

Effective Team Work and Communication

BMSW4002

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INTRODUCTION

Communication can be defined as the medium for exchanging the ideas and the thoughts between the person or the group of persons. It helps the individual to convey the important information to others. There are various methods through which the communication process can be carried out. One of the main of the communication process is that the information should be conveyed to the other person effectively and clearly (Murphy, McCloughen and Curtis, 2019). It is very important in the life of an individual that they can effectively transfer the new ideas and values to others. Along with that effective communication plays an important role in the growth of the organisation as it helps in conveying the strategies, thoughts and goals from the upper level to the lower level of the management. Different kinds of communication modes will be discussed in this report. Along with that various communication skills will also be analysed. There will be the discussion on the barriers that come in the way of communication that results in poor understanding of the message. At the end of the report suggestions will be discussed in relation to improvement of the communication process.

Models of communication

Shannon and weaver: - This model was introduced by Claude Shannon and Warren weaver in the year 1949. This model was developed in order to regulate the functions of the radio and the telephone technique (Akhtar and et.al., 2019). In this type of model a sender is present who conveys the message by speaking on the telephone and there is a receiver present who gets the information from the telephone. This model has various components through which the process of communication takes place and the information passes effectively. Various types of components in this model are sender, encoder, channel, recorder, receiver and the noise. From these components the communication process can be carried out. In this communication model sender first formulate the message and after that select the appropriate mode and convey the message. Encoder in this model is the machine that the sender uses to convey the message. A channel can be defined as the medium from which the message is being transferred. A recorder is the device through which the signals are converted into the information or message. Receiver is that person who receives the message that is being sent by the sender.

Noise can be defined as the disturbance in the communication process when the information is passed to others. There are various factors that can cause disturbance like environment, people, crowd, noise etc. Relation to the case of Maria and Pedro there was communication barrier as Pedro was unable to understand effectively that what Maria has said on the phone. They can eliminate this communication problem by using high quality technique of communication through which they can effectively convey the message. It will facilitate them in easy understanding the message through appropriate technology (Franz and et.al., 2020). There are so many disturbances in the site where the Pedro works which causes problem when he talks to his wife on the phone. They should convey the message by using effective communication technology which does not cause any barrier in transferring the information.

Schramm: This model of communication was developed in 1954 by Charles Osgood. After that it was published by W.Schramm. In this model he described that the process of communication is not a linear process and it is a circular model. He states that the communication process is only conducted between the sender and the receiver and they are the main components of the communication process. In this model he focuses on that the information should be effectively understood only by the receiver and the sender. He states that there are two main components that is needed for conveying the information that is the receiver who gets the information and the sender who conveys the message (Robertson and Franks, 2021). In this type of communication model sender and the receiver has to only code and decode the message without using any device. Sender is the one who encode the message and the receiver decode the message in better understanding the information. In relation to the case of the Maria and the Pedro there is a lack of effective communication can be seen as Pedro receives the wrong information when he was talking on the phone to his wife. When they were talking on the phone to each other Pedro understand that when he came back she will meet her in the kitchen but she said to bring the chicken. This problem is raised in the communication process because they were not able to effectively and code and decode the message when they were talking on the phone. Pedro should critically listen on the phone that what his wife is conveying because this model states that Pedro has to only decode the message in order to effectively understand it. As in this model there is no involvement of any technology and the device and the main element is the sender and the receiver who have to understand the message. It will not led to the misunderstanding of the information if Pedro was able to listen effectively what message his wife is trying to convey on the phone.

Berlo: Second name of this model is known as SMC are model of communication. SMCR can be defined as sender, message, channel and receiver. This model was introduced

by the David Barlow in the year 1960. This model is also focus on the main elements that are coding and decoding of the message (Ward and Southwell, 2021). This model was made by Barlow in order to enhance the technical segment of the communication process. This model contains mainly four components that help to carry out the communication process. It includes mainly sender, receiver, messages and the channel. In this model there are various types of communication barriers also described. Major barriers in this model are noise and the disturbance that creates the problem in the communication process. In relation to the case of Pedro and Maria the faces issue in communicating with each other effectively. They face the issue of noise while they were talking with each other that results in mislead of the meaning. Pedro should critically listen to his wife that what she is trying to convey so that the noise barrier can be eliminated. This model will facilitate them to effectively code and decode the message.

