

Effective team working and communication.

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Context Page.

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(1)

Verbal, Non-Verbal and Visual Communication.

The models of interpersonal communication we covered were non-verbal, verbal and visual communication. This covered the necessary information of understanding the importance of personal presentation. Not just in the working environment but for personal reasons also.

In the lessons we discussed how these interpersonal communication factors determined how information can be interpreted. Such as body language, as this is a main factor of communication. This is a form of non-verbal communication. Body language is the events of physical behavior, expressions and mannerisms (Lu, 2021). If you study business characters you will witness their body language is very distinctive. This effects the mood of the information being presented this is why it is imperative to address the correct structure for the situation. For example, if someone had their arms crossed this would implement someone being angry or serious. This has an effect on the person receiving the information making them feel uncomfortable. Body language also helps to gain trust and relax the individuals involved. It can confuse a situation. Nonverbal is not just body language it also consists of verbal cues such as sarcasm, facial expressions, hand gestures etc. These signs can all determine the outcome of the scenario. All of the previous factors determine a person's interpretation of you for example if you compare a person wearing a suit with a straight posture next to someone wearing creased casual clothes and a bent back, you will consider that the individual dressed smartly and standing up right has better knowledge.

Body language is not lead from the information being discussed it is like talking without words. This can also make something come across in a different perspective.

Verbal is the most obvious forms of communication. It is used in person and remotely everywhere online or personally. This is the form of speaking directly to someone with words. When speaking verbally you want to consider how you phrase information so that it is not addressed incorrectly, such as speaking with specific tones and energy as this can also be interpreted wrong. Verbal communication can be paired with non-verbal as speaking face-to-face with an individual everything is visible. You could address a situation wording everything precisely but if the body language and tone is performing anger this can be seen as a misconception. These traits are vital during communication as you do not want the reciprocant to create a bad image of the speaker especially in the business industry. When colleges start work their first impressions are important so are the managers as this contradicts if they would feel comfortable enough to voice themselves. This creates trust and an easy environment for work. Trust and communication can only be built on a healthy basis of communication so this is why it is important to always address something smartly and correctly. You cannot let emotions get in the way such as if you have a bad day and you take your anger out in communicating through your colleges this can lead to many future problems. In the business industry status is important and it would not look good to have a bad review of yourself. Verbal is also used for people who have sight impediments as they can only rely on hearing. Using advanced forms of vocabulary during verbal communication can illustrate an image of knowledge.

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Visual communication is the term of visually seeing words or pictures. For example, using things such as whiteboards, drawings, images etc. is classed as visual communication. These reinforce physical words and can help people who are more visual learners. Sometimes people can understand more from seeing something presented. Visual is by using visual aids to help backup a point also. These forms of communication are very helpful to people who have impaired hearing and can only rely on physically seeing. Body language can also be involved in visual learning if it is not on paper. Presenting formally and distinctively is crucial to visual learning as it is a big factor.

Communication skills:

- Active listening.
- Adapting your communication style to your audience.
- Friendliness.
- Confidence.
- Offering and taking feedback.
- Volume and clarity.
- Empathy.
- Respect.

(Indeed, Editorial Team, 2020)

These are some points to improve these communication skills. When communicating it is not solely based off of the text it is how it is presented also. That is why implementing some of these factors can help improve the overall outcome of the scenario.

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Advantages and Disadvantages of Technology in Communication.

Communication online can be beneficial in many ways. People are able to speak internationally on a global scale as technology keeps on expanding. This is an amazing factor for business owners that deal with import/exports or own franchise all over the world. It is not just for business purposes but for individuals who have friends or family abroad. One form of communication using technology is google translate which helps translate information. Considering communicating online is remote it is very flexible to work around such as online teams meetings they can be organized around your schedule and can be presented on your phone/ laptop or tablet. This is a very versatile option that helps reduce stress. There are many online platforms that allow conversation such as messaging (SMS) emails and social media. Another attribute of communicating online is that education is more accessible. Online platforms have pushed careers through publicity and advertisement. It is cost effective as messaging and emailing is free, reduces time and effort from sending mail also. Working away from home is now an option but work hours are decreased. On the plus side internet can be advanced and make work more effective by decreasing time as messages can be sent immediately but response times can be longer.

