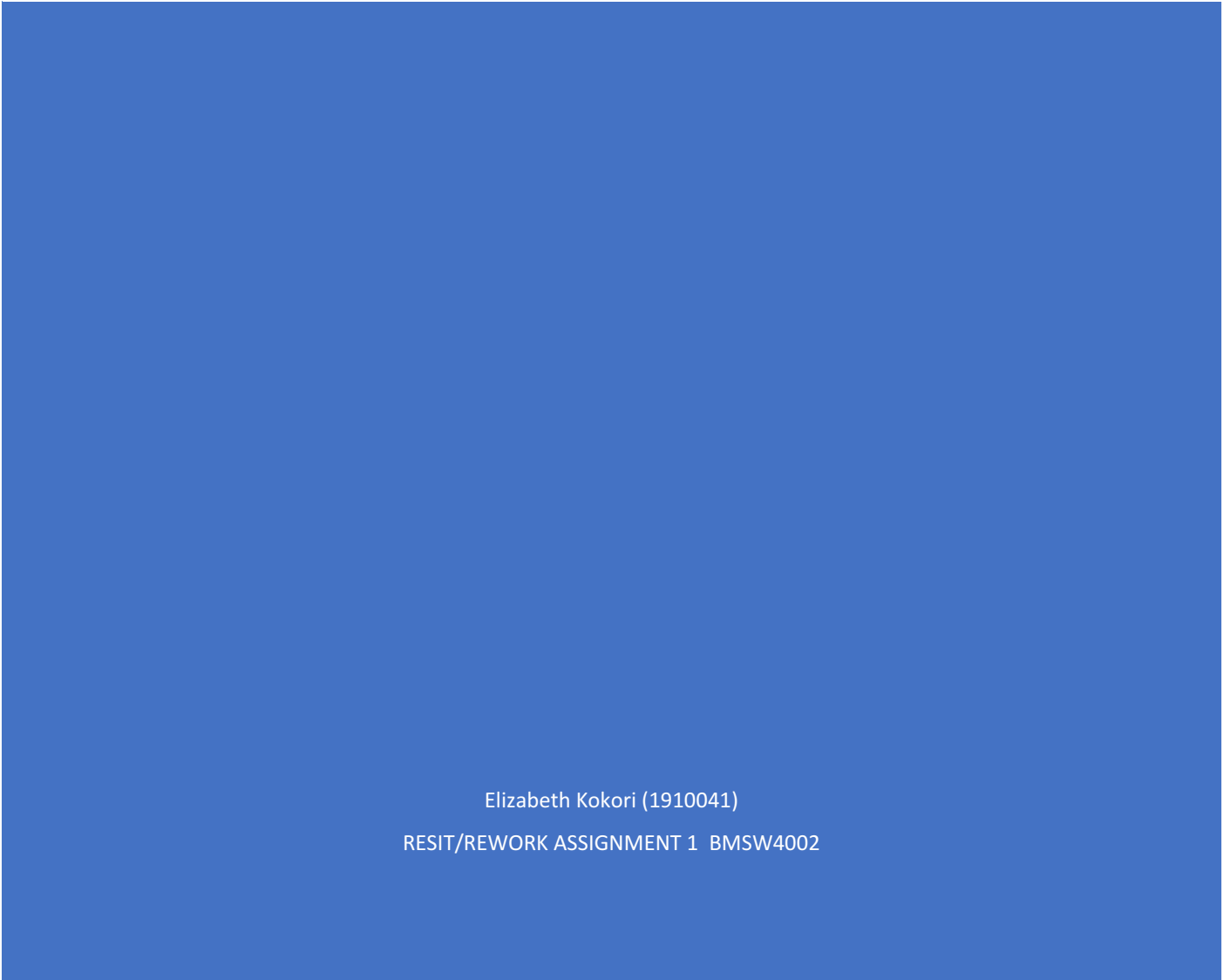




EFFECTIVE TEAM WORKING AND COMMUNICATION LECTURER-LLOYD BEHARRY JUNE-2020



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TABLE OF CONTENT

INTRODUCTION

DEFINITION OF COMMUNICATION

MODELS OF COMMUNICATION

COMMUNICATION SKILLS

EXAMPLE FROM THE WORKPLACE / CASE STUDY

CONCLUSION

REFERENCES

APPENDIX

Introduction

This report is focused on how people communicate and how effective team working can enhance workplace productivity. We will be looking at different theories to understand other communication channels and how communication is held in high regard as it helps build good relationships in the workplace and resolve conflicts. This report will explain how communication is an essential tool in achieving productivity and maintaining secure working relationships at all levels of the organization.

