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Effective team working & Communication

STUDENT: ARTIOLA STANA

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LECTURER NAME: SOBAN SADIQ

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1. INTRODUCTION

Transferring information from one location, person, or group to another is the act of communication. Every communication has a sender, a message, and a recipient at a minimum. Although it might seem straightforward, communication is actually a very complicated topic. There are a wide variety of factors that can influence how a message is transmitted from the sender to the recipient. These includes our feelings, the surrounding cultural context, the communication method, and even our geographic location. Accurate, effective, and unambiguous communication is actually very difficult, which is why companies all over the world place have such a high value on these abilities. This definition demonstrates that communication encompasses more than just the dissemination of information. The phrase implies some degree of accomplishment in conveying a message, whether it be on of ideas, information, or feelings. A strong team can be developed through open and efficient communication. Staff members will be more motivated to work together when they consult with one another, consider various viewpoints, and communicate their progress. As a result, they build a strong team that makes work more fun, and they will ne motivated to deliver excellent work to avoid disappointing their colleagues. The fact that communication keeps entire teams informed and fosters a sense of purpose among team members at work helps to address employee morale issues. This thing not only fosters a sense of teamwork, but it also improves employee attitudes. A disconnect that prevents a message from being understood as intended is referred to as a communication barrier. Sometimes the message may only partially or not at all the audience for which it was intended. Other times, the message can be incomplete, badly converted, or the recipient might just be misinterpreted. Some of the barriers are listed below:

- no correct or insufficient means of communication
- language barriers
- cultural distinctions
- overly complicated messages
- rushing the conversation
- improper timing

Employees that are bad informed might hurt the company's performance. Companies must adopt excellent communication practises if they want to maximise proficiency and maintain their competitiveness. Businesses that struggle with a lack of positive connection probably don't have any established communication methods or tools. Stressed out workers, stifled

novelty, and decreased revenues can result from this. Some of the consequences are listed below:

Leadership: It is challenging for managers who struggle with communication to be effective leaders. Employees look on their superiors for criticism, guidance, and encouragement.

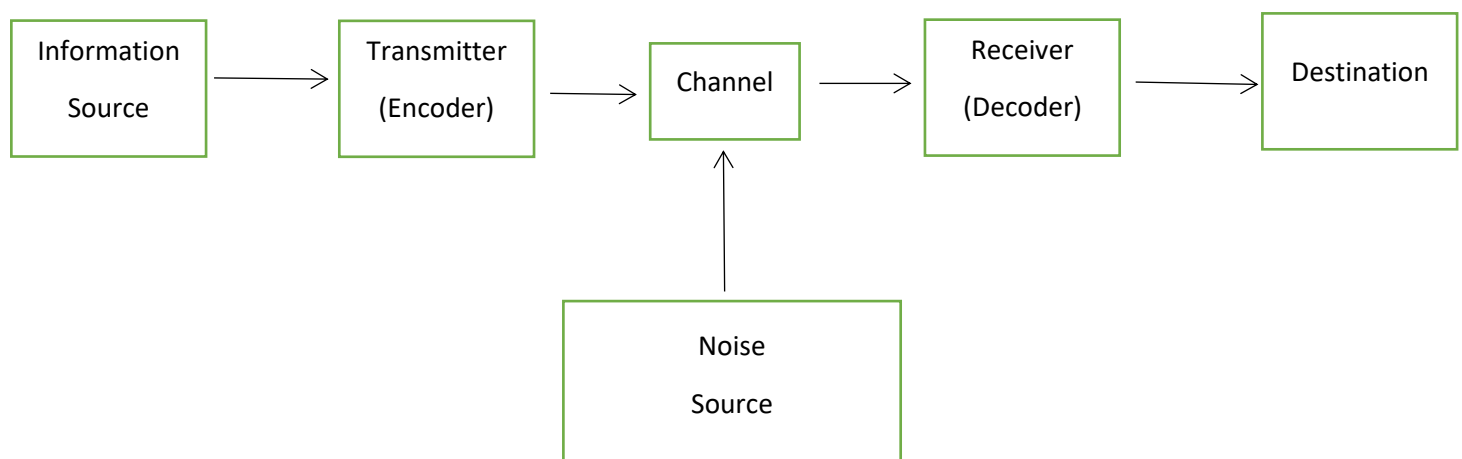
Culture: Employees may become frustrated by bad communication, which can foster mistrust and uncertainty. Employee loyalty and dedication to the company may suffer if they don't feel heard by management or have effective lines of contact with one another. This can increase the turnover rate.

