

Assignment for Effective teamwork and communication

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Introduction

Throughout time, communication has changed and developed. There are non-verbal, verbal, written, visualizations types of communication. As just for the term communication, it is necessary to specify that it presents various conceptualizations. It does not have a precise definition since it not only means transmitting messages but also cultural aspects. For example, in a conversation, we can derive numerous information and characteristics of the interlocutor, where someone comes from, his origins, and even its social status and, of course, its feelings. (Balboni & Caon, 2015).

Therefore, in the workplace, communication is also valuable. This means that, in order to work effectively with others or organizations, this includes replying to emails, voicemails, having interviews, or working in teams, it is essential to keep communicating all the time. For example, when carrying out an important project, it is necessary to get in touch with your organization or colleagues to share ideas, discuss certain aspects to please with the expectations of an organization. This can help to increase job satisfaction. (2r)

As mentioned, there are different types of communication. However, how can this affect the workplace? When having a perfect idea/scheme it is important to connect with the audience. Entrench credibility through the way of confidently speaking or visualizing. Aspiring others to carry out the same vision and of course, adapting to the decisions of those interested (stakeholders). Thus, put through the project according to both interests.

1. Communication in a business organization.

Communication has been always important for my social interaction because allow me to communicate with others in verbal and non-verbal communication. However, how to know to communicate with others can help the business organization too. It is proven by major companies that good communication in a work team helps and speed up the success of the entire team. Communication skill is one of the elements that lead to development, in the context of the work environment, the abilities of communication like active listening, emotional intelligence, open-mindedness, empathy, respect, cohesion and clarity are very important for those teams that need to achieve their tasks and take part in a combination of communications with many individuals inside of their companies, which is in my opinion crucial for their projects that require a bigger profundity of knowledge which implies highly complex tasks.

(Bin Yusoff, M. et al., 2018)

In the workplace communication between employers and employees is very essential because the employers need to know how to transmit the information to the employees so they can understand the instructions as well as have a peaceful environment. For example

(Klapalová, 2015)

If I am a leader having a conversation with my employees, I need to have in mind these facts like:

- The tone of the voice: if I am rude while talking to my workers, I can create a toxic atmosphere as well as produce grudge against me.
- Vocabulary: I need to have a professional vocabulary while I am talking to them so they can take me seriously. Depending on the situation I can adjust the level of formality which is how formal I am treating them.
- Active listening: this means that when I talking to them, I need to listen to them because is not the same hearing something like hearing the noise of the cars than listening and pay attention to an important lesson.
- Proxemics and kinesics: these are the space that I use and body movements I do, this means that when I am talking to then I need to respect their space as well as control my body languages so I may do something unpolite considering by them.
- Self-awareness: this means that I know how my opinions, feelings and actions affect to another person, this helps me to communicate with my employees on a deeper level and make them feel valued, important and comfortable while they talking to me.

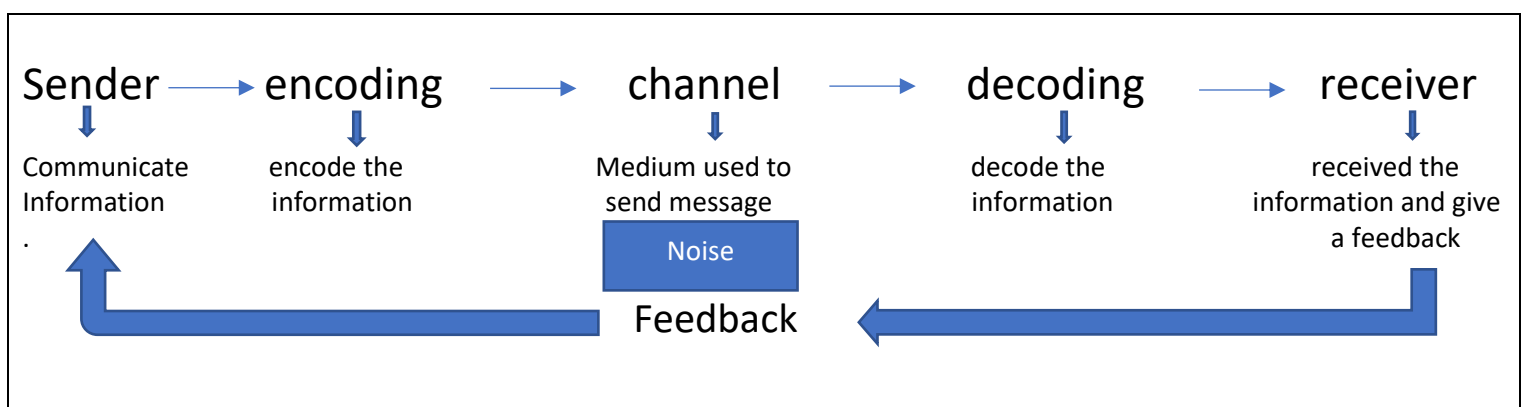
2. Models of communication

Communication models are a systematic representation of the process that how communication works. It shows the process diagrammatically, with a basic textual or technical description. It helps to uncover the nature and forms of communication. To help understand how communication works, we have these three different models of communication. The Shannon & Weaver mathematical model, Schramm's model and Berlo's model.

