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EFFECTIVE TEAMWORK AND COMMUNICATION

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Executive summary

This report says about the detailed demonstration of the communications models that are taught in the class. The report also focuses on the detailed demonstration of the communication skills that have been discussed. The report also shed light on the detailed outlining of the advantages and limitation of technology in context to communication

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1. Introduction

This report gives a detailed account of the types of communication that are used in the workplace environment. The report also says about the advantages and limitations of the communication systems that are used in the workplace environment in order to achieve the business goals.

2. Detailed demonstration of the communications models that are taught in the class

There are several models of communication that can be used in the workplace such as linear model of communication, Interactive model of communication and transactional model of communication.

Linear model of communication

Linear mode of communication is one of the important modes of communication used in my friend's workplace. This type of communication is used to deliver a one way message to the receiver. Linear model of communication system pays importance to the sender over the receiver where the message sent by the sender is only heard and no reply is entertained. For instance, in my friend's workplace my friends only deliver important messages via the microphone to various departments directing the further course of the business. The advantage of using this type of communication system enables the sender to deliver a clear and precise message to the ground level staff involved in my friend's office (Ono *et al.* 2022). On the other hand, the limitations of this type of communication felt by me is that the receiver gets no chance to clarify the doubts regarding the one-way message received. This may leave ambiguity in the mind of ground level employees and diminish the efficacy of the business operations. This problem can be mitigated by establishing both way communication system or query centre in the company in order to clarify the doubts which in turn will enhance the efficiency of the workforce of the company.

Interactive model of communication

In contrast to the linear mode of communication, interactive mode of communication gives importance to both sender and the receiver. This is the two way channel where the both way communication system is supported in the workplace. This mode of communication was also used in my friend's workplace during the verbal conference with the clients (Coffelt *et al.* 2019). My friend's company gives equal leverage to the interactive process of the client which helps the company to understand the minute details delivered by the company. On the other hand, this way of communication has one crucial limitation where the only two participants can take part in the communication. This problem can be mitigated by establishing team conferencing software where my friend's company can also add the other stakeholders while discussing with the clients.

Transaction model of communication

Transactional model of communication includes the face to face video conferencing where the two participants communicate with each other in face to face manner. This communication channel is used in my friend's company to communicate with distant stakeholders or clients. Transactional model of communication helps the sender to understand the nonverbal cues of the participant sitting opposite the camera (Parackal and Parackal, 2019). This in turn helps my friend to analyze the needs of the client and crack maximum deals in comparison to other market rivals. On the other hand, the transactional model of communication may lead to the imbalance in the social exchanges between the distant stakeholders and my friends' company. This can be mitigated by establishing a professional interaction style; ensuring real time benefits to the distant clients.

3. Detailed demonstration of the communication skills discussed

Communication skills are defined as the verbal tool that enables a person to convey relevant messages to other individuals. This skill also helps any person to understand the messages delivered by other people. The communication skills include speaking, observing and listening skills. For instance, the professor has tried to tell the villagers about the problem he has faced (Atmos Wardoyo and Sakkir, 2021). The villagers did not help him as they were unable to understand the language spoken by the professor. The professor has used the term "**edifice**" in his conversation which means large building structures which have not been understood by the villagers as they do not have enough vocabulary. The professor may utilise simple language in order to make the villagers understand about the crisis faced by the professor. The utilisation of complex phrases has resulted in the burning of the whole house. On the other hand, professors have also used another complex term "**consumed by a great conflagration**"; this phrase has been used by professors during the crisis and has not conveyed any meaningful message to the villages. Thus, it can be seen that both the professor and the village have a lack of knowledge regarding the proper communication (Kristiawan and Muhaimin, 2019). Professor has used complex terms in the crisis phase which have resulted in the complete destruction of the professor's house. On the other hand, the villagers have a lack of vocabulary which has prevented them from understanding the facts of the crisis conveyed by the professor. The professor may have used the simple terminologies in his verbal message such as big house instead of "**edifice**" so that the villagers may have understood that the professor is trying to talk about a house. However, the professor has also used the phrase of houses under fire in place of the complex phrase which is "**consumed by a great conflagration**" that may have helped him to convey the crisis successfully to the villages in a short period of time.

The application of the **interactive mode of communication model** the participants can use the body expression beside the verbal communication allowing them to convey the message more successfully. Professor may have used different physical gestures in front of the

villagers in order to convey the messages in a more simple way (Liu, 2018). This fact may have resulted in the detailed understanding of the rising and have saved the house of the professor from complete destruction.

The listening quality of an individual is often affected by the auditory distraction and the lack of interest on the topic being conversed. For instance, Pedro has not listened to the message delivered to him by Maria carefully; this has caused confusion between the like terms such as “chicken” and “kitchen”. Pedro has not understood the messages delivered by Maria as Maria has not given a distinctive explanation regarding the need of chicken to Pedro.

