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Report

Effective TeamWorking & Communication



BMSW4002

UNIVERSITY OF WALES

TRINITY SAINT DAVID

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1.Introduction

Introduction

This is a report about the role of communication in the workplace and about the impact on social-human relationships.

In the first part I will explain the concept of communication, how it appeared and how it is used. I will also explain the communication types and models like Concepts of Shannon and Weaver , Schramm, or Berlo .

in the second part I will analyze the exercises in class and statistics made personally through friends. I will annex articles that will support my theory about communication in 21st century in appendix.

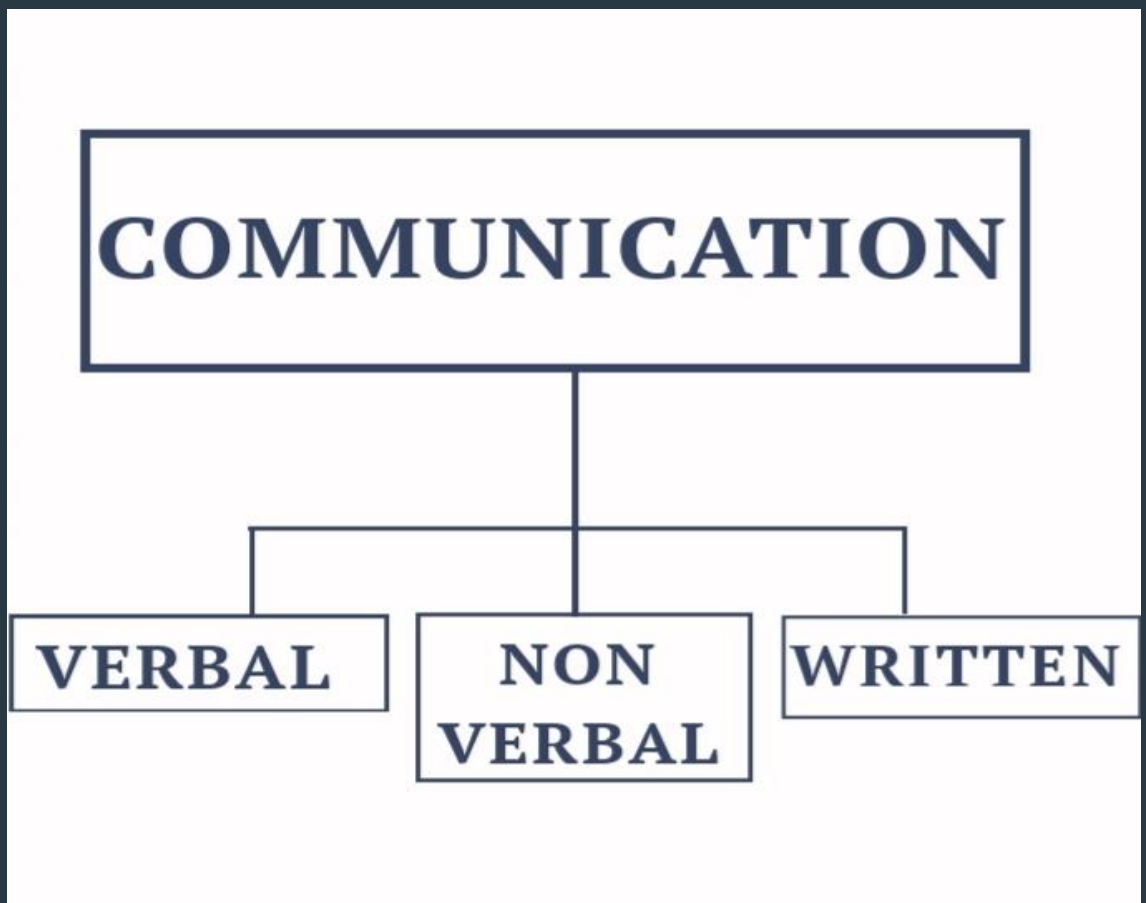
2.Methodology

My methodology include research and self -analysis of communication

For example I review course material e.g. units on mooldle and in class exercises .Also I used information from my books and I make my personal research(poll about communication on the workplace.

3.The evolution of communication

Before defining communication , I would like to start by answering a question: How did communication first happen? Some might say that it appeared with the ability to speak ,but it is not so , it appeared much earlier with the ability to draw and explain in hieroglyphics during the Paleolithic Age. The function of these "ornaments" was not primarily communication but expression, which is why it is called a "prehistoric art". However, these pictorial representations constitute the documentary basis on which the history of the first means of communication is constructed, even if hypothetically: speech.