From the above models it can be evaluated that these plays an important role in carrying out the communication process effectively. These models help in eliminating the problems that come in the way of the communication process while transferring the message. It can also be analysed that there are two most important elements that are coding and decoding which facilitates in easy understanding the message.

Communication skills:

Communication skills can be defined as the capability of an individual for transferring the message effectively. These skills involve various components like listening, speaking and observing. When these kills are applied in the communication process it makes the process effective and efficient. Communication skills also plays and major role in the success of the organisations and the business firms. It facilitates and individual to effectively interact with each other (Murphy, McCloughen and Curtis, 2018). There are various type of modes through which message can be conveyed like telephonic conversation, face to face interactions and the digital communicating.

Verbal communication:

In this type the information is transferred orally or when the communication process carries out through spoken words. Sender in verbal communication conveys the information through speeches, conversations and presentations. It is one of the most effective ways to convey information. On the other hand it also depends that what is the tone, volume and the words of the speaker while transferring the message (Tayne and et.al., 2020). It is not only depended upon the speaker that how he sends the message as well as it also depends that how the receiver understands the message.

Non-verbal communication:

Nonverbal communication can be defined as transferring the information over the message through body languages and not by speaking or writing. It can also be defined as conveying the message without the use of words in the process. This type of communication process can be carried out by using facial expressions gestures postures. This type of communication facilitates the individual to maintain healthy relationships with each other. It continues the communication process through various types of gestures and the expression of the face.

Listening:

Listening can be defined as the ability of the individual to effectively understand the message or the information. It is one of the main elements in the process of communication and it starts with decoding of message in order to understand it. The communication process cannot be performed effectively without this component. These skills are very important in the process of communication while sending the ideas and thoughts to others. Listener should have to be more effective and if they will not pay attention the whole communication process will breakdown (Driskell, Salas and Driskell, 2018). They should critically listen each and every component of the message that is being transferred by the sender which helps in making the process of communication more effective.

The advantages and disadvantages of technology in communication.

Advantages:

Technology has a major impact in making the communication process effective. In today's time use of technology has become more significant in relation to communication. This helps in transferring the information more effectively. When there are emergencies technological devices plays a major role in transferring the message in a few seconds. By use of the technology in the communication the message can be transferred from one point to the other point of the world. Communication processes can be carried out by using various technologies such as phone, emails, messages etc.

Disadvantages:

One of the main disadvantages of using technology in the communication process is that older generations face issues in using the technology in order to carry out the communication process. It is not always true that the information that is being passed by using technology is always reliable (Tan and et.al., 2019). Other disadvantages of technology in communication are that it does not build any personal relationship because there is no face to face interaction between the individuals. There is also one other disadvantage of technology that the person to whom we are talking through the internet can prove to be fraud.

Problems and recommendations:-

In relation to the case of Pedro and Mario they have faced issue in communicating with each other effectively as Pedro was unable to effectively understand the message that what his wife is trying to convey. Pedro faces the problem of noise and various types of disturbance as he works in a building site which comes out as a problem in the communication. Another issue that Pedro faces is effectively decoding the message and they lack of using high tech technology. They were using the telephonic method to transfer the information but Pedro was unable to effectively understand what his wife was trying to say.

For better understanding the message Pedro should effectively understand the message. They can improve their communication process by eliminating the old technology and using the latest technology (Cao and Ali, 2018). They should also critically analyse the barriers such as noise and disturbance because Pedro works in building sites and this type of barrier can create an issue in the communication process.

CONCLUSION

From the above report it has been analysed that effective communication is very necessary for conveying the message from one person to another. Different models of communication has been analysed which mainly focus in removing the barriers from the communication process. Various types of communication skills have also been discussed. Different kind of barriers and problems has been undertaken that creates problem in the communication process. At the end of the report it has been evaluated that by applying various theories individuals can enhance their communication process which helps them in effectively transfer the message.

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