



EFFECTIVE TEAMWORK AND COMMUNICATION

Report



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PRACTICAL PORTFOLIO

Executive summary

This particular report has been focused on effective communication skills which is an important aspect to achieve success in the professional field. Communication skills can be defined as the ability that helps individuals to understand others perspectives. Further, the report has discussed different types of communication models such as the Shannon and Weaver model, Schramm model and others. Moreover, it has been described communication skills that are essential to understand the information in an effective way.

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Introduction

The following assessment will mainly focus on effective communication skill. It helps individuals to understand others point of view. There are different types of a communication models that will also be discussed in this particular assessment. With the help of those models, individuals will be able to understand the importance of communication that results in good and effective teamwork. Further, this assignment will also describe the importance of communication skills. It is one of the abilities that help in interaction with others. Lastly, this assignment will include an example of Maria and Pedro which will help in understanding the importance of the feedback sessions within the organisation.

Application of the main theories relating to group dynamics, team working and communication to their own workplace examples

Communication is referred to as the act that helps to transfer messages or information from one person to another. It is very essential as it helps to share an individual's emotions, feelings, and thoughts (Luhmann, 2016, pp.251-259). With the help of communication, people are able to connect with each other. Effective communication allows individuals to clear out any kind of misunderstandings. Therefore, they are able to understand others points of view. There are various kinds of communicational models that are described in the following section.

Shannon and Weaver model

This model was developed by Shannon and Weaver in the year 1948. It is basically designed for effective communication between the receiver and the sender. It includes several factors that are discussed below.

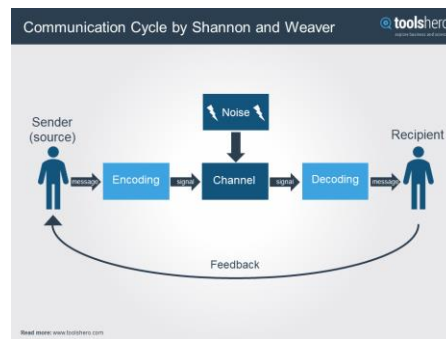


Figure 1

Source: (Chris Drew, 2019)

Sender:

It is the first factor of the Shannon and Weaver model of communication. It is referred to as the sources or the originator who send the message to the receiver with the help of a specific channel

(Chris Drew, 2019). The sender plays a crucial role in communication as the entire process is started up with the sender.

Encoder:

Encoder means transmitter or sender that use machines to convert their message into the signals. There are many issues which the students have faced regarding the communication skills and after implementing this theory in the process, the student was also able to overcome the issue regarding public speaking. It is important for the student as it allows them to understand the message of the sender. With the help of this process, the student is able to identify the significance of the message.

Decoder:

It is exactly the opposite process of the encoder. It is referred to as the place that helps to convert the signals into the message. It allows the people to understand and interpret that message in an effective manner (Ritchie, 2016, pp.278-298).

Receiver:

The receiver plays a vital role in the entire communication process. It is the last destination that received the message from the sender. It allows the receiver to understand the message effectively that is coming from the sender. After acceptance and understanding, the message receiver provides responses regarding the message accordingly.

Noise:

It is considered as the last factor of Shannon and Weaver's model of communication. The message that is delivered by the sender goes through different channels and is then transformed that message from encoder to decoder. In the mid-time, the messages are may affect through the noise. Along with that, sometimes it affects the flow of the communication therefore receiver may not get the

right or correct message that create misunderstandings among themselves. It is referred to as the unwanted signals that make the message distorted.

