

EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW4002

Meysam Cohan (2022845)

Lecturer: MR. Zee Zook

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1.INTRODUCTION

Good communication is the Bridge between Confusion and Clarity.

(Nat Turner)

We all have experienced all forms of common problems of miscommunication at our workplaces.

It is important to have awareness of the issues of poor communication before it causes anxiety, confusion and mistrust amongst employees, colleagues, managers, and service users as this could dramatically affect company's objectives and goals. However, distinguishing the difference between poor correspondence and communication is just the start of taking care of the issue, by finding how to discover the reasons and issues for poor communication in the working environment is the best approach to start tackling them.

The workplace is the same as any other open environment in the world, it's full of different people with different characters and obviously, behaviours.

No matter whether you work individually in your office, speak face to face to people or clients, or present in front of a CEO of your company, the lines of communication must be open, clear and concise, otherwise the system will fail with a poor communication and ultimately bad results. (grammar.yourdictionary.com, n.d.)

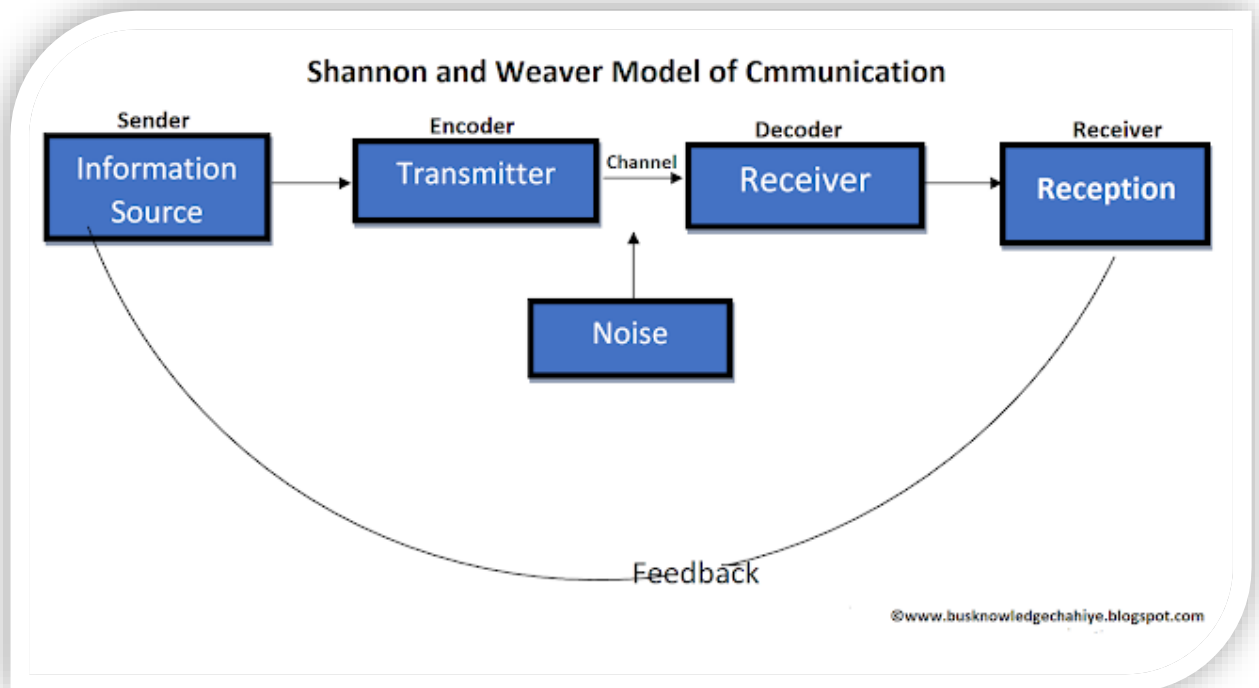
Without proper communication, teams/groups of people won't be able to succeed. Success could be in the hands of one person and in the long run, could spell disaster, for example: The responsibility left on one individual to run a business and expect to carry the whole workload alone, and be successful with it, could prove to be too challenging to manage. However, if there were a team to manage this then, it would have the potential to succeed and grow. With appropriate communications and structures in place.

