

University of Wales Trinity Saint David London

Effective Team Working and communication

Assignment report from:

Spasimira Lyubomirova Dzhoneva student ID: 2027241

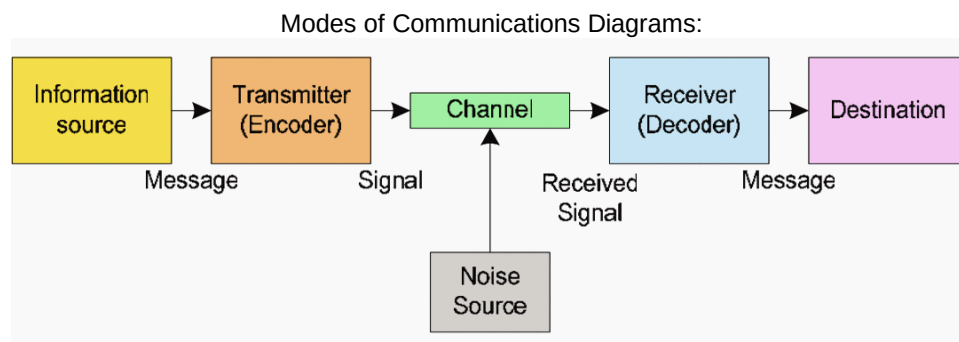
Table of Content

- Explaining the three models of communication skills
- Communication skills and all variants of communication
- How to build strong communication skills
- Advantages and Disadvantages of technology in communication
- Conclusion
- Diagrams of Models mention

We live in a world of communication we use different kinds and methods of communication but yet sometimes we experienced problems and difficulties during communication. A study from (Shannon and Waver 1948) tried to explain that the causes physical noise can be a reason of misunderstanding and lack of communication in Pedro and Maria study, which shows non clear communication extreme misunderstanding on a specific topic that is discussed between the two and the causes of that is noise disruption from Pedro's side therefore the conversation failed. In Sharmm model (1954) has agreed that even if the message fails the communication should be completed so the receiver in this case Pedro should've contacted Maria back and asked her what she meant exactly in their conversation and only then the communication will be completed according to Sharmm. Other theory in Berlo model (1961) did not mention feedback should be given but extended the definition of the theory internal noise created by differences between sender and receiver such as: knowledge, communication skills, educational background and culture and etc they all show difficulty in communication with others and lack of understanding what people say meant by saying something or when even explaining themselves to another person. There are two very known variants of communication such as verbal and non-verbal: The verbal communication is when we use words to express ourselves so therefore, we can say that every day in our ordinary life we use verbal communication to communicate and understand each other. The non-verbal communication is all the other methods we use to communicate with each other such as: letters, emails, messages, social media, body language, gesture, signs and more. Other examples could be facial expressions as well describe as: happiness, sadness, anger and fear. In this order according to Berlo's model we need to be very mindful what signs and gesture we use when we communicate with people from different cultures because some gesture, we use could be offensive to them. Communication is very big part of our lives and we use it in every aspect at the workplace at school which is considered as more formal communication and at home with our family and friends which is informal type of communication because we use more informal language and at workplace and school therefore, we use more formal language to communicate. Therefore, is important to build strong communication skills when we communicate with other in order to succeed. Active listening is one of the steps to build stronger skills, asking question for example when you have conversation with someone it shows interested in them also when you want clarification on specific part of the conversation is also beneficial to ask question and this particular skill is very important because without it, we can't communicate clearly. Clarifying and summarising is making sure that the topic of the conversation is clear and you remember all the detail so later on it can lead to another conversation and open a new topic for discussion, one will find increasing in your own productivity which is a personal achievement and also you can notice increasing in your engagement at many aspects in your life: Such as more productivity at the workplace sometimes maybe solving a problem that you been dealing with for a long time only by having a meeting and conversation with someone trying to resolve the problem and come up with

a solution: interesting fact is that our communication skills increase more in professional kind of situation by 57.9% because the pressure of making decision or coming with solution is much more then we think so then we find our self's to not only use our skills but also combining it with thinking so the process is much longer but more effective, by the end of the day we want to make sure we take the right decision for ourselves for the business or at home with our family I whatever type of situation we find ourselves to be. Dare to ask and to be open for conversation is having an empathy for the other person which shows that you taking interest in others and you are ready to help and maybe give them advice if is necessary, therefore approaching conversation is one of the things you need to practice and learn so you can master and have future confidence in any conversation. Communicate with respectful manner towards opposite person listen and use respectful language and tone of voice if the situation requires to give an advice make sure to think what to say before you say it because it is really important you might say something that is unappropriated and nothing to deal the conversation you having and you mind end up misunderstood from the opposite person and most likely they won't have conversation with you or even ask you for your opinion or advice even if you know and you can help they probably won't give you other chance unless they have empathy. So having empathy for the opposite person is availability to understand and share the feelings on one and other and the key also here is to be very patient with the person because sometimes it can take time to absorb the information. One you will find yourself approached in conversation with this person again or maybe even gain more experience and build new relationships, meet new people and gain more and more experience so it's all about learning and practice because not every time when you have conversation or communicate with someone your skills will be on point but is important to know not to give up and try and try until you succeed. Providing feedback, it is very important on that matter either way if you are provider or you receiving one is part of the understanding process and it is much valuable then you think. Other things such as using the right language, giving solution to a problem is one of the main things you should develop when building strong communication skills. Critical thinking is really important on this subject matter because it is a self-analyse on available evidence that support specific topic or situation and it requires self-esteem. Reflective thinking is another good technic of observation so going back and looking on the things that are already working and they are beneficial and of course looking at the improvements that needs to be made so it gives really clear view on the situation and how we can work to improve it. However, these are just a simple steps to follow if you want to be successful in communication but there is other form of communication that we as society use every day and technology is partly involved in this process of communication. Technology has massive impact in the communication world and has been part of our live from decades, and the more technology develops more effective and quick communication happens. Now days there are many advantages of technology that is invented in communication and it is definitely beneficial for us as a society. Apps such as WhatsApp which is the most popular one people use for both formal and unformal communication, has over 2.0 billion users not to mention social media platforms like Facebook,Instagram and Twitter which people use for more unformal type of communication between them. Using technology to communicate between each other is also beneficial for paper waste environment which is an extreme worldwide problem so by using social platforms to communicate we contribute a lot for paperless environment which is beneficial for us as a community. Other example of advantage are the educational platforms that many students and teachers use every day, according to the events of 2020 many universities and schools lauged online platforms for students to study at their own comfort at home and apparently to resent studies made same community of students prefer online studying over one to one in the classroom. Overall, there is many advantages of technology in communication in our everyday life is much easier faster and officiant, however using technology in our communication has also proven to have a lot disadvantages such as: lack of physical contact to interact with others in form of conversation, known as self-isolation. Pure connection is also one of the disadvantages of technology and communicating we often experienced this ussie and sometimes that might cost us a lot for example the middle of lesson or lecture, important business meeting or any form of a formal conversation it is extremely difficult to escape from these ussies, but is it important to know how to handle and solve them so we don't lose the communication. Hacking is one of the serious problems we experience as users of that technology and we need to very careful when we use internet and with who we talking to as well, keeping in mind with who we share our personal details online also we need to be extremely mindful what websites we use and visit online some of them have a lot of commersals on them that are

