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Effective Team Working and Communication

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Introduction

The word communication is a word which has originated from the Latin word "Communes" and means something common.

Communication is a process of passing information to one another in which the one individual (the sender) sends information, and the other person(receiver) receives the information. You often exchange information, thoughts, feelings through speaking, writing, facial expressions, gestures, eye contact or touch.

Why is communication important in the workplace?

Communication is the most important things in the workplace, because it solves everybody's problems without being aggressive with each other, the team develops more, which means that when every team member speaks to each other about their concerns, feelings, behaviour and problems, they tend to bond more and feel more comfortable with each other, which essentially leads to strong team development. It is also important that it reduces language barriers and cultural differences, for instance there are individuals that do not know how to communicate properly on English so they use hand gestures and pointing so the others understand what they want to say or how they feel. Also at work you can transmit messages using verbal communication like meetings, conference calls or one to one, or non verbal communication like texting or emailing one another. The right software can enable your employees to communicate quickly and effectively, especially if they're working remotely. But some companies may have trouble with their team communicating well with each other and a lot of consequences may arise from it. Poor communication is when the teams does not want to listen to one another, some individuals may think they are better than the others and that is why they are not keen to listen to other's opinions, feelings and understand them. Some of the consequences could be the team losing motivation to work well, because nobody really understands what their team role is and who is the team leader. It affects the team meeting projects deadline, which can lower the business reputation and ratings.

Models of Communication

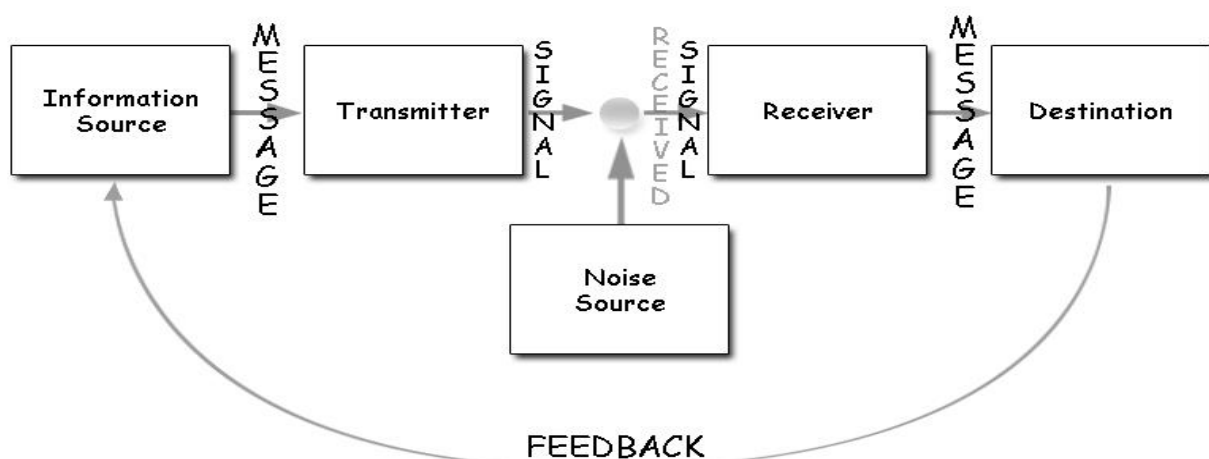
Shannon and Weaver Model of Communication

This model of communication was created in 1948 when Claude Elwood Shannon wrote an article "A Mathematical Theory of Communication" with Warren Weaver. This mathematical theory became 'mother of all models' because it is more technological than the other models. The theory applies to human communication, and it is influential in modern social sciences.

Explanation of Shannon and Weaver Model

The Shannon and Weaver Model introduces 5 stages to create the communication process which are:

- The sender- is the individual who creates the message and sends it to other person/people
- The encoder (the transmitter) - the sender, who uses the machine to encode messages
- Channel - is the medium to send the message
- Decoder (receiver) – is the machine who uses the signals and binary data sent from the encoder and converts them into messages
- The receiver- is the individual, who receives the message. They provide feedback about the message.



The sender encodes the message and sends it to the receiver through a technological channel like telephone and fax. The sender converts the message into codes understandable to the machine. The message is sent in codes through a medium. The receiver needs to decode the message before understanding and answering to it.

