



Effective team working and communication

Moodle code – BMSW4002

Abdus Salam Jabedur Rouf
Student ID - 2115534
University Of Wales Trinity Saint David
Lecturer – Ejiro Eshwode
Resit with Lecturer - Dr Lizeta Demetriou

Models of Communication

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Introduction

Effective communication is among the most important qualities an individual may possess whenever it relates to achieving accomplishment in career. Individuals should be capable to engage with people and understand what they are saying in order to interact with them.

It is likely that the most essential type of communication is conveying information from one area to another. There are many ways to communicate, ranging from verbal to written to visual representations to non-verbal expressions.

Three communication models

In this report I will explain what 3 models of communication is and how we can use it.

The Shannon-Weaver model

Based on the Shannon and Weaver Model of Communication, there are seven fundamental principles that can be used to describe human communication. Sender, encoder, channel, decoder, receiver, noise, and feedback, (Communication Theory, 2011).

To improve the efficiency of connection across sender and the receiver, a special model has been designed. They also find "Noise"-producing components that interfere with communication. The idea was first developed to improve communication skills. Afterwards, the communication sector makes significant use of it, (Communication Theory, 2011).

Sender: The message is chosen by the message's creator or information source, (Communication Theory, 2011).

Encoder: The device that transmits signals from messages, (Communication Theory, 2011).

Channel: Another phase after Encoder is known as "channel" in the Shannon Weaver paradigm. The network that transports data from the sender and receiver to the decoder and receiver is known as the communication channel, (Communication Theory, 2011).

Decoder: The spot where a signal is taken in and transformed into a message. a process of reverse encoding, (Communication Theory, 2011).

Receiver: The recipient of the sender's message, (Communication Theory, 2011).

Noise: The messages are sent through a network from the encoder to the decoder. Encoded transmissions may block the route throughout transmitting and prevent the receiver from getting the actual message. Natural disturbances like horn sounds, lightning, and traffic noise could interfere with or disrupt the messages throughout this processing, (Communication Theory, 2011).

Feedback:

"Feedback" is the last stage of the Shannon Weaver model. Actually, The "feedback" process was not proposed until 1948 by Shannon and Weaver. Norbert Weiner created the feedback process in response to concerns about the linearity of the technique. (The term "linear" suggests a one-way flow of communication.)

When the message recipient reacts to the sender in order to complete the communication loop, this is known as feedback. They could reply to the sender to confirm receipt of the communication or to demonstrate to the sender, (chris.drew. 2019).

- 1) Whether they could understand the message without sound
- 2) How effectively the message is received

However, the "feedback" aspects appear to have been introduced after the fact, and they have received a lot of criticism, (chris.drew. 2019).

Practical Example of Shannon-Weaver model of communication

A telephone conversation

Sender: The sender is the one who placed the call and wishes to communicate something significant to the call listener.

Encoder: The telecommunication transforms a person's speech into a series of binary data packets that may be sent across the phone lines.

Channel: The telephone cables directly operate as the channel.

Noise: If the speaker stutters, the phone lines are cut out during a storm, or the telephone encoders and decoders are damaged, noise may occur.

Decoder: The binary datagram that the recipient receives are converted back into sounds by the telephone he or she is holding into the sender's voice.

Receiver: The message will be understood by the receiver after hearing the decoder's sounds.

Feedback: In order to inform the sender of what they heard or understood, the receiver may respond by speaking.

(chris.drew, 2019).

The Schramm Model

A communication system with a circle form, the Schramm Communication Model contains all key communication concepts. The Schramm Communication Model is a conventional approach to communication processing. When two individuals are exchanging information, ideas, or attitudes, it can be used to evaluate how effective their communication is., (Janse, 2022).

The core of the cycle communication system is the thought and idea that communicating can be a two-way process. Consequently, there must be a sender and a recipient. The message itself is at least one additional component of the model, (Janse, 2022).

It is also possible for the sender and recipient to be identical. Internal communication is what we refer to as. Conversation is the first. The Schramm Communication Model is circular in nature, in contrast to many other models and theories of communication that are linear. This suggests that a communication must be sent and received by at least two parties. To correctly interpret a message, both the sender and the recipient must encode and decode it, (Janse, 2022).

The circular communication paradigm was first presented by Wilbur Schramm in 1954. Later, he modified a few things and added the concept of commonality or the field of experience. What is meant by this is what the sender and recipient both agree upon. It won't be simple for a physics professor to clarify mathematical concepts to a psychology class because the students don't have any common experiences that would have made the lesson easier to understand, (Janse, 2022).

The Berlo Model

The most fundamental type of communication is described by David Berlo's SMCR Model. SMCR stands for Sender, Message, Channel, and Receiver. The several elements that make up the fundamental process of communication are explained by Berlo's SMCR Model of Communication from, 1960. This communication tool can be used for more effective communication because it also emphasises the coding and decoding of the message, (Janse, 2022).

Although the Berlos SMRC model is similar to the others, it is linear and devoid of feedback, like Shannon and Weaver. After the message is sent, interference on noise may occur and take the following forms:

Communication: Reading, listening, speaking, and language variations

Attitude: Bored, unresponsive, and presumptuous

Knowledge: Differences between the sender and the receiver may cause the sender to use a language that the recipient does not understand. If the sender uses enigmatic language that the listener finds difficult to understand.

(Janse, 2022).

Skills in communication

Verbal Communication Skills

The capacity to communicate vocally is only one aspect of a person's communication abilities; they also show how they send and receive messages verbally and in writing (Leonard, 2017). A person's viewpoint is expressed vocally, which is clearer and sounder than any other media. These abilities are more concerned with how people interact with one another than with what they say, (M.Graham, 2022).

