

|                        |                                                  |
|------------------------|--------------------------------------------------|
| <b>Student Name:</b>   | <b>Mirica Teodor-loan</b>                        |
| <b>Student Number:</b> | <b>1808623</b>                                   |
| <b>Module No:</b>      | <b>BMSK 4002</b>                                 |
| <b>Module Title:</b>   | <b>Effective Team Work and<br/>Communication</b> |
| <b>Lecturer:</b>       | <b>Dr Isaiah Oino</b>                            |



# **'COMMUNICATION**

Communication is a transmission of thoughts, information or emotions from a person to another and it can be delivered through different channels such as speaking, writing or even body-language (Maund, A. Schrienk, M. Tinkler, P., 2017 p. 47)

Since prehistoric time we learned that our ancestors use to communicate in their own language, although it was not that evolved as today or with all this technology that is helping as in 21<sup>st</sup> century, they still found a way to understand each other. It is known that in that time period words were not spoken that much, and the main channel of communication was body-language, signs and gestures

Leaving prehistorical time behind and coming closer to a modern era, we discover that people can communicate even on a higher distance without being close to each other. History is giving us some of this example which are smoke signs that can transmit a location and on the same level we have the famous lighthouse that guides the sailors to the right path. None of these two is a spoken or written communication, but is still transmitting an information, it has a sender, channel and a receiver.

Let's not forget the methods those who fought in the war used to apply so they can determine where the enemy is located or to communicate between them, without using words or any other ways that we are familiar with in these days. All of us heard of the Morse Code, although most does not know how exactly works, well Morse Code is defined like this, every letter in the alphabet is represented by a sound signal, every letter has a different combination of sound and these can be short or long signals.

As mentioned, early communication has more than one way to be delivered, most common are spoken, written and body language.

In 21<sup>st</sup> century most of the people are familiar with spoken (Oral), which is a verbal way to communicate, on the other hand, body language, written words and other way to communicate are a non-verbal transmission.

Even if physical signs or facial expressions are used often in today's communication is difficult to understand some of them, the lack of knowledge made us careless about some of the postures, hand signs and other forms of physical expressions that can transmit emotions or

even a state of mind (Argyle 1988, cited in Maund, A. et al, 2017 p. 70).

Facial signs are easier to understand and can relate the desire of the source through the expressions, it has the same transmission of information's as other body signs but with a stronger effect, some of them are happiness, fear, sadness, excite (Gosselin, Gilles, & Dore 1995, cited in Maund, A. et al, 2017 p. 78).

A huge part of facial expression is revealed by the use of our eyes, everyday environment data is processed viewable (Morris, 1985, cited in Maund, A. et al, 2017 p. 78)

Verbal or oral transmission is a way to communicate using spoken words, these includes face to face conversations, which is the most common, the transmitter has the power to be understood clearly by the receiver. Other ways to communicate verbally are telephone conversations, classroom lectures and business meetings, these can be delivered in spoken words but the difference between face to face and the conversations over the phone or using other channels is the delivery can be interrupted or even not clear and the receiver can have issues in understanding the message. With the help of technology, using social platforms or even special programs designed to help and make an easier way to deliver or receive a message, these programs can be classified as "voice message". Social applications as Facebook , Skype , Instagram and so on, besides the fact that can be used to deliver a message in a fast way , it can provide very well ,a so called "video call " .A video call can be explained as a modality to see the person as well as spiking in the same time, it's mirroring the reality as the individuals can sustain a job interview or being in touch with an old friend , it gives the advantage of visualising facial expressions and determinate a better understanding regarding the message .

Non-Verbal communication is a way to transmit a message by writing words witch mirrors the oral communication , on different types of platforms such as E-mail, Facebook, Twitter and many others .These are some of the ways now days written communication is made although back in the day it was made by using letters, posts or telegrams , these types were written on paper and delivered with different means witch was not easy . We all seen scenes of fearless army that had couple of hose riders in front that were send by the king to deliver a message to an enemy territory , upon them had a letter

that will inform the opposite army if they will surrender or will fight , the response was simple and gave a clear response , the horse riders could come back with gifts and gold which was a positive feedback or with their heads off which was not a great response and a war will follow . Leaving since fiction behind, there was a way to deliver a message back then, with horse riders or courier, of course wasn't the only type, birds well trained to deliver a piece of paper which contains a message, and to come back to the owner with a response.

As mentioned earlier communication is a way to know, understand and classify others. Long way has come since first type of interaction between transmitter and receiver has made and with the help of technology we succeed to evolve and bring communication to a higher level. Communicate with others in day by day life and even at work, with a proper way to transmit a message and succeed to be understood it could make any difficulties encountered to be much easier to resolve.