On the other hand, communicating online has its disadvantages such as cyber bullying. This is a big inconvenience for people as this can lead to stress, anxiety, depression and even suicide. Business relation is that online information is not always truthful or correct it can be very unreliable. Also, with technology there is a substantial number of dilemmas that can occur such as buffering Wi-Fi or problems with the devices itself. Considering technology is new it has been a struggle for past generations to grasp the context of using online sources. Online services can be very convenient time wise but it also eliminates the use of personal communication and avoids personal contact. During the pandemic online communicating was used globally but made people feel isolated. Because people feel there is no personal contact there is a lack of empathy between one another as people feel more confident over social media. People can make fake accounts and impersonate another individual and lead to misleading information. Now that technology has expanded it has been incorporated in businesses and depriving people from work as majority of jobs can be completed online. Another downfall of online technology is that confidentiality is revoked, people's private information can be leaked. Almost everything is online and not everyone has access to technology as it can be pricey.

Joseph B. Walther believes that communication online can result in better relations as people feel more confident online but this also removes the personal connection. Walther also expresses factors like geographical boundaries and social anxiety have a large impact on in-person communication because they can "stop individuals from meeting their social needs" (Walther, 1992). Furthermore, he also emphasizes that online communities allow for a more anonymous and private space where individuals can express themselves confidently, whereas face-to-face communication can prevent users from sharing information in an intimate manner. Walther argues that online communicating can progressively grow stronger than bonds created in person. He believes that people who used social media platforms previously before images and gifs became established that people could imitate another individual and express themselves confidently and confined.

High quality communication in the working environment is essential to growing a progressive relationship between staff members, and the relationship they have with the establishment. For example, in my own experience I understood that I could express my problems effectively to my colleges over a Teams conference because I felt at ease. I previously haven't voiced opinions such as asking for time off because of the anxious emotions I was feeling but I approached the dilemma online. I was also able to voice my frustrations and work complications. Online forums and group chats helped me to grow stronger relations with my colleges as we communicated separately from work. This really helped to form closer relations as we used social cues like sarcasm and friendliness. Another great addition to online services was that I was able to view my time table online so that I didn't have to ask in person which I felt was an inconvenience for the fast-paced environment. This was creating anxiety to ask my manager as I know it was time consuming. Online communication was helpful because I felt I was able to professionally express myself to my colleges about work related frustrations and it was helpful to know that others supported me. I found that the majority of our issues was that people were not considering each other's opinions enough or at all.

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I believed that the online factor of communication in work could have been improved by implementing a staff group chat where we could regularly express ourselves as some individuals felt comfortable. Also, we discussed that we needed to improve on our friendliness as ignoring each other's requests and ideas was disrespectful. This is where we implemented Active listening and understanding different communication styles as others only felt comfortable online. We also understood there was a lack of professionalism so we discussed ways of improving this such as proper vocabulary and body language. We noticed that a lot of the talking scenarios were on a negative basis of complaints so we discussed on carrying out positive feedback. We also understood each other's roles and discussed ways of achieving

better results in a healthy way. It can be difficult to show understanding online if there is no physical contact as discussing online can come across differently so adding a summarizing conversation after to conclude each other's feeling would be very beneficial.

Here are some examples of introducing better communication online:

Actively Listening, Understand Different Communication Styles, Schedule Weekly Team Meetings, Having Proper/professional Body Language, Knowing Your Audience, Giving Positive Feedback, Offering Constructive Feedback correctly, Understanding Each individuals Role in a Project.

(Post University, 2020)

To conclude this topic, I understood creating a positive working environment really impacts the atmosphere of the working environment. This means anything that can impact this such as online communication needs to be put in place. Communication is key to have a healthy working relationship, everyone needs to be involved and respected. I learnt that online conversing is very beneficial but also has its bad traits and I will be implementing these factors into my day-to-day life and being aware of the flaws.

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