(Ma.2015)

In this point I will show some important models of communication:

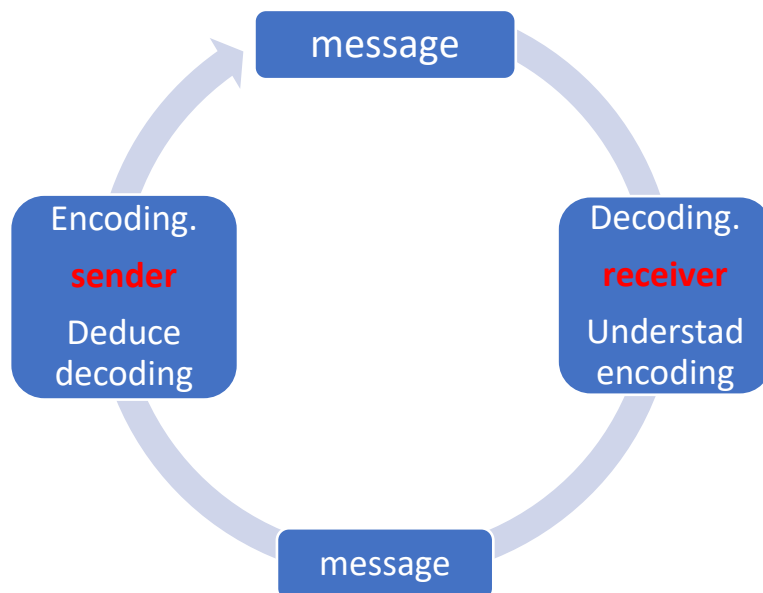
- Shannon & Weaver – this model was created to improve the communication between sender and receiver, this model illustrates communication as a unidirectional linear process that consists of five steps:



(Made by Steve Tipan)

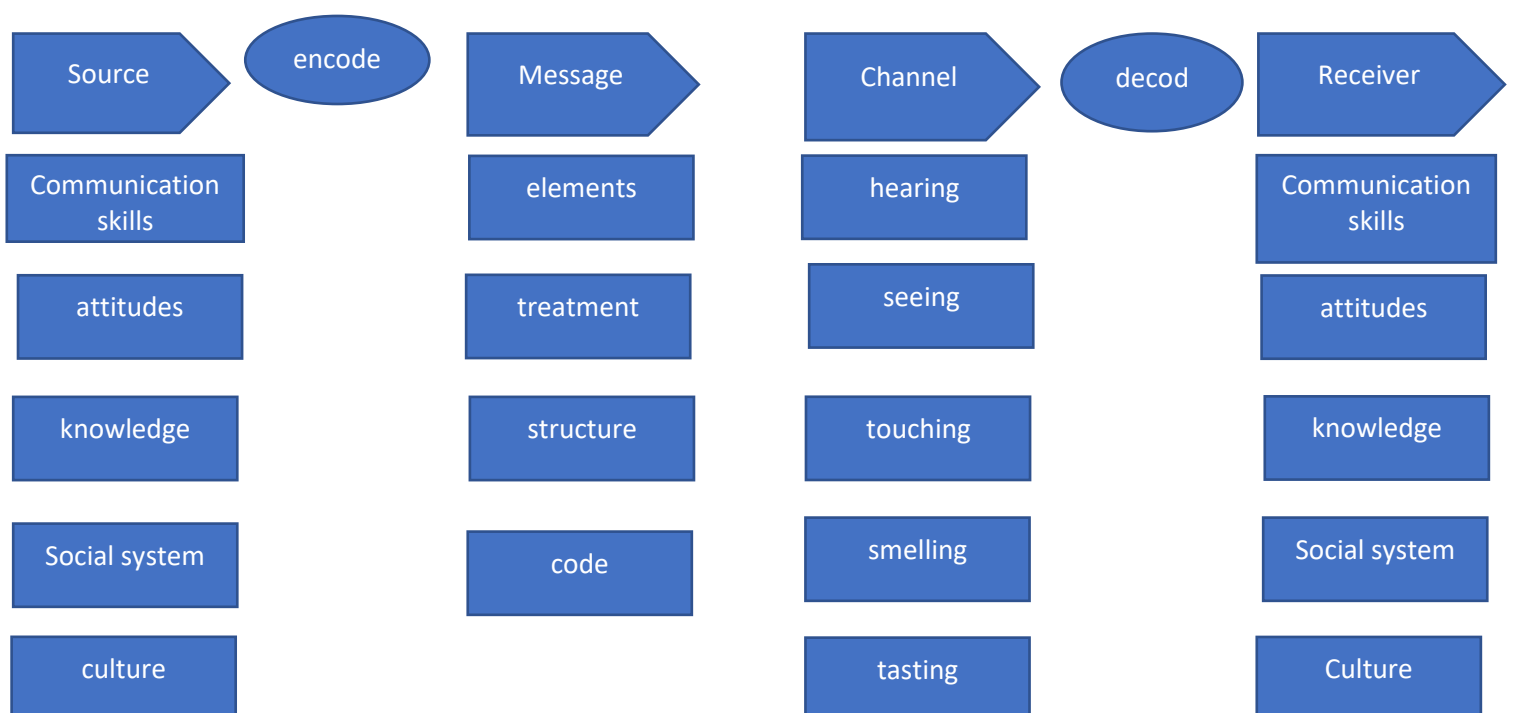
In this model sender has primary role – receiver has secondary role.

