

Effective communication at the workplace assignment

1.Introduction.

The aim of this report is to cover and analyse the key components of the communication at my own workplace. By using the analysis I would be able to evaluate and come up with solutions regarding the improvement of the communication at my workplace. Different approaches will be mentioned in the following report with the aim of extracting the best possible methods of improving the previously mentioned skill. Communication is key at the workplace as it is one of the main components of a smooth working environment which helps the business improve.

2.Types of communication

There are numerous of different types of communication. Today we are going to cover the following three: verbal, non-verbal also known as body language and written communication. Every single type of communication is equally as important as the other two and each type of communication has their own advantages and disadvantages.

2.1 Verbal communication “is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms (non-verbal communication).” (Your Dictionary, 2018). Verbal communication has a lot of advantages. Timesaving and feedback are two of them which are mostly used together. Feedback though, is the most noticeable leverage verbal communication has to offer. It gives the receiver the option to rapidly require any simplification in case the message was not clear to them. A disadvantage of verbal communication is the probability of misunderstanding which can be caused by a wide range of boundaries. In future a lot of issues could occur due to the misinterpretation of a given message. Reddy (n.d.)

2.2 Non-verbal communication- the absence of both written or verbal words is the key difference here. It refers to transmittance of messages via the following: body movements, paralanguage, haptics or touch, personal look and territory, environmental habitat and gestures/impressions. According to studies by Bajraharya (2018) about 55% of the structure of the message is conveyed by using non- verbal communication. Just like the other two types non-verbal has it's advantages and disadvantages. One advantage is it being alternative to verbal communication in certain situations. Non-verbal communication can come very handy when the people interacting are being impeded

from doing so by noise, long distance etc. Non-verbal communication is also both easy to manifest as well as to be apprehend. However this type of communication is of no use in long conversations which is why it's mostly used in the form of greetings and the fore-mentioned interactions etc. Unlike the other two, non-verbal communication does not have a fixed structure which makes it impossible to be deemed as a professional form of communication. The Business Communication. (2015)

2.3 Written communication is the third method of communication to be discussed today. It refers to the process of transmitting a message by using written symbols. These transmissions are usually delivered under the form of letters, circulars, manuals, reports, telegrams, office memos, bulletins, etc. There are a few advantages which can be acknowledged when using written communication. An advantage is the option a given message to be sent to numerous amount of persons at the same time. This is a big advantage in preparing office meetings for example. Tolerable amount of time to acknowledge and answer given to the receiver is another advantage when using written communication. Sharma (n.d.) Miscommunication is a disadvantage which is much more likely to occur in this type of communication due to the absence of facial interpretations and emphasis of voice. Amusement and irony are particularly hard to implement into written communication and could be interpreted as insults. Richards (2017)

3.Methods of communication

3.1. Shannon and Weaver model of communication “is a linear model of communication that provides a framework for analyzing how messages are sent and received.” “This model consists of seven key concepts. Sender, encoder, channel, noise, decoder, receiver and feedback.” Illustration of how information can be misinterpreted in the process of communication is the main aim of this model. Drew (2020) An example of this model could be seen in exercise 2 of the in-class exercise 1. In that case study Barry had difficulties with managing his staff. In the specific situation Barry had told one of his employees to put away the chicken but due to the fact that he was he was trying to talk over the food mixer the message had been misinterpreted and the employee had thought that he'd been trying to talk to the chef instead.

3.2 Berlo's model of communication- This model focuses on coding and decoding a message. This is the most straightforward model of communication which involves only four concepts: Sender, message, channel and receiver. The main difference between the fore-mentioned model and the other two is the fact that no feedback takes place here. An example of this model would be a presentation or a lecture. Another example could be seen in the same exercise of in-class exercise. The fact that for many of the employees English isn't their primary language leads to obstacles in understanding what Barry is saying. Janse (2018)

3.3 Shramm's model of communication- This model argues that communication is circular rather than linear. (The main factor correlating with this model is the same level of knowledge that the participants posses.) There are four key concepts used to identify this

model: Sender, message, receiver and semantic barriers. The last concept is what outlines this model. It correlates to the same level of knowledge that the participants possess. A good example of this model of communication is a conversation between two doctors. The medical terms included in the conversation would not be comprehended by a person who does not possess this type of knowledge. Therefore this model can't be used. Hendricks (n.d.)

4.Communication at the workplace

In order for a business to be fertile, communication needs to be structured and maintained at the highest level between all roles at the workplace. There are four main advantages that productive communication at the workplace is used for: building trust at the workplace, reducing disorientation, building a confident business stature and maintaining a sustainable working environment. In order for communication to be effective it needs to be well comprehended as different statures in a business have to be assessed in different ways. In most cases there is a noticeable difference in communication between employees and employer and employee/s.

The following is the primary set of skills which employers are looking for when it comes to providing good background for being hired for a job:

- Oral communication
- Listening
- Written communication
- Public speaking
- Adaptability

Managing communication is key to understanding what could be beneficial and what not and act accordingly in order to keep it improving which would eventually result in positive personal and business results. Kashyap (2019)

4.1 Communication between employees

This itself has a great value at the workplace as it greatly helps improve the work environment. During my work period at NexGenMobi a few methods were used as a bridge to building up a strong relationship between employees. Examples of this are:

Team building- These varied from visits to bowling centres to bar visits. These were very beneficial as they improved the friendly relationship between employees. In result of that there was no tension between employees in the office and every office member was available for help. This was very helpful for the whole team as we got to know each other as people it removed the misunderstanding in communication or in other words Shannon and Weaver model of communication was brought down to a minimum.