This communication gap has enabled Pedro to confuse between the like terms such as chicken and kitchen. Using the ***theory of listening***, Pedro can enhance the listening, remembering and responding power in order to distinguish between the similar terms (Itani *et al.* 2019). Pedro needs to enhance the listening power by more concentrating on the delivered message which may have helped him to avoid further confusion in the future. On the other hand, Pedro has not paid enough attention to Maria's message which has also resulted in the confusion between the terms. This confusion can be mitigated by using the mental model of ***First Principle thinking*** in order to understand the message delivered properly and think about the solutions in order receive the correct purpose highlighted in the conversation (Rahayu *et al.* 2021). The fragmented analysis of the delivered messages may help Pedro to avoid further confusion between the similar terms. Thus, implementing these models may have enhanced the listening and concentration skills of Pedro, enhancing his conversing quality.

4. Detailed outlining of the advantages and limitation of technology in context of communication

Advantages of technology regarding verbal communication

The professor has communicated verbally with the villages in order to make them understand the crisis faced by him. The professor has incorporated the voice translation technique which may have translated the complex messages into an easy form. The voice translator may have made the complex terminology used by the professors into an easy format; helping the illiterate villagers to understand the crisis (Nagar, 2019). Using an efficient translator may have bridged the barriers related to language between the professor and the villagers. However, the translator also cut down the action time and enabled the villager to act first in context of the crisis faced by the professor. The translator also adds on extra relevant information assisting the villagers to act first and mitigate the crisis in a short period of time.

Limitations in context of the technology regarding verbal communication

On the other hand, using a translator may have risked confidential issues as the professors' need to give each and every detail of the house that has been caught fire. The villager with wrong intentions may steal the valuable objects from the professor's house while assisting him in extinguishing the fire. This risk limitation can be mitigated keeping a calm mental status at the time of crisis and thus, supervising the act of assistance offered by the villagers very carefully (Aisyaturrahmi *et al.* 2021). Further, the translator may demand a high amount of money before helping which may incur a higher cost to the professor. The translator can take advantage of the crisis and proceed with unlawful demands along with the villagers. This fact may have resulted in further destruction of the property in the illuminated house.

Advantages associated with the techniques in telephonic communication

The case study presented a detailed telecommunication between Maria and Pedro. However, Pedro did not pay full attention and got confused between two similar terminologies. Pedro can use the technique of active listening which may have helped him from absorbing the information more correctly delivered by Maria. This technique may have enabled Pedro to recall the details shared by Maria in later times and thus, act as per the instruction provided, by helping any rise of further generation of the confusion. Using the technique of active listening may have helped Pedro to anticipate the terminology used by Maria via telephonic communications and thus, avoiding the confusion between the terms of the "kitchen" and "chicken" (Mandal, 2018). Incorporation of the active listening technique in the conversation process may also enhance the mutual respect between Maria and Pedro as both have paid required attention to the conversation held between. Active listening also plays an active role in enhancing the clarity of the conversation. For instance, incorporation of active listening skills may have eliminated the confusion and helped Pedro to bring home chicken as per Maria's requirement. However, the active listening also enhances the focus on the ongoing conversation enabling both the participants to infer some meaningful purpose from it. For instance, the technique of the active listening may help Pedro to infer about the necessity of chicken in order to relish upon a tasty dinner. Furthermore, active listening helps in eliminating the possibility of the communication gap, errors and misunderstanding which in turn will help to establish a strong and beautiful conversation between Maria and Pedro. Thus, implementing the techniques of active listening Maria and Pedro can enhance the quality of telephonic conversation in further days.

Disadvantages related to the techniques used in the telephonic communication

On the other hand, understanding each and every word of the delivered message is a time consuming process which may have resulted in delay of the other job assigned. Focusing on each and every simple word of the delivered message may result in the enhancement of individual stress level. The enhancement of stress may puzzle the individual, leading to lowering of any type of job handling efficacy. However, applying the technique of active

listening consumes more time in order to understand the simple messages (Renbarger *et al.* 2019). For instance, Pedro may experience a shortage of time while analysing and anticipating each and every word of the delivered message. This fact may result in Pedro's impatience; diminishing the quality of work that will be performed in future. The techniques also demands persistent concentration and effort which is a tiring act for Pedro. This has and disables him to concentrate on other tasks. However these issues can be mitigated by pinpointing the keywords in a conversation and understanding the message in a jest. This will help Pedro to understand the received message with clarity in a short period of time.

5. Conclusion

From the above information, it can be concluded about the various communication models that can be used in the workplace helping the business organisation to serve its various communities based tasks. The report also talks about the communication skills that are required to enhance the direct oral and telephonic conversation between two involved participants. Further, this report also says about the advantages and limitations of the techniques used in the oral and telecommunication conversation between two individuals. Thus, this report has endorsed the application of suitable models in order to enhance the conversing skills between individuals.

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