- Schramm - this model focuses on the importance of encoding and decoding process during a conversation and require feedback from each party. It is circular instead of linear, this means that is necessary two members taking turns sending and receiving a message.



(Made by Steve Tipan)

- Berlo – this one also concentrates on encoding and decoding but describes the different elements that create a rudimentary procedure of communication and make the interaction more effective.



(Made by Steve Tipan)

These are the models that are very useful to understand the pathways of communication, but I want to mention some problems that they have. For examples.

In Shannon & Weaver, the message is transmitted from encoder to decoder through a channel during this process the messages may be affected by physical noise like buzzer sounds, cars noise, another person talking etc. if this happens, the noise can affect the communication flow or the receiver may not obtain the right messages.

In Schramm model, if a conversation where the transmitter does not obtain the feedback, the communication is not full and thus unsuccessful. It can be produced for semantic noise, disagreements, and misunderstandings that cause a message to be interpreted differently than it was meant.

(Ma.2015)

Merlo's model has quite a lot of criticism like for example no feedback so we do not know the effect of the messages on the receiver, does not mention barriers to communication, it is a complex model so needs people on the same level of knowledge and it does not mention communication interference or noise.

In all models, we need to have in mind the context that we use, which is the parts of something written or spoken that immediately lead and follow a word or passage and illuminate its meaning. Without context we cannot converse successfully, for example, if I transmit a message in one context but accepted in another, it probable indicates to miscommunication.

That is why we have stages of context like the low context that is, for example, a food label which communicates very low information about a product, medium context which is a newspaper that transmits more information but it is not complete and we have the high context that is, for example, a lesson which spread completely information about a topic or something that we are studying at that moment.

3. Case study.

I used to work in a restaurant as a barman and I saw many incidents about poor communication, not just with the rest of the team but with customers as well. For example, one day, it was a really busy day and I was behind the bar, one customer came and he said "can I get an Asahi ?" which is a Japanese beer, but at that moment the bar was with a lot of people asking me so many things at the same time, plus the music of the restaurant was very high, I could not understand what he was saying because he was a bit drunk and the sentences that he was telling me, It did not make sense to me. What I understand was "can I get a sake?" so I tried my best to do the drink as soon as possible to indulge him and make him happy but, at the end and gave him a different drink.

Afterwards, he made a complaint to my head barman, saying that I was ignoring him and on the top of that I gave him a drink that he did not order, so my head barman gave him his apologies and a drink on the house.

At the closing time my head barman came to me and he asked me to explain that what happened at that moment, and I told him everything and he told me, that nothing bad will happen and for the next time, I need to ask again if I could not understand the client.