Schramm model

Wilbur Schramm introduced this model in the year 1954. According to him, communication is a circular model. This model is used to describe the flow of the communication level. According to Schramm, there are two types of pathways through which the message is transferred continuously among the receiver and the sender. The main purpose of this model is to understand the message that is delivered among the receiver and the sender. This model includes some elements such as receiver, message, and sender. It says that communication has two types of pathways that are used to pass the information among the receiver and the sender. The one path of this model describes that the message passes from the receiver to the sender and then it plays the reverse role like the message sent from the sender to the receiver (toolshero, 2020). Along with that, it also explains that the two main elements are needed while sending the message to the receiver to the sender or vice versa. It is the most important aspect of this model that helps to interpret the message in a correct and effective way. Within the educational institution, it becomes important for the students to understand the message that the teachers are trying to convey towards them. Apart from that, it is essential or required to understand the message that is conveyed by the sender or the receiver. If both are unable to understand the message then this process is not applicable or have no use. Therefore, these two elements are considered as the important parameter the effective communication. Further, it also discusses that the overall communication process is not get any kind of success until the sender get feedback from the receiver (Blythe, 2019, pp.177-180).

Berlo model

This model was established by David Berlo in the year 1960. This model is famous as the SMCR communication model. As per Berlo, the speaker is the important part that helps to state the emotions of the message that is given by others. It has four steps like receiver, message, channel, and sender that are discussed below.

Sender:

The sender is referred to as the person who is the main source of the message. It is composed to send the message to the receiver so that he can understand and decode the message effectively. There are several elements that affect the sender is discussed in the following section.

Communication

It is one of the significant aspects that allow the receiver to understand the meaning of the message that is sent by the sender (Underwood, 2018). Along with that, the message quality depends on the sender's communication skills. On the other hand, it is also important that the receiver have also good skills of communication which helps to understand the exact meaning of the message.

Attitude

Attitude is another factor of communication as the overall pitch of the message is depend on it. Therefore, the positive attitude of the receiver and the sender is very necessary to decode the message effectively.

Knowledge

It is important to have knowledge regarding the particular topic as it has a different outcome on the message that is coming from the sender. Lack of subject knowledge create many difficulties for the receiver and cannot convey the message properly.

Social system

The social system creates difficulties for the sender and the receiver as they belong to different states. It creates language problems, so both are unable to alter the message in an effective way.

Culture

There is different language in a different culture. With the help of various cultures, one message is explained in various ways. So, it is very offensive sometimes to have a different culture. Therefore, it is made sure to understand the different cultures before going to the multicultural communication.

Message:

It means information that is sent by the sender to the receiver. It helps people to understand the actual substance of the communication. It is sent through video, text or from other media. There are some elements that affect the entire communication process.

Structure and element of the message

Element and structure are one of the essential aspects that affect the message in a negative way. Unstructured messages affect the receiver and the sender equally and they are unable to understand or interpret the message.

Treatment

It is referred to as the way through which the message is sent to the receiver. Along with that, it affects the receiver's feedback negatively.

Content

Content is something that is associated with the message. In every message, content is present that helps the receiver to understand the topic in brief.

Code

It is essential for the message as it helps to understand that how the message is passed to the receiver. Wrong code creates disruption in the entire communication process.

Channel:

Channel means medium that is used to send the message. Different kind of channels is observed such as television, internet, radio etc. As per Berlo, five human senses are present that helps to interpret the message in an effective manner. Those channels are often affected by the human senses.

Hearing

With the help of this individual can interpret and receive the message.

Smelling

There are some products that are known for their fragrance or their freshness.

Tasting

Product taste or quality is sent through a message with the help of taste.

Seeing

The message that is coming from the sender is seen by the receiver.

Touching

Non-verbal communication like a handshake is touched.

Receiver:

The receiver is the one who gets the message from the sender in the entire communication process. It is the end of the overall communication process. It helps the receiver to interpret the message effectively.

Communication skills

It is the ability of an individual that helps to interact with the people in an effective way. With the help of these skills, an individual is able to understand others points of view. There are several types of communicational skills such as verbal, listening, and non-verbal that are discussed in the following section (Tongue, et.al, 2017, pp.3-9).

Verbal communication skill

Verbal communication skills are defined as the effective skills that are used to convey information to others. Along with that, it allows individuals to express their feelings in front of the people. One can express their feeling through speaking or writing. With the help of verbal communication skills, the individual can inform their needs to others (Cherry, 2021). Further, it helps individuals to develop or enhance their existing knowledge and get new ideas that help in the successful growth of their careers. Effective verbal communication skills allow individuals to understand their roles. Therefore, there are no chances to create any kind of misunderstandings. Apart from that, it helps individuals to create strong bonding among the team members.



