

Communication skills at the work place.

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Introduction.

The purpose of this report is to analyse how we communicate at the work place, what is communication, and what is the importance of this skill at work place or University. This will be done by different aspects of communications, such as module of communication, type of communication, principles and barrier to effective communication.

What is communication

“Communication is the exchange of thoughts, information, or ideas that results in mutual understanding between two or more people”. (Griffiths 2015)

Communication is a process of transmitting and receiving information. Communication is a process of sharing ideas and explaining thoughts. Through communicating individuals can know each other, can discourse ideas and share opinions.

The importance of communication is that can help employers and employee to understand what they need and what they must do at the work place. To have a good communication skill is a big opportunity to success. A good communication is not only speaking, there are more points in communication like writing, understanding, listening. For a Social Care the good communication skill is very important, to understand your patients and to be receptive in what they need.

“Good communication is understood to mean both the intelligible exchange of information and the mutual of recognition of the must appropriate way to participate in the exchange”. (Cordela 2004).

Type of communication.

- **Verbal communication.**
- **Non verbal communication**
- **Writing communication.**

“Verbal communication is a type of oral communication wherein the message is transmitted through the spoken words”. (Fussell 2002).

Verbal communication can be use between individuals by using speech. For an effectiveness of verbal communication depends of volume and clarity, individual must speak loudly and clearly. A Social Worker have different type of patients, can be elderly, can be disable or deaf. So, individuals need to have a good verbal communication.

Must of the employee look for employers who have a good communication skill. Employers who can understand and communicate. Therefore, at my work place we use verbal communication, for example: In the morning when I arrive at work place, first thing we salute with each other. We can have a small conversation about, work, news, weather, can be anything. We must listen each other to receive the message make sure we understand the message ang give the feedback. Over the time we have meetings, where we communicate about job what we must do, how to manage with colleagues and patients to have an

effective team and good communication at work place, how to organise the day to be more effectively.

“Nonverbal communication is about all those ways we are communicating with out words”. (Wahl 2017).

Nonverbal communication included communication with out spoken words, like gestures, movement, eye contact, facial expression. For example, at my work place I communicate with gestures like to show something with our hands, for example: just point our hands in that direction, or take un abject in our hands and show. Or, if I are agreeing or disagree with something, I can just gesture with my head. I can understand if a person is happy by her/his face movement, smile or sad face. And, I use eye contact, facial expression and of course dress.

“Written communication is any message written and exchanged between two or more person”. (Schmitz 2016).

In our days writing communication is the most effective module of communication. It must be clear with a good grammar spelling and punctuation. In writing communication is including:

Letters.

Memos.

Reports.

Letters can be formal and informal. Formal letters are written for official or professional communication. Informal letters can be written to friends or family and can be done in a friendly way.

Memos are short note using for remanding something. Sending by one person to another who work in the same company or organisation.

Reports are used for specific periods or events and can be use in writing or oral form.

For employee is very important that their employers have a good writing communication. This means that employers with a good writing communication can write letters, mail, reports and can communicate in writing way.

For example: at my work place we have a mail box where all workers can write his opinion about work. About suggestion and examples, how to improve our work, to be a good team and work together friendly. In addition, I can write on this email about my unhappiness at work place, and certainly about my happiness. This mail is confident to other.

At my work place I use social media communication too. I use WhatsApp, on WhatsApp we have a group chat with our colleague. Where I can talk about job, ask questions. It is an easy way for communicating with all staff in same time.

I write mails at my work place. Those mails can be formal or informal. By the exercise what we done in class at the University, I must improve my writing communication, on that time I do not understand so good about mail. I must develop more my writing communication by studying at the University, practising in written letters, mails and this report.

Styles of communication.

- **Analytical communication.**
- **Personal communication.**
- **Intuitive communication**
- **Functional communication.**

“Analytical communicators are unemotional but linear. They want confident communications that convey expertise including hard facts and numbers”. (Murphy 2017).

Analytical communication is a serious communication without feelings, emotional words and with a logical meaning of communication in a formal way. For example, at my work place analytical communication I use when our boss or supervisor ask about how much job we have done. Consequently, we must give an exact amount and time what we done and how we did, or to give an exact date and time when we will finish. We must avoid emotional language and we are very specific in what we are saying.

“Personal communication is emotional and freedom”. (Murphy 2017).

Personal communication is good for build a good relation ship, by using emotional language in an informal friendly and warm way.