Output: Employees covet a work atmosphere where they can interact with the co-workers and exchange ideas and viewpoints. Workers are unable to conduct their tasks well when they lack access to others and sources. This may result in a workforce that is less creative as it may diminish morale and lead to work hard. It may also affect the timely delivery of projects, which may harm a company's fame.

2. MODELS OF COMMUNICATION

Shannon and Weaver (1948/49)

Shannon, an American mathematician, Weaver, an American scientist, and an electronic engineer collaborated to produce "A mathematical theory of communication", commonly known as the "Shannon and Weaver model of communication", an essay that was published in the "Bell system technical journal" in 1948. This paradigm has been created to enhance effective communication between sender and recipient. Additionally, they discover "Noise"-causing elements that influence the process of communication. The concept was initially created to enhance technical communication. Lately, it is extensively used in the communication industry. Various topics are covered by this model, including information source, transmitter, noise, channel, message, receiver, channel, information destination, encode, and decode.



Case Study (Maria and Pedro)

Maria and Pedro are couple. Pedro is working as a builder in a site and one day Maria phoned him. She asked him to bring home on his way back a chicken. Pedro, he misunderstands her and when he went home, Maria asked him, where is the chicken? Pedro replied saying that, he thought that Maria told him that when you come back home you will find me in the kitchen.

How any misunderstanding could be avoided:

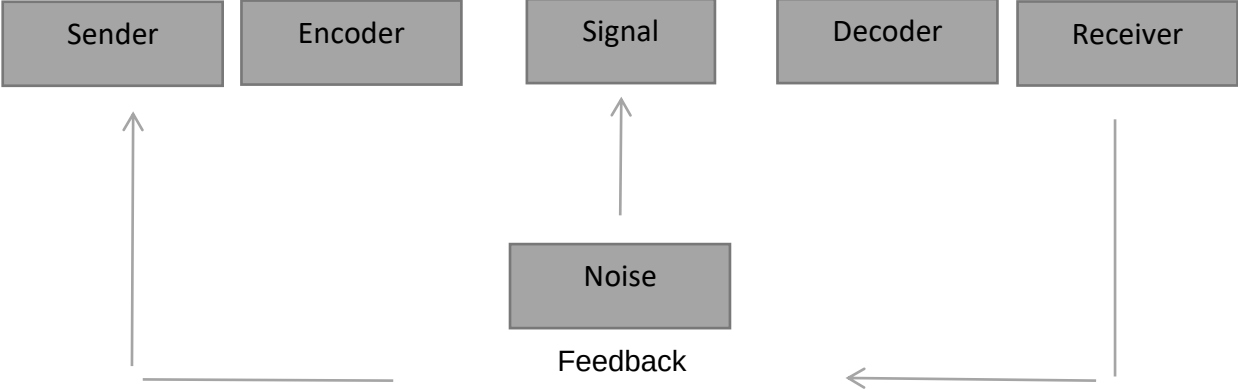
A sender transmits a message through the encoder, which is then decoded at the other end to make sense to the receiver. However, noise can deform the message, as is in the case study 'Maria and Pedro', where the noise of the construction site may have caused Pedro to hear "kitchen" instead of "chicken". In my opinion the misunderstanding could be avoided if Pedro was going to be in a quieter place to listen to Maria's message, a text message also it was going to be a safer way of non-misunderstandings, or Pedro to ask her to repeat herself(feedback), for him to make sure if he heard her properly.

Similar example

I am working in a doughnuts factory and when I start my shift, I always ask from my colleagues that they are finishing their shift soon, what is left to do and if we have any olds ones at the back (from morning). One day when I came to work and I ask one of my colleagues about olds, at that time one of our machines, made noise and she heard odds. She ends up giving me a wrong number of the order.

Schramm (1954)

This framework is often referred to as the communication Osgood-Schramm model. In contrast to other communication models, this one is circular or cyclical and includes all the fundamental components of communication. The Shannon-Weaver model served as the inspiration for Schramm's Model of Communication, which was put forth in 1954. Charles Osgood made the initial suggestion. Schramm differs from Shannon and Weaver because Schramm had feedback at his model. At first, he advocated for a circular rather than a linear form of communication. Later, Schramm modified this model, and he acknowledged it in his book. This model employs a traditional method to describe the flow of communication. It implies that communication is a continuous two-way exchange of messages between sender and recipient. This approach is based on the idea that both the sender and the receiver must understand the message. For instance, a group of second-grade pupils won't be able to understand past participle tense from an art professor. The encoder or sender, decoder or receiver, interpreter, and message are components of the Schramm paradigm of communication. According to this paradigm, information travels in both directions between the sender and the recipient during communication.