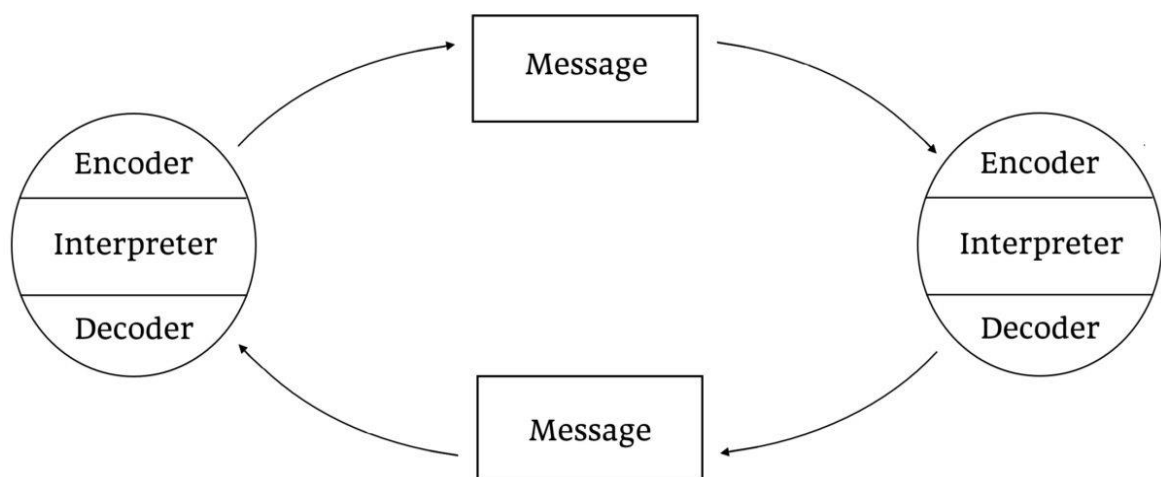
In my workplace when the manager wanted to see me, he said 'Hristiana come here we need to talk about your performance'. That means that he is the sender of the message, and I am the receiver.

Osgood-Schramm's Model of Communication

Schramm's model of communication is a bit different than Shannon and Weaver's model of communication. It originated in 1954 and the difference is that it suggests that communication is a two-way path, which passes continuously between the sender and the receiver. And this model is also circular, not linear like the Shannon and Weaver model.

It explains how we should communicate with one another using mainly our speech and writing. It has four key models:

- Communication is circular, and not linear
- Communication is clear and reciprocal



- A lot of interpretation involved when the receiver receives a message
- Communication requires 3 steps: encoding, decoding and interpreting a message

The image I have put above shows that communication is circular and happens between two people (the sender and the receiver). Each person are both sender and the receiver. They can communicate with one another, rather than only linear (in one direction).

In my workplace this happens when I am asked to do something like call a client and offer them our new product and I must whether agree and disagree and explain why I want to do this by using interpretation.

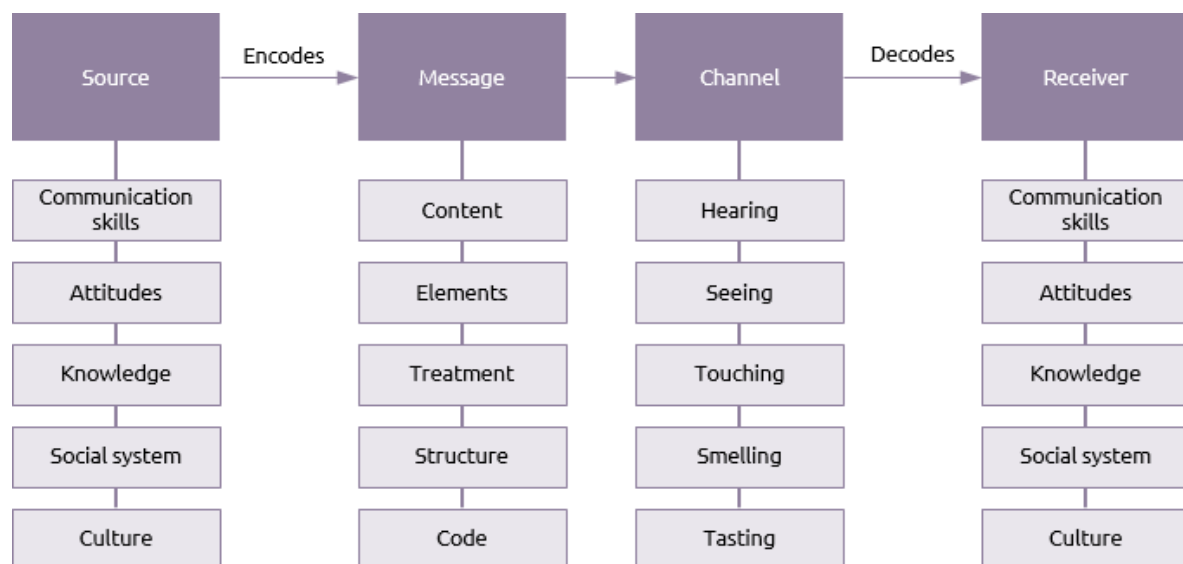
David Berlo's SMCR Model of Communication