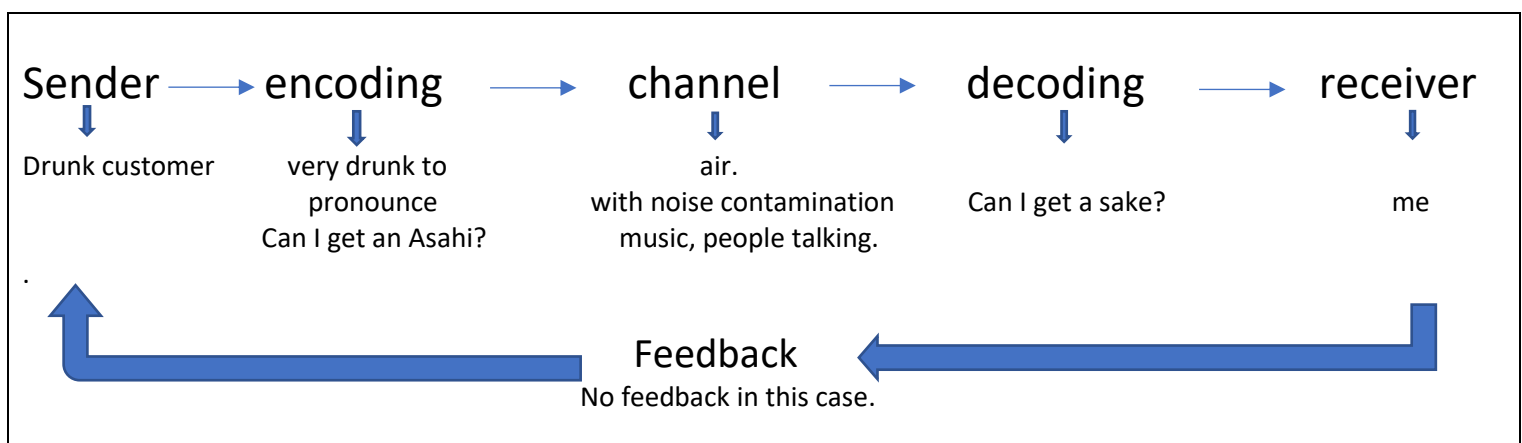
Problems in this situation.

- Poor communication between the customer and me.
- The noise that affects the message like, music and people talking.
- The customer could not encode the message correctly as he was drunk.
- I could not decode the message correctly.
- I did not give him feedback, even though that could help me to realize the message.

It is important to have in mind the essential elements that effective communication has, to avoid this kind of situation. In my opinion, I did not respect the part of active listening because I was just hearing him how he was talking, but I did not actually listen to what he was asking. Also, self-awareness because I thought he was drunk and I did not take him seriously, and that made him said to the head barman that I was ignoring him, because he did not feel valued.

To represent this, I would like to use Shannon & Weaver model.

The sender who was the drunk customer could not encode his message, as he was very drunk. It was sent by a channel with noise contamination, thus making difficult to understand the message. I could not decode the message correctly, so that made me give him a different drink.



Made by Steve Tipan

4. Conclusion

In this assignment has been discussed the importance of communication which is the action of transmitting information, and everything inside it. For example, the types of communication like verbal and non-verbal communication. Verbal communication is when we use sounds and words to express our self and non-verbal is when we use body language. I also explained the value of effective communication in the workplace as well as the facts that we need to follow to have a good interaction with employees or colleagues. For example, active listening, tone of voice, vocabulary, self-awareness, proxemics and kinesics.

Also, I have explained what the models of communications are, which are systematics representations of the process that how communication works, and the models that I have studied like for example, The Shannon & Weaver mathematical model, Schramm's model and Berlo's model. I made my own graphics using my notes and some examples that I found in Moodle which is my official student web site. Also, I have explained the different problems that we can find in each model like for example, the noise in The Shannon & Weaver mathematical model, the importance of feedback in Schramm's model and the complexity that Merlo's model has.

To conclude, I made my own case study which was an issue that happens in my last workplace, the poor communication that I had with a customer and It could be improved with The Shannon & Weaver mathematical model.

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Appendices

2. Models of communication: Maria and Pedro. (p4)

Steve

MARIA and PEDRO

Pedro works on a building site and Maria is his wife.
One day Maria phoned Pedro.
'Hello, Pedro, when you're coming home, see if you can get me a chicken.'
'Okay,' replied Pedro.
When he got home, Pedro took off his boots and coat and went into the kitchen.
'Maria, where are you?' He said.
'Here - in the sitting room,' she said.
When Pedro went into the sitting room, Maria said, 'Where is the chicken?'
'What Chicken?' Asked Pedro.
The one I asked you to get on your way home.'
Oh, no! I thought you said when I come home I will see you in the kitchen!

Q: Why do you think Pedro misunderstood Maria?
Q: Whose Model of Communication explains this confusion and why?
Q: How could this have been prevented?
Q: Whose Model of Communication explains how it could have been avoided?

- ① he didn't understand her message, so he confused the word chicken for kitchen
- ② Schram, maybe because of the channel and this model of communication, the channel is not really important and also he couldn't decode the messages
- ③ having a good channel and not to confuse messages.
- ④ Shannon + Weaver model →

1. Effective communication.

27/03/2020

Dear Mary, December

My name is Steve Director of communications at Macdonall's
the purpose of this letter is that, as we talked with the
management team, we are thinking to promote you to a
supervisor of Macdonall's, but we notice that sometimes your
non-verbal communication send the wrong message.
As a serious company we can not let that happen so we
invite you to do a training course in non verbal communication
skills.
I hope you understand this decision of all management
team And we are waiting for your answer.

Thank you

Kind Regards

Steve, Director of communication