Case study (Maria and Pedro)

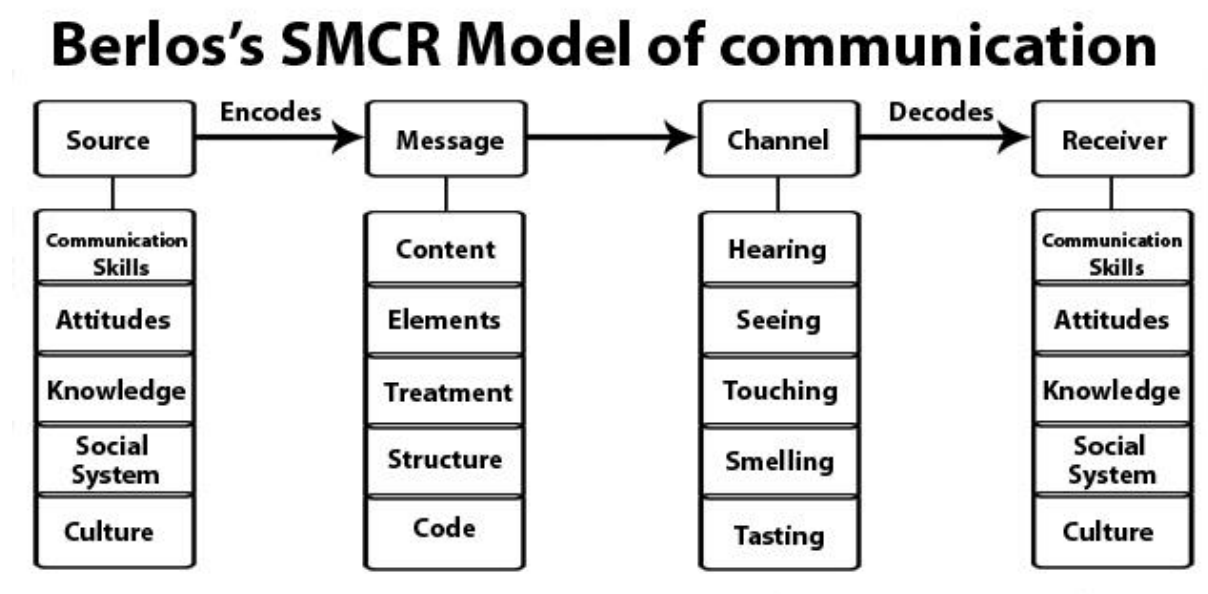
As I mentioned above, the misunderstanding could be avoided if it was feedback. If Pedro had asked Maria to repeat herself, probably the misunderstanding was not going to be happen.

Similar Example

One day my manager called me and asked me to go earlier at work. I did not hear the time properly because another member of staff went in the office and started talking to her. I ask her to repeat herself and then I clearly heard the time that she needed me.

Berlo (1964)

According to Berlo's model of communication, each part of the communication process is impacted by the message's emotional content. This communication model is also in charge of emphasising any possible encoding that takes place between the sender and the recipient. Sender, message, channel, and receiver are the four elements that make up Berlo's Model, which is used to describe communication process. Other factors are also able to influence these components. The Shannon-Weaver model of communication serves as the foundation of Berlo's theory of communication. David Berlo developed the Sender-Channel-Receiver communication model in 1960 to describe the many communication components as well as the variables that affect each component. Although Berlo's SMCR model is similar to the others, it is linear and devoid of feedback, like Shannon and Weaver's model.



Case study (The Professor and the village people)

In this case study there is a barrier in the communication, which is the cultural barrier. The professor is using words that the villagers could not understand him. The misunderstanding could be avoided if the professor talked to them the way that he talked when the house was destroyed. Also, he could realise that they are not understanding what he was asking them, by watching them ignoring him.

Same example:

This example is not from my workplace, but from an appointment with a doctor about my son's eyesight. We went to a clinic and after the doctor examine his eyes, he started explaining to me his situation. I was listening to him very carefully, but I could not understand a word. I asked him to repeat himself and talk in more simple words. When he started again explaining I was understanding everything.