Following are a few examples of verbal communication that works well:

1. Listening with an open heart and mind
2. One is seeking clarification on a particular topic.
3. One method for collecting information is through using open-ended questions.
4. speaking in a direct, unambiguous manner
5. Using humour to attract and engage audiences, (M.Graham, 2022).

Because oral communication allows people to build connection with each other, those with exceptional verbal communication skills are more likely to have more enjoyable encounters and professional relationships. Individuals with these traits may create a sense of confidence to their audience while also ensuring that they understand the topic or expectations being given. Clear and practical communication abilities are beneficial in projects, speeches, and job interviews, (M.Graham, 2022).

Non-verbal Communication Skills

In order to build stronger relationships, nonverbal communication techniques like body language may be used, (M.Graham, 2022).

The other person may tell whether a person cares, is honest, and listens attentively through non-verbal communication signs such as how he or she listens to others, It is simpler to build trust, clarity, and connection with individuals when non-verbal clues match their words. The individuals may develop a sense of suspicion and uneasiness as a result. Superior communicators are more aware of their own body language and non-verbal indications, as well as their colleagues' and peers' body language and non-verbal cues, than their less successful rivals, (M.Graham, 2022).

Often, facial expressions are much more effective at communicating a message than simply speaking the words. In various circumstances, it can be utilised instead of or along with the spoken word, (M.Graham, 2022).

Active Listening

If people put the five guidelines below into practise, active listening can help anyone become effective learner

- Pay close attention.
- You must convince the audience that you are listening to what they have to say.
- express your feelings.
- The discussion to be extended.
- Respond to the situation in a suitable manner.

Active listening is a fantastic way to enhance your listening skills and the ability to hear another person's words and the full message they express. This is only possible if both parties give the attention to the other party. Preventing boredom from setting in while listening to the other person talk is also crucial. However, it's crucial to keep in mind that the speaker shouldn't use unnecessary words because doing so will make the listener bored.

(M.Graham, 2022).

Empathetic listening

Empathetic listening is the ability to listen closely and respond to others' opinions throughout a discussion. Empathetic listening helps establish an emotional bond with the other person and identifying similarities in their experiences that include your own in order to provide a more genuine response. You must be aware of the other person's viewpoint in order to listen with empathy, also known to as engaged listening or "reflective listening." Helping and guidance instead of advice or opinion is one of the most crucial aspects of empathy listening, (Indeed Career Guide, 2022)

Advantages and Disadvantages

Advantages

It can be utilised in simple text messages.

It has sparked important changes.

It approximates every aspect of human communication.

It is quite valuable as a guideline.

Research on communication employs its ideas.

(StudyCorgi.com, 2022).

Communication that delivers removes the uncertainty out of all messages. Audiences who receive information or ideas effectively don't question the logic. Speaking efficiently makes it easier to get your point through and make sure your audience is on the same page. Choose the most important topics, briefly describe them at the end of the discussion and allow attendees to ask for more clarity as required, (Bizfluent, 2017).

People commonly encounter challenging situations. Communicating with a supervisor, an arrogant salesman, or a professional are a few examples of daily interactions that might be unpleasant. It may happen naturally to pay attention to physical signals and express desires and goals clearly, but these skills can be strengthened with effort and self-awareness. If you are able to pick up on and understand feelings and thoughts, you will be at a unique advantage when bargaining and finding solutions. Additionally, it makes it simpler to adjust your message to fit the preferences and needs of your target audience. Pay attention to their behaviour and modify your speech accordingly, (Bizfluent, 2017).

In every way, having good interpersonal relationships relies on effective communication. Clear communication strengthens bonds, build confidence, and reduces conflict in relationships. These are all great advantages, (Bizfluent, 2017).

Disadvantages

It can't be compared to the different forms of human communication.

It is essentially formal and avoids facts.

This model does not divide between ideas that are significant and those that are not.

(StudyCorgi.com, 2022).

Communicating may not be sufficient to be understood. This method could be affected, along with other things, by your surroundings, your audience, and the punctuality of your message. Even a message that is clearly given cannot ensure transmission, though. Being aware of facial feelings may not always be helpful. If you can interpret these indicators, so can everyone else. This could be detrimental if you are unable to manage your feelings. When you lose your concentration, you are at a disadvantage in any engagement, (Bizfluent, 2017).

Regardless how well you communicate, if the other persons are not listening closely, you are at risk of missing your message. It's possible that one person is speaking effectively, but the other person is not paying attention. The results of not receiving a message are usually bad. Always remember that dialogue should be two-way. When the recipients are blocked off to them, even communications that are effectively expressed are unsuccessful in reaching their target audiences. This causes a disagreement which is usually unresolvable without a sacrifice or the dissolution of the partnership. Being honest with a spouse or friend about your emotions, needs, and goals remains better than not doing so, even though this is clearly a disadvantage of efficient communication, (Bizfluent, 2017).

Conclusion

One of the most important skills somebody may have been the ability to communicate effectively. People who do not have it will not be able to thrive in business. Communication is the glue that keeps every business activity together, whether it is a start-up or a worldwide corporation. To be an effective communicator, you must have experience in all elements of communication, including verbal and non-verbal interactions, as well as online and written communication. Individuals must feel at ease communicating in a variety of methods, including written and oral conversations. This is due to the fact that people with weak communication skills typically find it difficult to succeed in their careers, (Hills L, 2013)

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