The effect of poor communications within a workplace are pervasive than you might think.

poor communication can come from various people, employees, colleagues, or leader/managers. Each individual can come with their explanations and reasons on how they work and communicate but this will always have a positive and negative affect on people and can influence any work endeavour.

2.MODELS OF COMMUNICATIONS

2.1. Shannon and Weaver (1948)



An American mathematician and electronic engineer (Shannon) and an American scientist (Weaver) joined together and wrote an article called "Bell System Technical Journal".

This article was "A mathematical Theory of communication" and also called

"Shannon – Weaver model of communication". (Communication Theory, 2014)

This model was extraordinarily designed to develop the effective communication between sender and receiver. Regarding their model which involves signals between sender and receiver they found a new factor which affect the communication, this factor called noise.

These models introduce different concepts such as:

Information source (SENDER)

Transmitter (ENCODER)

CHANNEL which can be affected by NOISE

Receiver (DECODER)

Receiver (RECEPTION)

To understand this model simply a sender originates message or information which in turn will be transmitted by an encoder to signals and go through channels (radio frequency or binary data)

Which, in turn, will be received by receiver or decoder and then it will convert signal into message which is basically a reverse process of encoding.

As its mentioned noise can affect the message when its encoding or when its send to the receiver and also going through the decoding, noise can change and transform the message in various ways. (JMC STUDY HUB, 2019)

A practical example can be mentioned down below:

MR. Brown made a call to his colleague “come to my office, we want to discuss plans”.

During this call, noise appeared (transmission error),

His colleague received “we want “only.

Again colleague asked MR. Brown (feedback),

“What do you want Mr. brown”.

Here due to transmission noise, a colleague cannot understand Mr. Brown message.

The noise with influence the correspondence stream between them.

Information source: Mr. Brown

Transmitter: Telephone (Mr. Brown)

Channel: cable

Noise: Transmission error or distraction in voice

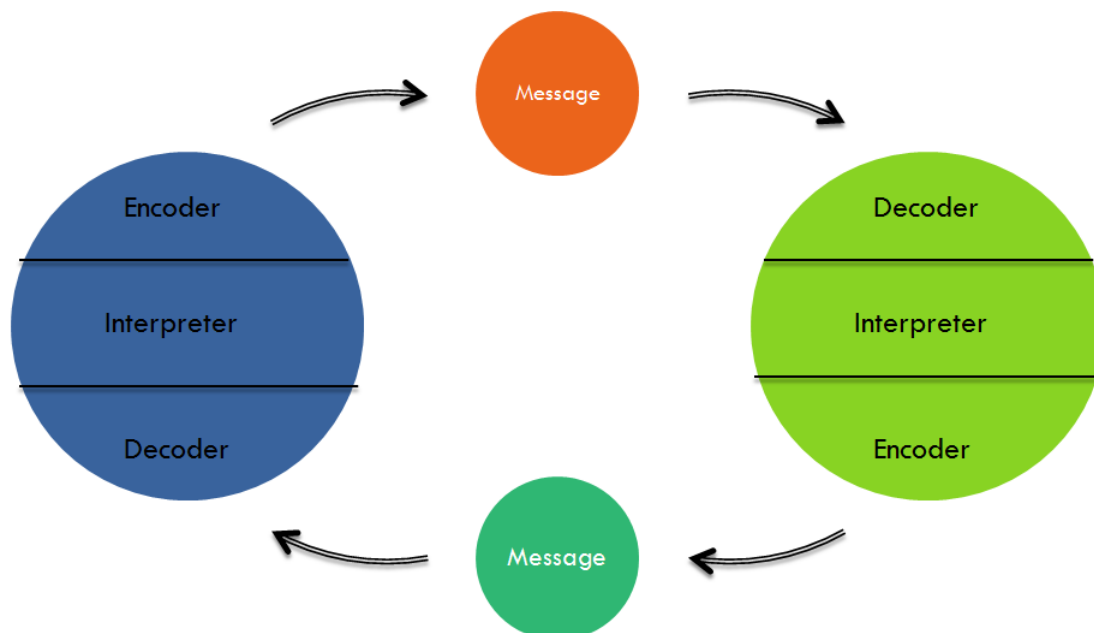
Receiver: Telephone(colleague)

Reception: Colleagues

This model is the easiest example of general communication theories also its more effective in person-to-person model rather than group or huge size audience.