One office- The fact that we had the opportunity to communicate with all members of the company face to face was a big plus. This resulted in more efficient collection of information as well as second opinion whenever something which was better known by a member of another team was available at all times. As mentioned before the employee communication was built up on a high level and everyone was available to help whenever needed.

Breaks- they were at set times and with members from all teams. This was done in order to promote communication between employees from other teams in order to get better understanding of the whole working process of the business. The biggest advantage of this was that it brought more professionalism within each and every one of us as we all had a better idea of how the business was running.

Team meetings- Unlike regular team meetings at NexGenMobi they included surveys related to the other team way of work in order. This was done in order to keep the idea behind the breaks way of conduction running. It had a very positive result as it pushed us as employees to pay attention and try to understand each other when communicating as opposed to just letting each other talk.

4.2 Employer- employee communication

As mentioned before the role of the employer is the core of the business and good communication is often what differates a mediocre manager from a great one. Well planed and executed models of communication is bound to bring in smoother work setting and that relates to better understanding of aims and requirements set by the employer and therefore faster and more sufficient execution.

My employer has helped me improve my communication in regards the particular affiliate marketing sphere which relates to Shramm's model of communication as I have managed to improve my dictionary within that part of marketing up to the point where I would be able to communicate in a proper manner in regards to the work.

There are many approaches which could prove beneficial to communication between employer and employees. Some of them are: Open meetings, confidence build up, one on ones, communication courses. Belonwu (2018)

Open meetings- this has proved to be one of the top ways to improve communication seen as the employer at my workplace is not someone who uses communication as a main source of getting things done. During each and every open meeting new issues were discovered as well as old ones being settled. However this method has only been used once a month and that is only if "there's time". That does prove that the employer does have a different understanding of how a relationship between employer and employees should be conducted.

Confidence build up- this has been something which my employer has been trying to implement but not at the highest level as these talks just like the open meetings are held once a month. However my employer has a good stature and has always been trying to implement it on his employees. This has reflected on me and the way I communicated with my colleagues.

One to Ones- over my one year period at the workplace this factor had changed a lot. This method was not even a way of the employer to communicate with his employees. Overtime though that changed to the point where one to ones were held every week where weekly aims were set along with evaluating results over the past week. This had brought in a lot of advantages seen as I managed to improve my workrate as well as the punctuality of my work. This resulted in increase in business revenue as well as increase in number of contacts and build up in relationships with these contacts.

Communication courses- During my time at NexGenMobi we underwent a communication course in regards to influential speaking which improved my confidence when getting in touch with new clients as well as maintaining old relationships. It also improved my day to day communication with other employees in a “straight to the point” manner which helped all of us deal with our work and help each other effectively and sufficiently.

5.Conclusion

In this report the following have been covered:

- Types of Communication
- Methods of Communication
- Communication at the workplace

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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.

#

Dear Mrs December,

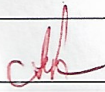
I am writing to inform you that I have booked you in for a training course in non-verbal communication. The reason behind my decision is that after observing you at the workplace I have noticed that your non-verbal skills tend to send the wrong message. This course will help you improve your communication with your fellow workers by teaching you how to clearly express yourself. Effectively this would result in a better working environment and better results for all of us as a team.

I would like to hear your opinion on this matter and whether you think it is a good idea or not. Please do get back to me as soon as possible.

Kind Regards,

Vasil

Good email!

Lecturer's signature: 

Date: 13/11/2019

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.

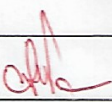
Questions:

- 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?**

1. There are ^{some} a few communication ~~changes~~ challenges that Barry faces. One of them is the fact that many of the workers are not fluent English speakers which leads to miscommunication at the workplace. An example of this can be seen in the "chicken" situation ~~which was~~ where the chicken was left out. ~~Another~~ Another is the demographic differences which lead to different understanding on how work should be conducted in general. These are some of the communication challenges. ✓
2. In this case ^{Inf} we can see Shannon and Weaver's model being used. This can be seen in the situation where the "chicken has been left out". Due to the noise ^{SP} the employee thought that Barry was talking to the chef instead of him and he didn't put away the chicken. ~~Shannon's~~ ^{Shannon's} model would also be seen due to the fact that not many of the workers ~~have~~ ^{Speak} English as their primary language. ✓
3. Barry might consider a few ways to address the challenges and obstacles. "On the job training" needs to be looked over more ~~expansively~~ ^{expansively}. This is because proper trained employees would know what to do in all situations. This would also be a big plus for him as he would be able to see who ~~manages~~ does his work properly and therefore take executive decisions. Asking for a second manager is another option. These are a couple of ways for Barry to address challenges and obstacles at the workplace. ✓

Lecturer's comments:

Good answers have been provided.

Lecturer's signature: 

Date:

13/11/2019