(Made by author)

4.2 Verbal Communication

Verbal communication is used daily, representing the transfer of information through oral language, between a sender and a receiver. The person who sending a message must follow some parameters to transmit an explicit and organized message.

To maintain the receiver's interest in conducting a productive discussion is absolutely necessary .The listener is curious and listens to the information and processes it, only if the transmitter transmits the information to him with confidence in what you says, if you offers confidence, if you offers confidence.The ability to communicate effectively is paramount to a good manager, as he / she works with the staff and provides the necessary instructions to work .

For this you need to promote an open communication with the staff, he / she has to trust you, the message is transmitted concretely, the feedback of the employees to know what you have to work with.

Factors That affect Communication:

Some of the factors that can affect communication are: language barriers, not capturing emotions, hasty conclusions

We can categorize these factors into two categories:

- internal

- external

I. Internal factors:

- Language barriers: verbal or auditory deficiencies.
- Language barriers: superficial vocabulary
- Wrong impressions or emotions

II. External factors:

Communication channels

Communication climate: the atmosphere, the conditions under which the communication process takes place

- Physical disturbances
- Interference - noise

- Location and time of transmission of information

Communication is important within an organisation. An example of poor communication management in the workplace according to appendix is presented to the case study BARRY AND HIS STAFF.

When the "some new employees are put right into the job without training"(case study) he don't he can not to organised their time effectively for all employees to be trained.

Another problem as the language,because English is not the first language of the employees.

Another problem is drawing a conclusion. e.g

Although all these problems have very simple solutions. Barry need to organize his time in a productive way to train the employees,and the employees will not make mistakes. For employees, of course the most important is understanding and one solutions is to put large signs all over the kitchen e.g." Keep hot Food." and translate in languager employee , I propose for Barry to take some time management and teamworking trainings, which will help him to developed his skills as a perfect supervisor.

3.3 Non-verbal Communication

Myths are the clear proof of the longevity of good nonverbal communication, where the message was transmitted clearly, sometimes exaggerated, but with a strong impact .

In the workplace, non-verbal language is the one that speaks most about us, either at a presentation or an interview. Gestures such as forced smile, or inadequate body position actually demonstrate how we really feel.



During a verbal conversation with an individual, you will often send and receive communication through a variety of gestures and actions. These actions/gestures are known as nonverbal communication. Nonverbal communication refers to the transmission of a message by a medium other than speech or writing. It is estimated that the occurrence of nonverbal communication outweighs that of verbal communications during a normal day. Below is a discussion of several different ways we communicate nonverbally. The communication is very important in the workplace.

"Mehrabian's (1981) seminal research on the importance of nonverbal communication

- 7% from verbal cues (words)
- 38% from vocal cues (volume, pitch, rhythm, etc.)
- 55% from facial expressions (smiling, frowning, etc.) and other body movements(arms crossed, eye contact, etc.) (Maund et all.,2017)."

But in the Bulgarian culture the movement of the head from right to left or vice versa expresses the affirmation, but everyone knows it as a swim. What creates confusion in communication. We can see what , facial expression is the most important way to send a message .

Facial expressions

For example Charlie Chaplin is a symbol of nonverbal communication, being a symbol of silent film. Although he was a character with a melon and a stick, he managed to convey to the public emotions, without using words, by pantomime bringing the spectators' smiles.

3.4 Written Communication

Written communication is extremely important in the workplace, especially if you are a manager or you generally work with people. The written information must be adapted according to some parameters.

During the hours of Teamwork and Communication I have improved my ability to write an official email (appendix)

In fact, written communication is the most common form of business communication. It is essential for small business owners and managers to develop effective written communication skills and to encourage the same in all employees. Business letters, reports, polls, etc. According to appendix the business letter needs to include:

- The first paragraph where the situation is briefly presented.
- The second paragraph where the problem is presented in detail or offers a solution to the problem presented in the first paragraph.
- And in the last paragraph it describes the measures to be taken, or an advice or can express a wish.

Finally, the identity of the signatory and its status, the date and place in which it was conceived, the clear message and the object to be understood as easily as possible.

In the unofficial communication, we can use unofficial formulas of politeness, the message must be clear, short and on the subject. And of course let's not forget to indicate at the end to indicate the signer's identity

It is essential that the message has clarity, efficiency at the level of structure and an appropriate vocabulary, words with a specialized character and a technical character.

