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Introduction

The aim of this report is to show the importance of a successful and effective communication within a team, either for work or family issues.

We will be covering what it means to have communication skills, what are these skills and what effective communication means.

To evidence out how important effective communication is we will go through some examples of bad and ineffective communication.

One other aim of this report is to correct bad communication when it is the case by using the Tuckman's theory which states that, as the team develops and gains maturity and ability, relationships establish, and the leader changes leadership style. Beginning with a directing style, moving through coaching, then participating and finishing with delegation, at which point they are almost detached.

"Bruce Tuckman 1965 original 'Forming-storming-norming-performing' concept; Alan Chapman 2001-2013 review and code."

Models of communication

2.1 Shannon and Weaver

In 1948, Shannon, who was an American mathematician and Weaver who was an American scientist got together to write an article in "Bell System Technical Journal" called "A Mathematical Theory of Communication" also called as "Shannon-Weaver model of communication".

This model is specially designed to develop the effective communication between sender and receiver. They also found the factors who are affecting the communication process called "Noise". At first the model was developed to improve the technical communication. Later it's widely applied in the field of Communication.

The model deals with various concepts like Information, source, transmitter, noise, channel, message, receiver, channel, information destination, encode and decode.

2.2 Schramm

After discussing the Shannon and Weaver model, let's go through Schramm's model of communication which has its roots from the Shannon weaver model itself.

Wilber Schramm proposed this model of communication in 1954 and it looks like a circular model so that communication is something circular in nature.

It has an Encoder, who encoding or sends the message and a Decoder that receives the message. From the message starting to ending, there is an interpretation that goes on. Based on this interpretation only the message is received.

2.3 Berlo

In 1960, David Berlo came with Berlo's Sender-Message-Channel-Receiver (SMCR) model of communication from Shannon Weaver's Model of Communication (1949).

He stated that there are factors that are affecting the individual components in the communication making the communication more efficient.

The model also focuses on encoding and decoding which happens before sender sends the message and before receiver receives the message respectively.

Berlo's Model has mainly, four components to describe the communication process. They are sender, message, channel and receiver. Each of the component is affected by many factors.

Communication skills

Communication skills are the abilities used for sending and getting diverse sorts of data. A few cases incorporate communicating modern thoughts, sentiments or indeed an overhaul on your venture. Communication abilities include tuning in, speaking, observing and relating. It is additionally accommodating to get it the contrasts in how to communicate through face-to-face intelligent, phone discussions and computerized communications like e-mail and social media.

<https://in.indeed.com/career-advice/resumes-cover-letters/communication-skills>

3.1 Verbal communication

Verbal communication is the use of words to share and receive information with other peoples. It includes both spoken and written communication.

Communicating and communication is all about sending and receiving information, this means both sending and receiving are equally important.

Verbal communication requires a speaker or a writer to send the message and a listener or reader to receiver the message therefore making the message to have sense.

Speaking effectively involves three important elements, the words you chose, the way you use them, and the nonverbal part, who we will discuss later, such as body language and all the others, to reinforce the message you are trying to send.

As I said a few lines before, the way you use the words can and will make a difference, like the tone of voice and pace used. Just like nonverbal communication this make a huge difference in the way the receiver will comprehend the message.

3.2 Nonverbal communication

Nonverbal communication affects the way you listen, look, move, and react.

It is telling the person you're communicating with if you care or not, if you're being truthful, and how well you're listening. When your nonverbal signals match up with the words you're saying, they increase trust, clarity, and rapport. When they don't, they can generate tension, mistrust, and confusion.

If you want to become a better communicator, it's important to become more sensitive not only to the body language and nonverbal gestures of others, but also to your own.

There are many different types of nonverbal communication or body language that can make a difference between a successful dialog or a faulty one.

The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.

Another type of nonverbal communication is body movement and postures, bearing, stance, and the subtle movements you make.

Gestures are part of our daily life. You may wave, point, beckon, or use your hands when arguing or speaking animatedly, often expressing yourself with gestures without thinking. However, the meaning of some gestures can be very different across cultures. While the "OK" sign made with the hand, for example, usually sends a positive message in English-speaking countries, it's considered offensive in countries such as Germany, Russia, and Brazil. So, it's important to be careful of how you use gestures to avoid misinterpretation.

Eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation and for getting the other person's interest and response.

3.3 Listening

Listening is an important part of communication. Especially active listening, because this will show to the sender that we understand what they are trying to say and making them comfortable. At the same time is good for the receiver because it will help to process the information a lot easier.

To make sure you are active listening, there are a few ways of improving and making it happen.

Be prepared to listen and concentrate on what they are saying, not on what you will respond back.

Keep an open mind and do not judge the sender.

Avoid distractions at all costs and try to concentrate on nothing but the speaker. If there is too much noise, let the speaker know that you can't get the message or you might miss some of the information and ask them to move somewhere quieter.

Active listening implies paying near consideration to the individual who is talking to you. Individuals who are dynamic audience members are well-regarded by their co-workers since of the consideration and regard they offer others. Whereas it appears straightforward, usually an ability that can be difficult to create and progress. You'll be a dynamic audience by focusing on the speaker, dodging diversions like cell phones, tablets or other ventures and by planning questions, comments or thoughts to keenly react.

Distinctive styles of communication are fitting totally different circumstances. To form the leading utilize of your communication skills, it's critical to consider your gathering of people and the foremost viable arrange to communicate with them. For illustration, in case you're communicating with a potential manager, it's way better to send a formal mail or call them on the phone. Depending on the circumstance, you'll indeed have to be sent a formal, written letter over other shapes of communication. Within the work environment, you will discover it's simpler to communicate complex data in individual or through a video conference than in a long, thick e-mail.

Within the work environment, people are more likely to reply to thoughts that are presented with certainty. There are numerous ways to seem sure such as making eye contact when

you're tending to somebody, sitting up straight together with your shoulders open and planning so your contemplations are cleaned. You'll discover certain communication comes in helpful not fair on the work but amid the work meet handle as well.

Solid communicators can acknowledge basic input and give valuable input to others. Criticism ought to reply to questions, give arrangements or help fortify the extend or subject at hand.

Study case

To demonstrate how important verbal and nonverbal communication both are, we are going to go through a study case and try to find how the communication has been done.

We are going to go through the example described in the case study about Maria and Pedro.

Pedro who was working in a building site has been called one day by his wife Maria and asked to buy a chicken on his way back to home from work.

Because of the noise from the building site Pedro could not understand correctly what she said, and when he got home, he went into the kitchen thinking that she told him she will wait for him in the kitchen.

This caused for them not to have a dinner and probably some other conflicts.

This could have been avoided if Pedro was asking Maria to repeat and assume what she just said, being aware of the noise.

Same thing we can say about Maria, who was fully aware of the noise and to be sure that the message got through well, she should have asked him to confirm that he received the correct message.

From this we can conclude that noise and all surroundings are part of communication, and we should take in consideration as important factor when sending and receiving information.

Examples of poor communication

As for an example of poor communication, I would like to share a short history from my own experience.

To start with, I have to say that I work in the food industry, and I am manager in a big, franchised restaurant with home delivery and indoor food serving.

At our work place we work with a sum of different food products and toppings and sauces.

Most of these products have the same basic ingredient and have similar names.

For a side dish we chicken strippers and as an ingredient we have roasted breast chicken strips.

One day my manager called me and asked our restaurant to help another restaurant from the same company with a case of chicken strips.

When the driver from the other restaurant came in, I have given him a case of chicken strippers because that was what my manager asked for "chicken strips".

In the next half of hour, I received a phone call from my manager, not being happy for the fact that I gave them the wrong product.

The manager wanted roasted breast chicken strips not the side dish, which is called chicken stripper.

To conclude I have ended in delivery the right product myself and wasting one hour for nothing.

This could have been avoided if I would have asked my manager again and be more specific in my question.

Conclusion

Communication is an important part of life. Communicating and socializing are the two elements on which progress and evolution had both been possible.

From the old ages, humanity and life on earth depend on communication, verbal or non-verbal.

These times and ages communication have become a form of art. It can be inspiring; it can guide and form great characters, or it can give you the chance to choose what to have for dinner.