



Effective Team Work and Communication

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INTRODUCTION

The term communication can be defined as the process of exchanging or sharing of information, thoughts and ideas to another person (Loncke, 2020). It is imperative for an individual to effectively communicate so that correct message can be conveyed. Effective communication helps in eradicating barriers which come across while communicating and it helps in responding correctly to information of sender. Poor communication leads to miscommunication and at some instances, it can lead to frustration. This project report is based on four case studies which are Maria and Pedro, MAX the Multi Tasker, A Day with Chief along with The Professor and village people and highlight communication issue. At last, it will depict communication models and advantages and disadvantages of technology in communication.

TASK

Models of communication

Description of case study

The case study is based on Maria and Pedro and communication takes place between two wherein Pedro works on building site. One day, Maria phoned him and asked to bring chicken while coming home. When Pedro reached home, he took off his boots and clothes and went directly to kitchen where he was looking for Maria who was sitting in room. When he went to room, Maria asked where is the chicken and Pedro responded what chicken. Then Maria said, that chicken which I asked to bring while coming home. But Pedro thought that she said that when he will come home, she will see him in kitchen.

Why Pedro misunderstood Maria?

Pedro misunderstood Maria due to communication barrier which is anything blocks Pedro from receiving Pedro from receiving and in understanding message. Between Maria and Pedro, there can be seen perception barrier as Maria said Chicken but Pedro perceived as Kitchen. Having difference in perception creates a room for misunderstanding. Along with this, difference in communication style can lead to misunderstanding.

Shannon and Weaver Communication model

It can be defined as a conceptual theory which depicts the process of communication among individuals (O'Sullivan and Carr, 2018). In accordance to given case study, communication model is propounded by Claude Shannon and Warren Weaver and it explains confusion of Maria and Pedro. According to this model, sender encodes a message and send to receiver through technological channel. The model of Shannon and Weaver depicts the confusion between Maria and Pedro as information source selected by Maria to convey message is mixture of spoken words through telephone. Following are some elements of Shannon and Weaver model.

- **Source-** It is the individual who has message and wants to send to another person. In context to case study, source of communication is Maria who wishes to communicate with Pedro.
- **Encoder-** It is the sender or transmitter who puts message into specific signal which is further interpreted. In context to case study, Maria is the encoder who selects certain form of signal so as to represent meaning of message in clear manner.
- **Message-** It is referred as the information of content which is transmitted from one side to another. In context to case study, the message was “Hello, Pedro, while coming home, see if you can get me a chicken”.
- **Channel-** It is the medium through which message is being transmitted and channel used by Maria is telephone.
- **Noise-** It is something which distort a message through interventions within process of communication. In context to case study, internal noise occurred when Maria makes a mistake in encoding and in sending message to Pedro or he makes mistake in decoding the message.
- **Decoder-** It is the action for converting communication into thoughts. In reference to case study, Pedro decoded the message which is ‘While coming home I will see you in kitchen’.

How misunderstanding could be avoided

Effective communication skill plays vital role in avoiding misunderstanding or misinterpretation of message within process (Talukdar, 2017). It makes it easier for sender and receiver to get actual meaning of message. Following are some skills or ways by which communication barrier can be eliminated.

- ***Improving active learning skill-*** In reference to case study, lack of active listening skill creates confusion between Maria and Pedro and improving this skill can help in eliminating communication barrier. Through this, Pedro could have understood message of Maria. Along with this, it also allows Maria to ask question with Pedro whether he had understood the message or not.
- ***Volume and clarity-*** While communicating, it is important that the voice of sender is audible and clear. In context to case study, adjustment of voice can help in eliminating communication barrier.
- ***Giving and taking feedback-*** While communicating, it is important for sender to know what information he is sending. In context to case study, Maria and Pedro should take and give feedback regarding message. This will help in eliminating feedback or confusion.

Schramm Model of communication

This communication model was proposed by Wilber Schramm in 1954. It offers with a classic style and explanation of communication. Schramm Model of communication consist of three elements which are source, recipient and message (Daylight, 2017). In reference to case study, these elements are discussed below.

- ***Source-*** It is the sender of who wants to send message and in reference to case study, Maria is the source.
- ***Recipient-*** It is the receiver who receives message sent by sender and in context to case study, Pedro is the recipient.
- ***Message-*** It is the content or information which is sent to receiver and in context to case study, “Hello, Pedro, while coming home, see if you can get me a chicken” is the message.