Also to bring another topic about communication, which is a two-way process. Again, sender plays the primarily role and any error or noise interference by sender can hugely affect the receiver which plays secondary as just to receive information.

2.2. Schramm (1954)



After learning about Shannon and Weaver model of communication we can search for another model which has some common roots with previous model.

Wilbur Schramm proposed a new model of communication in 1954.

Information and data are useless unless it is carefully put into words, also encoding the message is very sensitive roles because its primarily process of communication by converting ideas and thoughts into a message. (Juneja, 2015)

When data reaches receiver or secondary role, the first intention to decode the data and understand the sender and obviously if receiver cannot decode or understand data which send to sender is actually no use, which also receiver cannot have feedback regarding that message.

As we know encoding and decoding play very important roles in any model of communications.

Schramm's model revolves around effective communication based on importance of flow between two individuals.

Schramm's model also highlights that communication cycle would not be completed if the receiver doesn't send any feedback to sender.

An example of simple conversation without and respond from recipient.

John asks Douglas – “will you company me for a theatre?”

Douglas didn't respond to dad which the communication between Douglas and John was incomplete. If Douglas wasn't interested to go to theatre, he could easily respond to his dad about his feeling and unwilling to go to theatre.

In regard to Schramm's model whenever sender sends a data or in this case, communicate with receiver, it becomes receiver's responsibility to come with an answer or feedback and let the sender know that received data or information exactly the same manner speaker intended.

If the message its unclear or it has doubt in the respond, it has to be cleared with the sender.

However, when the sender sends a data to the receiver, it will be decoded and receiver decodes the data again and passes the information to sender, when sender receives that feedback then knows understanding of receivers in this case which completed the full cycle of communication model.

This model can be affected by various factors such as knowledge, experience and cultural background regarding Schramm's model of communication, interpretation of same message in different ways.

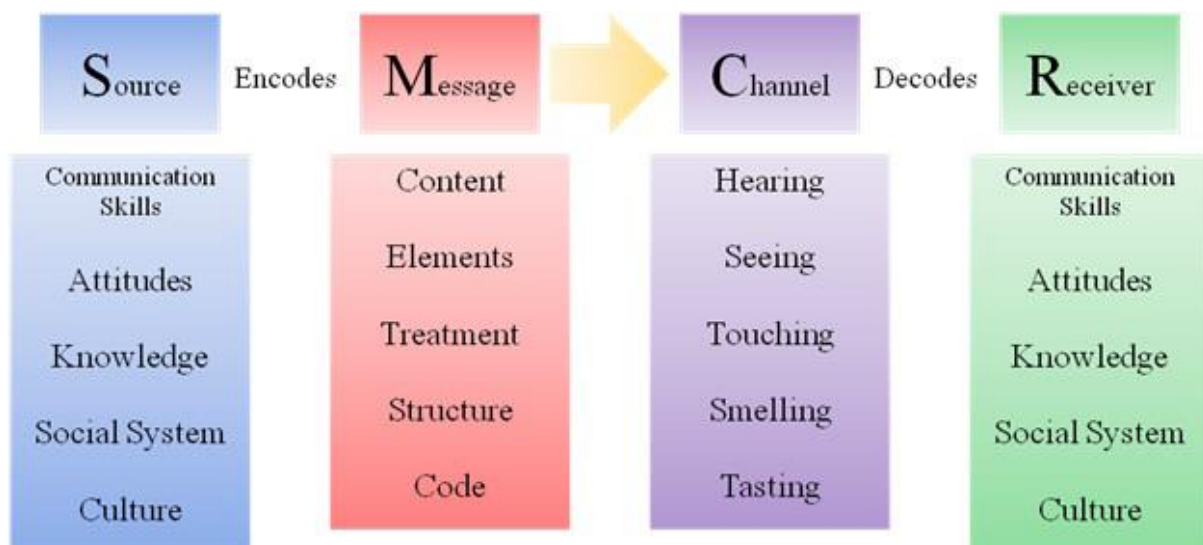
Another example of poor communication:

Douglas to Robert – “I get late for my office, please buy me a clock”

As we know sometimes messages can have a different meaning, in this case Douglas wants a clock and Robert went and gifted Douglas a clock and he was never late. But, sometimes, people might misinterpret that with wristwatch which hardly a case but obviously messages can be lost their meaning regarding cultural background.

There is different meaning in receiving information which are messages with denotative meaning and connotative meaning which affected by emotional factors which also can get distorted due to wrong body movements, gestures, facial expressions and many other factors.

2.3. Berlo (1960)



David K. Berol's SMCR model of communication represents the process of communication in easiest way possible. (Janse, 2019)

The acronym SMCR stands for Sender, Message, Channel and Receiver.

Berol's (1960) describes the different components that from the basic process of communication, because this communication tool also underlines the coding and decoding of the data or information it can be used for more efficient communication.

In berlos model of communication each component contents various factors which makes this model easier in one hand, in another hand influenced every component by various factors can affect the negative factors in this model.

In berlos model source component which involves communication skills which can include reading, listening, or speaking also attitude in relationship to audience, receiver and subject and knowledge about the subject can influence the message.

Also, one cannot ignore the values, beliefs, religion, rules and cultural differences which be a social system factors of sender communicates message, combined with location and circumstances. Social system and culture components can be defined in same components regarding their influence in sender roles of action.

The message is the bundle of data and information implying that is sent from sender to receiver which can be formed in audio, speech, text, video, or other media. Which would be in content of the message which also effected by verbal or non-verbal like gestures and signs will affect the message. (jayaseelansr.blogspot.com, n.d.)

Also, can add Albert Mehrabian's 7 38 55 rule of communication theory regarding part of elements components.

Albert Mehrabian's rule of communication defines how globally our language, gestures, signs and picograms effect our communication and feedbacks.

For example:

How would it be possible when someone stamping their feet while they are shouting

"I'm not angry"

does not come across credible?

"This how Mehrabian's rule of communication come to a meaning, in which he demonstrates that 7% of what we communicate consists of the literal content of the message".

(toolshero, 2013)

The utilization of one's voice, like tone, sound, intonation, and volume, take up 38% and as much as 55% of correspondence comprises of non-verbal communication

This has become more evident, when we communicate only with 7% of our verbal skills, which points to importance of nonverbal component of our daily routine, and it shows that our nonverbal communication factors having deeper root in our overall instinctive behaviour.

The channel in the way to send a message, could also be defined as a sensory system of the receiver and may involve human senses such as hearing, seeing, touching, smelling, and tasting.

When it comes to the receiver, which the person again, has some elements that can affect this message, just as the sender components, such as:

Communication skills, attitudes, knowledge, social system, and culture which we mention both having same nature regarding cultural background and beliefs and location.

Also, cannot ignore disruption in any communication process such as loss or distortion which effect the message by the receiver and convey it in a different manner. Or noise which make other factors to misunderstand or misinterpreted the whole message.

3.DISCUSSION

As we mention three different models of communications:

2.1. Shannon and Weaver (1948)

2.2. Schramm (1954)

2.3. Berlo (1960)

We can summarise all the above three models in a basic form of manners and how to evolve these models and learn from the poor communications that can come from it, to adjust in our daily communication which in our workplaces and/or over our daily life routines, regardless of what we want to send to any audience be it with more verbal communications, rather than gestures or signs which in one hand, can help towards communications.

These factors can be analysed first with what you intend to send to your audience and shaped in a clear wording if its person-to-person communication, otherwise if it's a message which has to be sent through a transmitter and encoded, it has to be clearer with more details to be identified and decoded for the receiver as clear message.

Also, not to ignore the emotional and behavioural aspect of each character as a sender which can influence the message, if we can generate a clear message regardless of other factors such as noise or transmitter issue, we can put ourselves in correct direction to improve our skills in communication.

