information is useless unless and until it is carefully written and communicated to others. Coding plays a very important role as it initiates the communication process by turning ideas into content. The Schramm communication model provides a classical communication method and interpretation. It can be used to determine how two people communicate when exchanging information, ideas or attitudes. The model is adapted from another theory.

This model is adapted from another Osgood theory and is therefore also known as the Osgood and Schramm communication model or the encoding-decoding communication model. Therefore, encoding and decoding are the two most important factors for effective communication, without them information would never flow between two people. (Osgood study, n. d.)

Shannon and Weaver Model of Communication

In 1948, American mathematician Shannon, electrical engineer and American scientist Weaver jointly authored an article in the "Bell System Technical Journal" entitled "The Mathematical Theory of Communication", also known as the "Shannon-Weaver Model". Communicate.

This model is specifically designed to develop efficient communication between senders and receivers. They also found a factor that affects the communication process, called "noise." Initially, the model was developed to improve technical communication. Later, it was widely used in the field of communication. The model deals with various concepts such as information source, sender, noise, channel, message, receiver, channel, information destination, encoding and decoding. (Communication Theory, n. d.)

Berlo Model of Communication

David Berlo's SMCR communication model represents the communication process in its simplest form. The acronym SMCR stands for Sender, Message, Channel and Receiver. Berlo's SMCR Communication Model (1960) describes the different components that make up the basic communication process. Because this communication tool also emphasizes the encoding and decoding of messages, it can be used for more efficient communication. As early as in ancient Greece, Aristotle had already written about the process of communication. He describes three main aspects of all forms of communication: the speaker, the subject, and the person receiving the information. He believes it is the listener who decides the meaning of any message. Similar to modern propagation theory, Berlo's SMCR propagation model describes four components of propagation. (Tools hero, n.d.)

02. According to the National Institute for Healthcare Communication, good communication skills can also help you create better outcomes for patients who are involved in treatment and interested in managing the disease they are struggling with.

It could be as simple as convincing someone with heart disease to consider trying to lose weight, or as complex as helping those struggling with medical dilemmas find solutions that actually make them feel happy and safe. The key is knowing how to talk to someone -- and how to interact with them in a productive way -- can fundamentally change a patient's experience and potentially change their life.

03. Disadvantages of a mobile phones

Sleeping Issues

Excessive cell phone use can seriously affect sleep habits. People use their phones even while sleeping. At night, some people get stuck on their phone screens, seriously affecting their sleep habits. (S. Jaiswal, 2021)

Accidents

People are trapped in their phones, even walking or driving on the road. Using a cell phone while driving can cause accidents and endanger the lives of others. Using a cell

phone while driving is very dangerous as cell phone users can injure them while driving and possibly kill others in an accident. (S. Jaiswal, 2021)

Health Problems

Excessive cell phone use can lead to health problems such as swollen eyes and other vision problems. Cell phones include mental disorders such as anger, depression, anxiety, nervousness, and more. (S. Jaiswal, 2021)

Cyberbullying

Cyberbullying is sending, posting or sharing negative, false and harmful content about others. Research shows that most students and teens are cyberbullied. Cyberbullying puts someone's life at risk. (S. Jaiswal, 2021)

Disadvantage of Internet

Addiction, waste of time and causes distraction

If anyone spends a lot of time on an internet connected device, he may become addicted to the internet. An internet addict will cause him to spend his precious time online instead of doing something productive. Therefore, anyone addicted to surfing the web can also affect workplace productivity. (S. Jaiswal, 2021)

Bullying, trolls, stalkers and crime

A person who uses the internet a lot may face abusive or troll people. Another problem of cyberbullying has also grown rapidly over the years. From time to time, you can be tracked by hackers or unauthorized people on the Internet; they can steal your personal information and be harmful to you. (S. Jaiswal, 2021)

Spam & advertising

Compared to traditional advertising methods such as television, newspapers and radio, the Internet is the best place to advertise any service or product. But you may see more spam in your inbox than in real life because digital advertising can be sent at scale. (S. Jaiswal, 2021)

Pornographic & violent images

In modern times, there is a huge amount of content available on the Internet. In addition, there are various resources that contain large amounts of data, such as Wikipedia, and some less-than-ideal sites. As a result, users may see pornographic or violent images that they may not want to see while using the site. (S. Jaiswal, 2021)

Case Study

THE PROFESSOR and THE VILLAGE PEOPLE

A Professor of English at a well-known Welsh University lived in a large house not far from a little village. He never went into the village but shopped in the town near the University because he had nothing in common with the village people, who were largely uneducated and did manual jobs.

One night, the professor fell asleep while smoking his pipe and the pipe fell onto the carpet and started a fire.

When the professor awoke and saw the house on fire, he rushed into the village, screaming:

‘The edifice is being consumed by a great conflagration!’

‘The edifice is being consumed by a great conflagration!’

The village people looked at him and continued doing what they were doing

‘Don’t you understand?’ He said. “The edifice is being consumed by a great conflagration!’

They ignored him.

When the Professor returned home, he saw that his house had been destroyed. He sat down on the ground and wept.

The next day, he went into the village crying. 'Why, oh why didn't you help me? My home has been destroyed by the fire. I came and begged you last night.' He wept.

'But Professor, why didn't you say that your house was on fire? We would have helped.'

So, in this case study the Professor would have got the help he needed but was because nobody understood him because he was speaking in big grammar that no one understood. If he had spoken in simple English, he would have got the help he needed from the villagers, as they were ready to help but did not understand big grammar, he was using to convey the message. In other words, there was a lost in communication while complex English was spoken, instead of simple English. The professor's language lack clarity, it made it complicated for the villagers to understand him by helping him.

This communication will be attributed to Berlo's type of communication because both the village dwellers and the professor do not have similar social background and culture. It is because both do not have no similarity in social background and culture, therefore there was an overlap in communication.

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