At my work place I use personal communication with colleagues. I speak with colleagues in friendly way, and polite. All the time I try to understand my colleagues indifferent the situation is about. All of us have our personal communication style and is different for one another person.

In communication style there are 8 elements, which everyone has when communicated. Like a friendliness element, attention,

opens, emotional state, dominate and drama. At the work place is good opportunity to know, when and how to use those elements. Employers need to have these elements for a good communication. For example, at my work place I use friendliness communication. When I have a discussion with a colleague I can see if it is friendly or unfriendly by how he/she speak. In most cases I have a friendly communication at work, but sometimes can come up and unfriendly communication with colleagues, this leads to conflicts. To avoid this conflict with an unfriendly communication, I use emotional state communication, I try to be relaxed and present in discussion. To pay attention on what the other person wants to tell about. To be openness to discussion and expressive. Give a proper argument of what we talk about.

Sometimes at my work place dominated negative things of communication. I believe that in all companies or organisation persist this negative things, like gossip. Individuals talk bad things or can be good things about someone who is not present. If conversation is about bad things, I try to avoid this kind of conversation.

Therefore, at my work place dominate and positive things. All individuals in the world are different by each other. There can be positive things and negative things in the same time. Honesty is a good skill at the work place. Honest are those individuals who are clear and straight in what they are telling and what they are doing, they are original and stay in their own thru do not blame on someone or lying.

Barriers of communication

“Every step in the communication process is necessary for effective and good communication. Because the communication is a complex of give-and-take process, breakdown anywhere in

the cycle can block the transfer of understanding. Blocking steps become barriers of communication”. (Lunenburg 2010).

Individuals meet many times at work place barriers of communication. This can be language, background noise, oldens, cultural, and subtraction by a phone call.

At my work place the most common barrier of communication is the language barrier. For me, English is not my first language and like more colleagues at my work place I can meet difficulties in speaking and understanding. We are from different countries and with different culture. Different culture has different meaning of the words, behaviours and gesture, different manners and opinions. My vision of different culture can be a barrier of communication. I have different accent of pronouncing words. This leads to language barrier. Background noise can sometimes create discomfort at my work place. The noises from outside building or inside create discomfort of hearing, and I find it very difficult to focus on work. It can provoke anger, nervousness, can be strong emotions, and can make the communication less than efficient. Sometimes this can lead to a conflict between workers.

Models of communication.

- Aristotle communication
- Berlos's communication
- Shannon and Weaver communication.
- Schram's communication

“Aristotle model of communication advises the speaker on constructing a speech for different audience on different occasion and for different effects. This model is more applicable to public speaking”. (Narula 2006).

Aristotle model of communication is using in public speech. There is a speaker who have the role to deliver the message to audience. The audience is passive and listening to him. This make the communication process one way, from speaker too receiver.

“David Berlo’s models stand for Sender-Chanel-Receiver, wherein the sender is one who send the message, the receiver receives the message, which is transmitted through the channel where disturbances might occur”. (Revathi 2016).

Berlo’s models of communication is a communication between two persons that can have same communication skills and with the same knowledge, attitude and culture. This communication can be used to communicate teacher with teacher, or doctors with doctors. For example, I can communicate Berlo’s model with my colleague with same level of knowledge.

Shannon and Weaver models of communication.

“Discussion where made at the beginning of the process between the source and the transmitter, and at the end of the process between the receiver and the destination. Also introduced was the idea of the noise which is anything external to the process that might interrupt the transfer of information”. (Hooper-Greenhill 1994).

Shannon and Weaver communication is communication that can be misunderstanding by the noise. The sender send message but can come noise things in the way of receiving message to

receiver. For example: exercise what we did in class, about Maria and Pedro. Pedro works in a building site, where all the time is noise. When Maria call him and ask about to by a chicken, Pedro do not receive message clear by the noise what was at his work place.

Schram's model of communication.

“It is important to note that receiving a message is not the same as interpreting a message. You can be the intended recipient of a message, and receive it, without interpreting and understanding it”. (Novak 2019).

Schram's model of communication is about sender can send the message but the receiver can not percept it. For example: in class exercise about Professor and the village people. They did not understand what the professor said, because of the culture of the village people. Professor must speak with them in their understanding language.

Ex.2. Read the following brief and write a business email according to the instructions.

You are Director of Communications at your company and you would like an employee, Jack Daniels, to join your Communications Training team.

- Tell JD why you are writing
- Say what you have observed and like about his communication skills
- Tell him why you think he would be an asset to the team

Dear Jack Daniels.