3.COMMUNICATION SKILLS

Verbal

Verbal communication is the exchange of advice through speech with another person. Therefore, it can refer to both spoken and textual communication. However, the phrase is frequently used to refer only to spoken communication. When it comes to the verbal component of communication, everything resolves around the words you use and how they are heard and understood. Any exchange of information with others that involves words is referred to as verbal communication. These words can be written or spoken. Information transfer from one person to another is at the heart of communication. This implies that the importance of the message's transmission and reception is equal. Therefore, in verbal communication, the message must be conveyed by a speaker (or writer) and understood by a listener (or reader).

Non-Verbal

Your tone of voice, posture, gestures, and facial expressions are all effective communication tools. While effective communication is essential for achieving success in both personal and professional relationships, nonverbal cues also known as "body language" speak louder than words every time. Body language, which is frequently done automatically rather than intentionally, is the use of physical behaviour, expressions, and mannerisms to communicate nonverbally. Some other types of nonverbal communication are facial expressions, eye contact, touch, and voice.

Case Study (A Day with the Chief)

Mark is the top salesman for his computer manufacturing company, and he is having a meeting with the CEO in California, Mrs Brown. People had described her as the 'Wicked Witch of the West', but when Mark arrives at her office everything was different. Mrs Brown was very kind to him. She asks him a lot of questions and Mark answers them proudly. When Mark saw Mrs Brown listening to him and nodding her head in understanding, Mark felt very comfortable and started doing many things such as loosening his tie, crossing his legs and talking diminutive words about his colleagues. Mrs Brown stood up and angrily called her secretary to show him the way out.

The moral of this case study is that your body language and the attitude that you have in a conversation can cause many factors that can upset someone.

Listening

Active listening: In the communication process, listening is the capacity to accurately hear and interpret communications. To communicate effectively, you must first listen. Messages are readily misconstrued if one lacks the skill to listen effectively. As a result, there is a breakdown in communication, and the message sender may become upset or dissatisfied.

Empathetic listening: With a deeper comprehension of what is being communicated, both academically and emotionally, empathy listening is a disciplined listening and questioning strategy that enables you to build and improve connections. As a result, it advances active listening approaches.

Case Study (Max the Multitasker)

Max was very good at organising different events such as weddings, birthdays, anniversaries etc. The problem with him was that he could not employ someone to help him because his mum was sick, and he was the only one paying for the hospital and her medicines. Tamara is a client of Max. Two years ago, he organised her wedding and she was satisfied by his service. Now she is asking him to organise her parents' 50th wedding anniversary. For some reason Tamara called Max to change the date that they have agreed, although Max was busy talking with other clients on the phone, he told her that everything is noted. When the day came, Tamara, her parents and the guests went to the hotel but unfortunately it was someone else's party taking place. Tamara was so upset, called him rude names and she also said that she will give bad feedback to her friends about Max. Max on the other hand tried to calm her and told her that he can organise the party another day for half price, but his try was unfair as she did not want to talk to him anymore.

First is Max's fault that he was not paying attention on what Tamara was telling him, so there was not an active listening from Max's side. However, Tamara must have an empathy across Max, as she already knows his difficult situation with his mother.

4.ADVANTAGES AND DISADVANTAGES OF TECHNOLOGY IN COMMUNICATION

Advantages

Nowadays, communication has undergone a major revolution since personal touch has mostly been displaced by communication technology. The term “communication technology” describes how people communicate today using tools like email, phones, and social media sites like Twitter and Facebook. Due to the ability to connect people from disparate geographical regions, life is now simpler and more joyful than it was in the past. Another advantage of communication technology is speed because messages are not conveyed quickly, and responses are not always received right away. As a result, both social and corporate communication has improved in effectiveness and dependability. Through tools like video conferencing and social networks, many individuals may now communicate face to face from distant location and costless.

Disadvantages

Despite the substantial advantages, there are also drawbacks. The loss of interpersonal interaction when communicating is a significant drawback. Body language, facial gestures, and verbal notes cannot be read by people. To communicate effectively and understand more about other person, personal contact is crucial. Another drawback is the security risk of having your information compromised by scammers, which can result in the loss of your assets, financial loss, and reputation damage.

5.CONCLUSION

After completing this report, I can understand the differences between the three models of communication. I am also able to recognise them in different case studies. I did apply them in my life, explaining different case studies at my workplace and personal life. I do learn about the communication skills, the differences in verbal and nonverbal communication. Also, I learn what is the benefits and the harms of the communication technology.

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