And from the point of view of spelling style it is paramount.

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Written communication is simply cognition and can be interpreted in a number of ways, assuming then the written communication is actually read of course! .

4.Models of Communications

These are 3 of the most known and used communication models that are used .

4.1Shannon and Weaver -Model of Communication

“The most well-known and influential formal model of communication, developed in 1949 by Claude Shannon and Warren Weaver (see communication models). It is a transmission model consisting of five elements: an information source, which produces a message; a transmitter, which encodes the message into signals; a channel, to which signals are adapted for transmission; a receiver, which decodes (reconstructs) the message from the signal; a destination, where the message arrives.”(Oxford,2011)

Through this model it is possible to evaluate the way of transmitting the information, about the efficiency and the speed of the transmission. We can summarize this model by the phrase: The source decides what message to transmit, through the transmitter, the message is transmitted on a channel to the receiver which can be jammed with the involvement of external / internal noise or sources, and at the end it receives feedback.

In the appendix no. THE PROFESSOR AND THE VILLAGE PEOPLE

The in-class exercise ,’The Professor and the village people ’ is about a professor who never went into the village and he think that he had nothing in common with the village people .

The teacher who came from another region of the country, arriving to teach in a Welsh village did not interact with the citizens or neighbors . In one night the house of professor started a fire he used his language to call people and the used an academic language , and people did not understand what he wanted. Thus, his house was burnt down, he was disappointed he asked why no one came to it helps.

4.2Model of communication : Schramm

“The Schramm model of communication seeks to explain how meaning is transferred between individuals, corporations, and others The most commonly taught and widely used theory of communication is that proposed by Wilbur Schramm in the late 1940s. (Blythe , 2009)” This model is focused on the idea of feedback. It is no longer explained about the importance of the receiver and the particular transmitter, but together, having a dynamic role. And the punch is not interpreted as playing an important role in the transmission of the message. This communication model is circular.

4.3 Berlo - Model of communication

“In 1960, David Berlo postulated Berlo’s Sender-Message-Channel-Receiver (SMCR) model of communication from Shannon Weaver’s Model of Communication (1949). He described factors affecting the individual components in the communication making the communication more efficient.(Businesstopia ,2018)
This type of communication has 5 characteristics that explain the transmission of a message

- 2 coding(spoken / written)
- 2 decoding (listening and reading)
- rational / thinking

Where the communication and behavior of the encoder are affected by the knowledge they possess. Or more clearly said refers to the Source, Channel message and receiver.

5.Communication on the workplace (own research)

Communication at work plays a very important role.First of all, it creates satisfaction and the employees are productive.

Assertive communication prevents the appearance of conflicts in the workplace,, which leads to mutual respect between employees. Thus, professionalism is encouraged.

The client will be satisfied, and the employee will work in a quiet environment, which creates productivity, but also the quality of work.

In order to find out what my friends think about communication in the workplace, I created a survey where 16 correspondents aged between 16 and 42 participated. Thus I found out what communication problems workers from different age groups from different countries, such as France, UK, Moldova, Romania face. Communication is the key to success, so I propose an analysis of my poll that I made with the support of friends.

Although non-verbal communication with the most impact in transmitting a message, correspondents appreciated verbal communication by 80.%, while non-verbal communication by 20%. When asked what are the impediments to effective communication, most answered the amalgamation of ideas that were transmitted unintentionally and disturbed the message, as the biggest problem when transmitting a message.

When asked what factors determine efficient communication, most answered:

- Team
- Respect
- Clarity in exposure and attention
- Patience
- Respect
- The fact that a message is concrete gives the caller a clear picture of what we are trying to say.
- Predisposition of the parties to communication
- Understanding

In 21st century communication is a real challenge. Most young people use a new mode of communication, namely emoji, or distinctive signs. Which reminds us of our ancestors and about heroglyphs. I always try to get my friends back to live in real life, to live moments in life.

Conclusion

In an organization communication is the key to success. When there is tension in the workplace and the atmosphere is relaxed and favorable for the employees, the work is produced qualitatively and efficiently.