Berlo Model of communication

Berlo Model of communication takes into consideration about emotional aspect of message. It is based on SMCR model which is Source, Message, Channel and Receiver (Ferretti, 2022). In context to case study of The Professor and the Village people, due to educational difference and inability to perceive right message, communication gap occurs.

Description of case study

A professor of English at a popular Welsh university lived in a large house not far from a village. When professor fell asleep while smoking pipe and it fell into carpet and started fire. He went to village and screamed ‘The edifice is being consumed by a great conflagration!’ but no one understood and they avoided and after returning home, he saw that his house gets destroyed and went to village next day and asked why they don’t help him as he begged to help. After listening this, one villager said why don’t you said that your house was on fire. They would have helped.

Why did not village people help professor?

The village people did not understand what professor was trying to say because of lack of knowledge and inability to understand complex language. Thus, village people did not helped Professor.

What should he have done to get them to help him

In order to take help of them he should have symbols, signs, gestures or use simple language instead of complex language.

Whose model of communication do you think can explain this situation

In order to explain this situation, Berlo model of communication is used. Language difference, listening and speaking skills plays vital role in communicating. Along with this, different people have different perception towards a thing and difference between sender and receiver which might result in language complexity as seen in case of professor and village people.

How it can be avoided

There are various ways by which communication barrier can be avoided by taking corrective action. In context to case study, professor has to use symbols, signs and gestures in order to tell that his house was on fire or he can use simple language which can be easily understood by village people. This knowledge and language difference is the main concern of house on fire of professor.

Communication skills

In context to a case study of “A day with the Chief”, there are various communication skills can be seen as the pitch of words is quite rough and high as she heard people described as “Wicked Witch of West” due to her high pitch voice. The choice of words are significantly chosen but at

some instances it lacks. When Mrs. Brown asked to have a cup of tea or coffee then his voice gets stammered. This shows that Mark lack confidence. Along with this, Mrs. Brown speaks in gruff voice as she had denied offer of Mark All these are verbal communication and non verbal communication involves gestures, body language and facial expression. In context to case study, various expression can be seen as Mrs. Brown never smiles and also not make eye contact. The facial expression shows him nervous and gives expression of shocked when he saw a small women sitting behind a large desk . the body language of Marks shows that he was nervous as he entered the large office, his mouth was dry because of nervousness and trembled. The body gestures of Mrs. Brown can be seen as she leans forward and listen as well as nod head in understanding. Squinting eyes shows that she has not taken interest in talk with Mark and he was unable to pitch her.

While communicating, it is important for an individual to focus on and does not engage in other activities as Max did. If I were at Max position, I would write new date immediately so that I did not forget and make confirmation call prior. At my workplace, I was given with a training session at an auditorium on next Sunday but due to engaging in various activities and feels it as a normal holiday. When one of my colleague told me that why I haven't attended today's session. Then I replied "Session, Which session". He told that session which was told to us a week ago regarding training. I got surprised and felt guilt for that and told that I have forgot. I would have to keep reminder of same in case if I forgot.

Advantages and disadvantages of technology in communication

Benefits

- ***Allows remote mode of communication-*** Technology enables people to communicate over large distances. It is considered as universal language which allows individual to communicate with people around the world (Teixeira, and et al.,2017).

- **More pervasive-** Technology within communication allows individual to connect with people and whether they are close or on other side of world.
- **More effective and efficient-** Technology allows individual to communicate effectively and efficiently. It makes communication easier and quicker in low cost.

Disadvantages

- **Privacy issue-** It is one of the most obvious drawback of technology in communication as it lacks privacy. Through high sophisticated tools, hackers can track and monitor or even steal information for personal interest.
- **Increased stress-** Technology has made people busier now than they were before as so many messages are coming and many messages are yet to be read and contacting with many people can increase level of stress.

CONCLUSION

From the above project report, it was concluded that communication is the process of sharing of ideas and information between two or more individuals. There are various barriers such as physical and other that restricts flow of information. Communication barriers are demonstrated by four case studies which are Maria and Pedro, MAX the Multi Tasker, A Day with Chief along with The Professor and village people. Due to communication barrier Pedro misunderstood Maria and professor was unable to convey message that his house was on fire. Similarly, Max has forgot to write new date and due to inability and wrong selection of words, Mark was unable to influence Mrs Brown.

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