Figure 2

Source: (Cherry, 2021)

Non-Verbal communication skill

Non-verbal communications are referred to as the process through which an individual can receive or send a message without using any language or words. Non-verbal behaviour allows individuals

to create trust among the people (Nordquist, 2020). It includes gestures, body facial expressions and eye contact, etc. Facial expression helps an individual to understand one's emotions or feelings regarding situations. Body language helps the people to understand an individual's reaction as well as moods (Doyle, 2020).



Figure 3

Source: (Chris Drew, 2019)

Listening

Listening is one of the abilities of human beings that allow them to obtain and interpret the message accurately in the overall communication process. Effective listening helps individuals to understand others points of view that clear out misunderstandings. It includes active listening (Rogers and Farson, 2017). It is the way of responding and listening to others. Along with that, it helps to build up mutual understandings.

Active Listening: Active listening allows individuals to improve their understandings much better (Robertson, 2016). This ensures that the individuals are able to get the proper understanding about what the others are trying to say. Further, this also ensures that the individuals are able to gain the benefits out of this.

Empathetic Listening: This is one of the different types of listening which allows the individuals to show empathy towards the speaker. Further, this is also one of the effective factors which ensures that the listener is trying to put themselves in the shoes of the speaker.

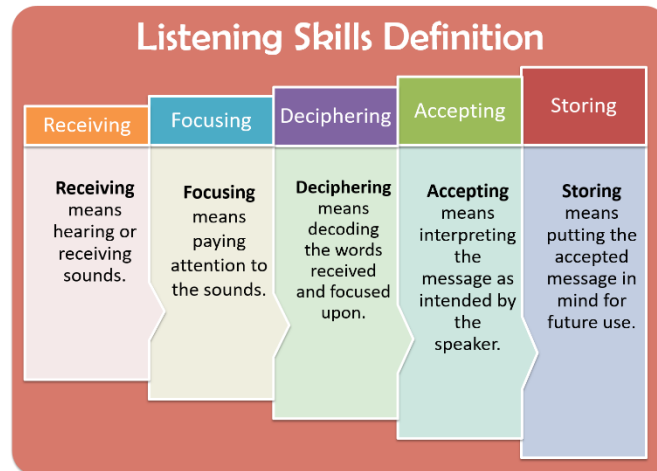


Figure 4

Source: (Doyle, 2020)

Example:

According to Robinson, there are several factors that affect the listener's inability. Therefore, the listener is unable to understand the meaning of what is spoken by the speaker. For example, the supervisor conducts a meeting and said to present all the members. Through this meeting, the supervisor gives the instructions to the staff for their work. The supervisor is a foreigner, so he fluently speaks. Therefore, the staffs are unable to understand the instructions. After she left the room there found a lot of nurses who are confused with the instructions. They are not asking for any clarification as their duty is to provide care to the patients. As per Maria and Pedro, it is made sure that there should be feedback that allows the people to clear out their misunderstandings or confusions.

Conclusion

The above report has focused on effective communication and teamwork skills. Communication is an effective process that helps individuals to understand others point of view. Along with that, it helps individuals to interact with others in an effective manner. Further, it has described various kinds of communication models such as Berlo model, Shannon and Weaver model and Schramm model. After that, it has been discussed communication skills including verbal, listening and non-verbal skills.

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Appendix: List of Figures

Figure 1:

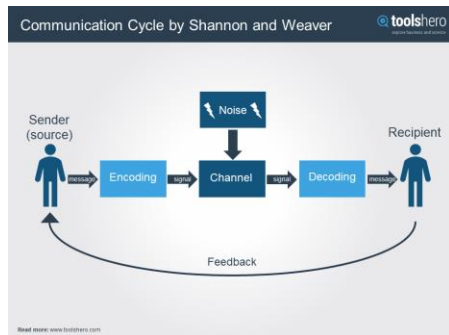


Figure 2:



Figure 3:



Figure 4:

