



Effective Team Working and Communications Report

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Week 1

In week one we learnt about three different models for communication which are the Shannon-Weaver Mathematical Model (1949), Berlo's SMCR Model of Communication (1960) and also Schramm's Model of Communication (1954). I learnt that the Shannon-Weaver model was one of the first and most influential models of communications, the model was created in 1948 as Shannon wrote an article in 'a mathematical theory of communication' which later came to be known as 'mother of all models'. The model has several stages: information source, transmitter (encoder), channel, receiver (decoder) and finally destination. The sender is sending the message through a machine (transmitter) over a channel to a receiver who converts it and translates the message through signals. The receiver in the whole process of receiving the message is passive. In the Maria and Pedro case study we see that because the message was not clear Pedro misunderstood his wife Maria therefore did not bring home the Chicken. In this situation because they both misunderstood the result because they misunderstood each other isn't so bad as it is just over a chicken but if it was something more serious it could have been much worse than it was.

Another communication type that we learnt about was Berlo's SMCR Model of Communication. I learnt Berlo was an American communication theorist who in 1960 set out his theory of communication. His communication model has four components: sender, message, channel and receiver. He believed that the sender and receiver have to be on the same level to provide effective communication as each of the components of SMCR is depending on many other factors. Within Berlo's model each component depends on many different factors: for example the source may be influenced by the sender's communication skills, attitudes, knowledge and culture; the message may be influenced by the content, elements, treatment, structure and code; the channel may be influenced by hearing, seeing, touching etc; and the receiver may be influenced by the same factors as the source (sender). From the case study we looked at in class with the Professor and the village people because the professor didn't think about the received level of knowledge they didn't understand what he was saying. If he spoke in a simple way and said 'my house is on fire, help' he would have saved his house. In the future the professor should think about who is talking about more because he didn't change the type of words he used in this example which caused his house to be burnt down in the first place. If the professor can in the future think about who he is talking to it can save him from being in a situation like the one he was in.

The final communication model that we learnt about in week 1 was the Schramm's Model of communication which was created in 1954. The circular model says that unless the receiver decodes the message or information that the sender sent to them the actual message is not good to read/understand. Coding and decoding the message are the two most important processes of good communication. In my professional life the Schramm's model of communication works perfectly well, as head chef when I read a new order and read it out loud when I hear 'yes chef' I understand that everyone has heard me. The Schramm's model is good because feedback is an essential feature. I like this that feedback is an essential feature as it allows you to improve my communication in the future.

Week 2

In week two we learnt that there are two different types of communication verbal and non-verbal. Both types of communication mean that you have to have different skills so that the person you are talking to can understand what you are saying. For communication there are lots of different skills that you need like listening skills, empathy skills, verbal skills and oral skills. For verbal communication you need clarity, empathy and sincerity skills. In the case study that we looked at in class Max wasn't clear about his situation that he was busy and doing lots of different tasks and because of this Tamara got angry at him. Tamara should not have gotten angry at Max but at the same time Max did let down Tamara and put her in a difficult situation.

Another type of communication that we learnt about is non-verbal communication, this is where you communicate with your body language instead of your words. There are lots of different non-verbal communication skills like silence and also body language skills which include personal space, touch, posture and appearance. In the case study that we went through in class Mark didn't show professional behaviour as he showed relaxed posture as he loosens his tie, crosses his legs and starts telling her what is wrong with the London office because of his non-verbal communication Mrs Brown gets her secretary to show him out. Because Mark didn't understand who he was talking to he used the wrong body language and words to communicate which led Mrs Brown to get fed up with him and send him out. He missed out on an opportunity because of both his arrogance and bad communication skills.

Listening is also an important communication skill you can concentrate on by being prepared, being interested, keeping an open mind, listening critically, resisting distractions, helping the speaker and also reflecting back. Using these skills will mean that the person that you're talking to will feel that you are listening and care about what they are talking about. Listening is how all communication works and if you have good communication skills it means that you can fully understand what someone is saying to you and then reply in a way that makes sense and the other person will understand.

We also learnt that there are barriers to communication such as differences in perception, jumping to conclusions, stereotyping, lacking knowledge and showing a lack of interest. You can use the skills we learnt to overcome these different barriers. An example of poor communication in one of my friends workplaces is when they message their manager who is working from home, they use email to talk to each other and because it takes a long time for the other person to reply my friend finds it hard to get feedback on a task quickly which means he doesn't know exactly how to finish the task. I said to my friend that he could overcome this communication barrier is to instead of emailing his manager instead set up Microsoft teams maybe so he can get a response quicker and be able to finish the task he is working on without there being any delay.

Week 3

There are both advantages and disadvantages of communication technology such as mobile phones and the internet. The advantages of using technology to communicate include being more efficient, faster, able to communicate wherever you are and is for some people easier. The main form of communication used to be verbal and then letters were used for long distance communications. One of the main advantages is that using technology is faster and can be used anywhere in the world, it allows people who are from different countries to communicate without delay. It makes it a lot easier for people to communicate with each other without having to wait to see each other in person like before or wait for a letter to arrive. For example, if you have family in another country, you can speak and message them at any time and instantly.

Another advantage of using technology is that for students they can message each other and work together on group tasks without needing to meet in real life. For example, when I was working on a presentation with other students, we were able to communicate online very easily and still complete the task to a high standard. Technology also allows students to reach out to professors quicker and get replies within minutes without having to wait for the next lecture. It also means that students can work from home and complete homework more easily as we can use the internet to research topic and get a better understanding of the topic without having to rely on talking to a teacher we can do some learning our selfs. The internet has changed education a lot as when I was younger we had only books to read from and could only get them from certain places but now we can use the internet to find websites that have a lot of information about any topic we want to research.

A possible disadvantage of technology is that because everyone uses it to communicate nowadays if you are older, you may find it harder to use as you have less experience with it and have less need to use it because you use more phone calls and real-life communication. It may also lead to people who can't use technology to communicate lonely and left out as they may be the odd one out. Technology means that some people stay by themselves a lot compared to going out and meeting people, a lot of people can just use the internet to find answers to any questions they have instead of going outside and finding someone that has the answer.

Another disadvantage of is that information that you receive from technology is not always reliable and could be misleading. If you don't understand a message for example if you are a student a task that you have been given to complete you might not complete the task correctly as you understood the task wrong leading you to fail the task. Also information you receive could also not come from a reliable source if its an email it could be a scam and if you don't double check the email that it came from you could get scammed. Other possible disadvantages include harder for older generations to use, cyber bullying and not always sure who you are communicating with.

In summary, there are both advantages and disadvantages of communication technology and it depends on the group of people that are using it. For students like us there are a lot more advantages than disadvantages as we can receive information quickly and have

access to a lot of excellent recourses. However, it also has a disadvantage as well as it can also allow people to be scammed and receive false information without knowing. It means that some people can become lonely as instead of going outside and finding people that have the answers to any questions that they have they instead stay alone and use the internet only to find answers.

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