No! Good morning Daniels. I'm Director of communication at your company. I would like to invite you to ~~enjoy~~ ^{join} our Communication Training team. From our conversation I observed you have a good communication skills. I think you have to joined the team because we need people with good communications skills. If you are happy to asset the team, please reply me on this mail.
Thank you.

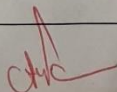
Yours sincerely; *

Director of communication.

* You need to use paragraphs. ~~your mail~~

* 'Best wishes' or 'Kind regards' should be used instead of 'your sincerely'!

Lecturer's signature: _____



Date: 24.07.19

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 you Task 1 (part of the Assignment for this module).

Student Name: OXANA Student ID: 1817133

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.'

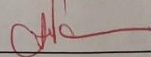
Q1: Why didn't the village people help the Professor?

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?

1. Because the professor ^{did} do not explain properly what happened, and they ~~do~~ did not understand what he said. ✓
2. He have to be more explained with them, he have to speak with them in their understanding language, and by the culture of the village people. ✓
3. The model of communication was SCHAM'S communication. ✓
4. Because sender do not give exactly message to receiver, and by the culture. ✗

Lecturer's signature: 

Date: 24.07.19

Student Name: Diana Morozan Student ID: 1817133
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 passage and answer the questions on the next page.

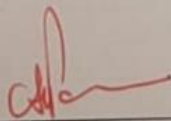
Case Study: A Day With The Chief

Mark is a top-performing salesperson at a pharmaceutical supply company. As a reward for his performance, he is treated to a trip to the corporate office in California to meet the chief executive officer, Ms. Mills. Ms. Mills is known around the office as the "Wicked Witch of the West" because of her short and sometimes abrasive demeanour.

Mark's co-workers share "horror stories" of their encounters with her, stating that she rarely makes eye contact, never smiles, and dislikes being approached unless she initiates the conversation. Although he is excited to travel, he is also nervous about what he and Ms. Mills might talk about. He prepares by thinking about how he can share his sales strategies and techniques. On the day of the meeting, he waits patiently for Ms. Mills' assistant to call him into her office. When he is escorted in to meet her, he is shocked to see a petite woman behind the large desk smiling back at him with kind eyes. He approaches, shakes her hand, and waits for her permission to sit.

Ms. Mills is nothing like the horrible person they made her out to be. Ms. Mills asks Mark several thoughtful questions about why he is successful, ways the staff can be supported, and how the company fits in with his professional goals. Mark feels more and more comfortable as she leans forward to listen intently to what he is saying. Mark loosens his tie, crosses his legs, and begins sharing stories of how he feels his immediate supervisor has dropped the ball on more than one occasion and that the team would be better if more money were allocated to incentives and bonuses. Mark immediately sees Ms. Mills' eyes begin to squint and her brow furrow. She stands up abruptly and says in a gruff voice that their time is up and that her assistant will show him out.

Lecturer's signature: _____



Date: 14.08.2019

1. Given the professional context, what would you have done the same and/or differently if you were in Mark's position?
2. Do you think Mark accurately evaluated the context? Why or why not?
3. What communication factors led to the change in the chief executive officer's disposition?
4. How could Mark improve his communication skills?

1. If I ~~were~~ in Mark's position, I ~~will~~^{would} not feel so comfortable, and cross ~~the~~^{my} legs. I will communicate with Ms. Hills in a polite way, and the main thing is about the money. He asked about money, and ~~felt~~^{felt} like a boss.

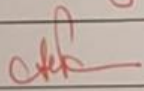
2. No. I think Mark ~~do not~~^{didn't} evaluate the context. Because he ~~needed~~^{needed} to speak about company and about staff. How to improve it. He ~~started~~^{started} to speak how good he ~~are~~^{is} and what he can change.

3. The chief executive officer needs to change her non-verbal communication.

4. Mark can improve his communication skills, to take some lessons about communication, and to practice it at the work place.

Lecturer's comments: Some good ideas but you have not clearly understood this case study. You also need to reduce the number of language errors.

Lecturer's signature: _____



Date: 14.08.2019

Conclusion

In conclusion this report focus on communication at my work place. There is different type of communication that we use at work place such us writing, verbal, nonverbal, barriers of communication and models of communication. Therefore, I need to focus on my communication skills including verbal, nonverbal, modules and types, that I need to develop over the time at the University. A good communication is a big opportunity to success.

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