considered as spams. Sharing bank details should be done only if we are aware with who we share those details and be safe and verified because not being aware can lead to serious consequences and etc. Therefore, it is our responsibility to know and be aware of all the disadvantages and advantages of modern technology in communication and what impact that has on us as a society. Using the right language listen actively, paying attention to details, giving solutions to problems and asking questions which shows interest in the other person. These techniques build trust and strong relationship between people in every aspect of the communication: at the workplace, university college even at home with our family. When it comes to business it is a great importance to build partnerships on trust and build relationships with partners which is a long term beneficial experience for the business and for the people working side to side. In conclusion we live in world of communication and technology it is our priority to know how to use the right approach to both. Building strong communication skills is very important part of our life because it is long term beneficial in every aspect of our lives and ones, we mastered this it is safe to say that we very well know how to communicate with others and how to build relationships in business, workplace with family and friends. The Canadian motivational speaker Brian Tracy says that Communication is learned a learned skill, just like riding a bike the more you practice the better you become. So, in order to succeed you need to fail couple of times and then master the technique by learning which is a long-term process but very beneficial and the art of communication is the language of leadership-James Humes(author/speechwriter), According to this saying the language we use is the way of leading in the world of communication and it is our responsibility to know how to lead in this world of massive communication and leadership. because on the end of the day no one is born with excellent communication skills or educated because we all learn towards our whole life not a school not at college and currently not at the university these institutions just are given us opportunity and showing us the path of success.

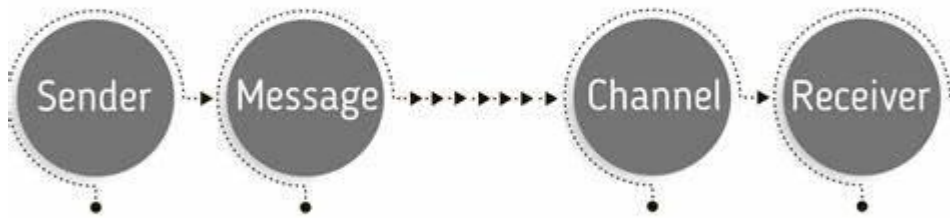


Shannon and Weaver Model 1948

Reference:

[Communication studies blog by Sis Michelle: Shannon and Weaver's Model of Communication 1948 \(michellemathiasfsp.blogspot.com \)](http://michellemathiasfsp.blogspot.com) page 1

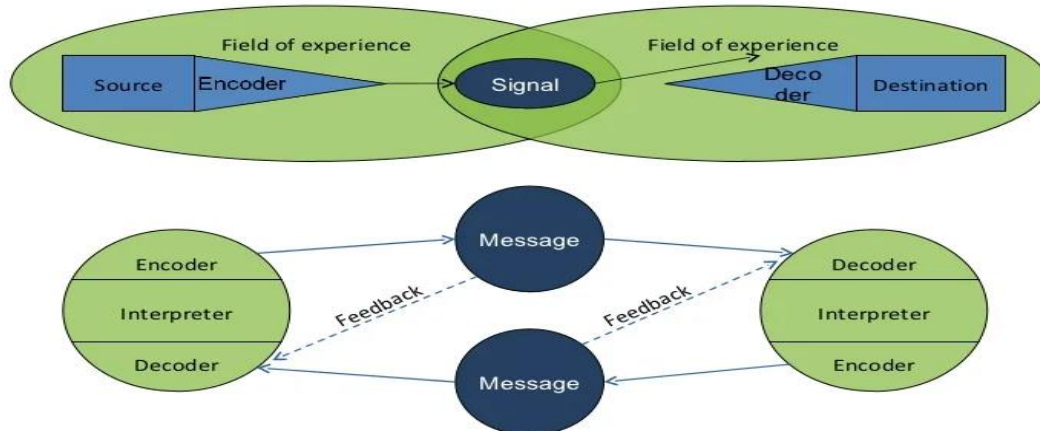
Berlos Model of Communication



Berlo's 1961 model of communication

Reference: BERLO'S MODEL OF COMMUNICATION | THE MARKETING EGGSPERT BLOG PAGE 1

Schramm's model (1954)



Sharmm model 1954

Reference: SCHRAMM MODEL OF COMMUNICATION 1954 - BING IMAGES