This psychological femonem is increasingly being addressed lately because it has been realized to be fair. A man who does not communicate, who is introverted is an inhibited person in himself, who will not be able to profess, developing our ability to communicate effectively gives us development opportunities, we must take advantage of them

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[msopen=%2Fmember%2Fsign_in%3Fprotected%3Dtrue%26redirect_to%3Dhttps%3A%2F%2Fwww.kateanthony.com%2Feg-module-3-week-2](https://www.kateanthony.com/?msopen=%2Fmember%2Fsign_in%3Fprotected%3Dtrue%26redirect_to%3Dhttps%3A%2F%2Fwww.kateanthony.com%2Feg-module-3-week-2)

Accessed : 9th of December 2019 (8:56 pm)

Berlo model of communication image

Available : <https://votermpapervahp.maricopainnovates.com/berlo-s-smcr-model-of-communication-jezaxod3022.html>

Accessed : 9th of December 2019(9:30 pm)

Exercise2: COMMUNICATION: A CASE STUDY

As you read their case, think about how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case and, wherever possible, say whose communication model is relevant.

BARRY AND HIS STAFF

Barry is a 27-year old who is the manager of a restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working there range from 16 years old to 55 years old. In addition, the employees come from varied cultural and ethnic backgrounds. For many, English is not their primary language.

Barry has a Health and Safety (Food) Certificate and tries his best to keep up with food safety issues in the kitchen, but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often hurried, and some new employees are put right into the job without training if it is a busy day.

One day Barry overslept because he had been working on his car until 2 a.m. He was rushing around and realized that he didn't have a clean uniform. However, he managed to find one that was not very dirty. As he dressed, he realized that he needed a haircut and a good hand scrubbing, especially after working on his car.

When he arrived at work, he dashed into the kitchen and noticed several trays of uncooked meat on the work tops. They appeared to have been sitting at room temperature overnight. He called one of the kitchen staff and asked: 'Why did you leave the chicken out when I told you to put them in the fridge?'

The man replied: 'I heard you screaming but I thought you were trying to talk to the chef above the noise of the food mixer he was using. I didn't know you were talking to me'. Barry is frustrated and doesn't know what to do. He felt like he was beating his head against a brick wall in trying to get his employees to practise food safety.

He has made many efforts to get them to learn how to handle food safely. He has put large signs all over the kitchen: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS OFTEN.

Questions:

1. What are the communication challenges and obstacles that Barry faces?
2. Which communication models can you use to explain Barry's problems?
3. What solutions might Barry consider in addressing each of these challenges or obstacles?

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Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Ms. Mary
Dear Madam December,

I am writing to you because our department need improve, and we have a wonderful opportunity, our company is invited on communication skills summit 2019, on 15th december to 30th on Intercontinental Hotel. And you can improve your non-verbal communication, because you have a serious problem and sometimes you send the wrong message to employers.

I think this (could) course would improve your skills and relationship with fellow workers. Because you are a great supervisor and we need you in this company. I sent you the invitation and agenda. I waiting for your answer.

Please contact me, if you have any query.

Your faithfully,

Anna Smith

Director of Communication
Global Intn. Company
0747560071
globalcomm@aet. ac. uk.

Very good

Lecturer's signature: 

Date: 16/11/19

Ex.1. Read the following passage and answer the questions.

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 completely 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.'

Q1: Why didn't the village people help the Professor?

Q2: What should he have done to get them to help him?

Q3: Whose model of communication do you think can explain this situation?

Q4: Why?

Welsh
The village people didn't help the Professor because the sender (English Professor) didn't send a clear message to people. He should get a simple and effective message. Because in this village people are Welsh, not native English. Line Berlo's Model of Communication the message was destroyed by knowledge. He never went into the village, the reason was that he believed "had nothing in common with the village people". We see a consequence of non-communication. And we can see also that feedback came later when we ask why "no one helped".

Lecturer's signature: _____

Date: _____

① Communication challenges and obstacles for Barry:

- a) Attitude - he wants to be a perfect supervisor, but he ^{doesn't} miss the most important moment (time management), and doesn't send to employees the clear instruction.
E.g. high turnover of employees, training is often hurried, and some new employees are put right into the job. how is time man
- b) Language - problem with understanding employee-supervisor.
E.g. "For many English is not their primary language."
- c) Jumping to conclusion - "Why did you leave the chicken out?" First of all he need to ask "why?"

② Communication model used by Barry is "Concepts in Shannon Weaver Model".
Because the sender (Barry) sent a message who was disturbed by noise/mixed. which

③ But Barry have a solution, he put large signs all over the kitchen.
E.g. "KEEP HOT FOOD" But I think he need to translate in language their employees to be more safe. ✓

Lecturer's comments:

Good attempt.

Lecturer's signature:

Date:

16/11/19