To first clear our objective and determine how a communication should be carried out and how you can encourage your skills to shape your communication which will uplift your collaboration skills in any given environment including the workplace.

4.CONCLUSION

It's not a distance that keeps people

Apart

But lack of communication

A Precise Communication comes with clarity to determine what sender has to explain regardless of factors such as noise or transmission issues which can be eliminated by repeating the message by the sender or ask for clear message by the receiver.

Verbal messages also can be shaped by nonverbal gestures, signs, or facial expression to help sender and receiver to understand the importance of the message and would result better feedback from both parties.

Other factors such as environment, social system, or cultural differences, which can be a major issue, in any society or workplace, can be cleared by early stage of interventions to modify a better environment to avoid unclear and poor communications.

The understanding of any message and avoiding unclear communications, comes with a skill to prevent those situations from getting into challenging or misunderstanding circumstances. By being collaborative and open in communication and speech in turn will uplift professionalism and bring about transparency the in various undertakings such as writing skills, in writing a letter or an email, or learning new skills, in the technological fields also, this will again, avoid misunderstandings and discomfort and give you a better understanding of how to communicate and gives you a more professional etiquette.

All we ultimately need to do is be clear, concise and have a clear idea on what and how we want to come across in our explanations.

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THE BENEFITS OF TEAM WORKING

- 1. **IT INCREASES PRODUCTIVITY**

Working within a team makes it easier for the workload to be shared equally among members and distributed according to each member's skills and strengths. With more people involved, tasks are completed faster and more efficiently, thereby increasing productivity.

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THE BENEFITS OF TEAM WORKING

- 2. **It Provides a Support Network**

Team members will help and rely on each other for support and guidance. This allows them to remain focused on the goal and they can complete projects more efficiently. A stressed-out individual with a heavy workload working alone is at risk of becoming confused and making bad and costly decisions.

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THE BENEFITS OF TEAM WORKING

- 3. **It Encourages Innovation**

Two heads are better than one, and this is especially true in the workplace. Teams are better able to produce more creative, innovative and practical solutions to problems than someone working alone.

When bouncing ideas off one another in a brainstorming session, employees tend to feel more confident about being adventurous and coming up with unique ideas. On the other hand, someone working alone will usually present the safer option to their manager.

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THE BENEFITS OF TEAM WORKING

- 4. **It Improves Morale**

When the workload is shared and members of a team collaborate, they can feel a greater sense of accomplishment when they complete a task and reach a goal that they would not have been able to achieve if they had been working alone. This, combined with a sense of belonging, appreciation and recognition can drastically improve employee self-esteem and morale. ~~(see below's Hierarchy of Needs on Maslow)~~ In turn, when employees find joy in their work they experience job satisfaction and less stress, and companies see a much lower turnover rate.

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THE BENEFITS OF TEAM WORKING

- 5. It Attracts **Talent**

Today, there is value in collaboration over competition, it's important that companies cater to the needs of their future employees by creating a culture company people want to be part of. By doing so, companies are able to – employ and retain – top talent.

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THE BENEFITS OF TEAM WORKING

- 6. It Establishes **Strong Relationships**

Another benefit of teamwork is the establishment and development of strong relationships among co-workers. This helps them to communicate more freely and openly, as well as to encourage and motivate each other to work to their strengths and talents, which is key to the success of any organisation.

Generally speaking, being part of a team allows members to build trust and share a strong bond with each other, creating an environment where they feel comfortable and confident.

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- 7. It Allows **Flexibility**

Collaboration in the workplace may mean the added benefit of a more flexible work schedule, as members are generally cross-trained to cover for each other's skills and strengths. In fact, this allows employees to plan their personal obligations (like childcare or doctor's appointments, for example) with little disruption to projects while ensuring that important and fast-approaching deadlines are met. It's also important to note that flexible working can help to improve productivity and develop a better work-life balance for employees.

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THE BENEFITS OF TEAM WORKING

- 8. It Advances the Individual's **Career**

Working as part of a team can help you advance your career. By collaborating with others at work, it exposes you to other skill sets, and you can learn from them and expand your own skill set. Not only that, but it also provides you with the prospect of building your own professional network with alliances.

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