Communication at work it's very important, it can have a huge impact in a well delivered and clear message that can offer a positive result, the company can improve sales and comprehend any potential issues that can affect the profit. The form of delivering a message while in charge with a high number of employees, can differ from a person to another. Calmness and rationality play a key role in delivering a message as a leader, having a positive attitude and social skills are highly rated, having those is most likely to be successful and achieve every desire.

Every company has a different way to communicate with their employees, depends of the value of the information, and if it's a personal addressed or public made. A personal addressed message is when only one specific person receives it and contains files that only that person it's responsible with, regarding his work field or other inquiries. A public made message is when an information is delivered to every staff member and it has the same cause, content and purpose. Different channels and ways are used in delivering process, depends what type of work it is and the company standards. It can be done via E-mail, WhatsApp, Skype and so on, all of these are digital channels to replace the paper post and telegrams.

Face to face communication at work is usually made by gathering all the staff members in a room where a share of verbal( oral ) information will be proceed . These types of assemblies are called

business meeting or lectures , the sender has the power to deliver a message and to explain it , if is necessary , the audience has the power to respond and to share different opinions .

For a better understanding I will give an example from my work field, how my manager communicates with his employees, how we communicate between us as colleagues, the channels we use to deliver a message and even hands signs.

I am working in a restaurant and in my opinion a good communication and team working are essential in understanding the customer needs and our manager target.

Main ways our manager communicate with us is throughout E-mail, which will contain every person work program and other information regarding restaurant sales, issues and progress.

WhatsApp is another way our manager communicates with us, although can send a personal message or if desire to make it public, the message will be sent on the group where all the staff members are connected. These type of messages on the WhatsApp group are day by day equerries, problems, or a congratulation messages, even if he is not on duty, he may send a message to announce something and vice versa, every member can respond or share his opinion, even is not on duty.

Regarding major changes like staff issue, menu changes and new procedures, the staff will be informed through a meeting, where all the staff members has to be present as well as the managers.

At these meetings everyone usually is informed of a new member joining us, or a new recipe, a new dish that we will eventually have the chance to try it.

In my opinion I think is a good way of informing your employees regarding the food, how it tastes and what ingredients are used.

Most of the customers now days suffers allergies, so me as a waiter I have the responsibility to recommend a dish and to make sure it does not contain any ingredients that can affect someone health.

Communication with my collages is most of the time face to face verbal or using gestures depends in witch part of the restaurant we are.

If we not next to each other is not nice to scream to the barman that a table needs a glass of water, or to my waiter collage, that someone

needs the bill, imagine you being a customers , and me the waiter that will assist you to make the right choice , you asking me polite for a glass a water and me star screaming to my barman “ oi bring a glass of water to this guy “ from the other side of the restaurant, that’s silly and poor communication. That’s the main reason we use gesture and hand signs to replace the spoken words , we all know how to reproduce “ a drink “ by using hand signs , or even asking for bill , is like you make a signature on one of your hand using other hand , and I’ve seen that many times at some customers , even if I’m at the bar cleaning cutlery and I look over the restaurant to see if everything is ok and I see someone looking at me and sow me this sign , I already know what I have to do , without going to the table using spoken words and come back to the till to print the bill , a lot a time and energy waste .

The kitchen team communication is face to face using spoken words, just because they are next to each other all the time.

One of the kitchens is upstairs and there they will prepare all the sauces, where the walking fridge is, where all the chill meat is kept and where all the plate and other containers are washed, so the Kitchen Porter has to be up and down the stairs all the time , just to go downstairs to ask the chefs what they need and go back up , and bring them what is needed.

So they came with this idea of installing a door bell upstairs and with the button downstairs , so every time a chef needs something it will ring the bell witch will be in the kitchen porter area , this is the first step for the Kitchen Porter to be aware that they need something , next step is to open his Walky-talky and the communication is proceed without going downstairs and coming back up ,as I said earlier , waste of time and energy , ” work smart not hard “ .

## ***Reference:***

Maund, A. Schriek, M. and Tinkler, P. (2017) ***Certificate in Higher Education:Skills for the Workplace Stundent Yearbook***, London:SAGE

Maund, A. Schriek, M. and Tinkler, P. (2017) ***Certificate in Higher Education:Skills for the Workplace Stundent Yearbook***, London:SAGE

Maund, A. Schriek, M. and Tinkler, P. (2017) ***Certificate in Higher Education:Skills for the Workplace Stundent Yearbook***, London:SAGE

Maund, A. Schriek, M. and Tinkler, P. (2017) ***Certificate in Higher Education:Skills for the Workplace Stundent Yearbook***, London:SAGE

---