SMCR model of communication is the Source-Message-Channel-Receiver model which was invented by David Berlo in 1960. The source, message, channel and the receiver are the essential elements of any communication model.

Berlo's model believes that for effective communication to take place, the source and the receiver need to be on the same level. Only then communication will happen or take place properly. Hence, the source and the receiver should be similar.

For example, if the communication skill of the source is good, then the receiver should have equally good listening skills.

It cannot be said that the receiver does not receive the whole message because even though he may receive it, but may not be able to interpret its meaning. For effective communication, the source and the receiver need to be on the same level.



Types of communication:

Communication can be verbal- spoken or written and nonverbal- facial expressions, body movement, gestures, eye contact, touch, space etc.

Verbal Communication

Verbal communication is a type of communication where the messenger sends a message through speaking to the listener. It means we express ourselves through our usage of words. But it is important to remember that the listener is also important as the messenger. For instance, the messenger asks the listener a question, the listener has to listen to him in order to answer the question and then answer, so it goes both ways. If both of the sides want to understand each other properly, they have to speak clearly, not use slangs if they do not know each other and also speak in a normal tone.

Written Communication

Written communication is sending a messages or instructions, which are written through social media, letter, reports, or office memos. The advantage of written communication is that you can be anywhere in the world and still reach the receiver any time you want as if they are in front of you. Written communication is the most effective communication in a business, because you use it to write emails, proposals, advertisements, new release of products.

Non-Verbal Communication

Nonverbal communication is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and body language .For example smiling when you see your friends means you are glad to see them. Nonverbal communication is important because it gives us valuable information about a situation including how a person might be feeling, how someone receives information and how to approach a person or group of people.

For example when I see that my facial expression of my friend turns from smiley to sad, I am aware that they are upset about something and they need my support.

Communication Skills

Being able to communicate effectively is one of the most important things in your life, this is why you need to have good communication skills. Verbal communication skills are ranked first among a job candidate's 'must have' skills and qualities. According to a 2018 survey by the National Association of Colleges and Employers (NACE).

In the Case study 'A day with the Chief' that we have learned this semester we can understand from the story about Mark being rewarded with a free trip to the company's head office so he can meet the CEO- Mrs. Brown. He was really nervous about meeting her, because he thought that she was the person the other colleagues described- the Wicked Witch of the West. But when he met her, she was behaving like a good CEO and she was also smiling and being nice to him. That changed when Mark changes his entire body language from nervous to relaxed and from pleasing her to saying the truth to her, what is wrong with the London office, how his manager behaves, and that Mark should be paid more.

I think she showed him out of the office, because at the end he was not behaving respectfully towards her, and the company and he was also greedy about his salary. As I have mentioned when he was more comfortable, he showed his true face to her. I believe everybody calling her the Wicked Witch from the West, are just afraid of her, because she expects her employees to have good communication skills like good eye contact, good interpretation, being honest and reliable and also everything should come naturally- not being rehearsed.

In conclusion- what I learned from this case study is that you should never pretend to be this amazing employee in front of your employer or CEO because in the end of the conversation they will know if you are being honest with the or not. Also behaving appropriately in front of

them is must , because at the end of the day they expect from you to be a good employee that they trust.

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