Communication is the interchange of reasoning, details, and ideas that result in mutual understanding connecting two or more people. This procedure required at least one individual sender, a receiver, and the message that is transmitted within a conveying means. It starts with an idea or a notion in the mind of the sender. He or she convert the concept into a meaningful symbol in the form of words, pictures, and gesture in the way of a message. The sender selects a means to convey those symbols to enable the receiver access through one or more senses. The medium can be a face-face conversation. A text messages electronic transmission media. When the receiver receives the details, she or he must decode the symbol to be able to interpret information and understand the intent of the sender.

Communication is relevant when the receiver correctly understands the information that is conveyed by the sender. But this does not imply perfection in touch. A numerous challenges can hinder the process and block understanding. Griffiths, B.A, and Dunham, E.B.

Communication is essential in the workplace because it promotes the organization's values and enables an employee to learn from the experiences of others; without effective communication, there is no leadership and no team. Ability to communicate in clarity and concisely brings success to the workplace, and as an individual. Communication is impotent in the workplace because it enables the management of diversity and conflict and allows the

employee a smooth relationship with management and client. As a care professional, it is essential to have good communication skills to build a trusting relationship with the people who require services.

Verbal communication uses language in words to transfer information, and communication embraces both our terms and verbal fillers. Spoken messages are built through languages. Effective communication necessitates a precise explanation of others' verbal messages as meaning is cocreated; if not so, the importance of the words you have communicated will not be recognized. As a worker in an office, it is essential to make a constructive use of your language skills and enhance your potential to interpret other people's messages. Quintanilla, K. M., and Wahl, S. T.

Robinson and Robinson {1982} are of the view that if speakers are to be frequently logical at conveying their intended meanings orally to listeners, they should realize that intended purposes may not be correctly represented by a message and this also implies that many factors can hinder a listener from comprehending what a speaker means altogether.

Non- verbal communication can be described as body language, and it involves different ways in which we communicate without words. Furthermore, nonverbal communication is written or oral language, which generates meaning for an individual. {Ivy & Wahl, 2014, p.5}. Research has supported that nonverbal communication is a device to transport, attitude, thoughts, perception, and meaning.

According to research, it is indicated that around 55% of interpersonal messages are conveyed nonverbally. {Lavan, 2012}

Written communication is the former traditional form of communication. Whichever structure of communication, which is written and recorded from the writer to the recipient, is known as written communication. Examples of written communication involve, letter writing, memo, research work, and report writing. {Edu-article.logspot.com}

Virtual communication can be defined as information given without physical presence. This kind of communication brings people together geographically through electronic and communication technologies to achieve workplace tasks. {Powell.Piccoli, &Ives. 2004}

Research has shown that the application of technology can remarkably enhance team organization and increase productivity. However, they need to be fervently managed. { Hertel, Glistner. & Konradt, 2005}

Communication skills like active listening and self-confidence allow information clarification further transparent. It isn't easy to try to know and interpret the messages of another person. Active listening is one of the key points to be able to understand correctly what another person is saying. According to {McKay, Davis, Fanning, 1995}, Active listening requires effort and discipline.

Poor communication in the workplace can lead to low employee performance , poor leadership, conflict in the workplace, employee dissatisfaction at work, and a tense environment to work. These are some of the consequences that may arise in the workplace because of poor communication.

Workplace communication is relevant; it enables lesser conflicts, increase productivity; it builds trust in the relationship between employer and employee. Effective communication in the workplace allows the workers to manage resources appropriately.

According to Shaw {2011}. He thinks that the major problem with communication is to assume the message has been received. Several forms of challenges can impact the communication process. Rakich and Darr {2000}. They classify these barriers as environmental and personal, and these can block, filter, or distort the message as it is encoded and sent, as well as decoded and received.

Effective communication is vital in the workplace; it enables managers and employees to accomplish the primary function of planning and organizing, which will eventually help achieve the organization's required outcome.

Poor communication can lead to employee dissatisfaction and can lead to low self-esteem and reduces moral. Of employees, management has the responsibility to listen to employees to enable them to be motivated.

Theories of Communication

Shannon and Weaver model of communication is a transmissive model that is focused on how accurate a message can be transmitted. This model describes how the communication process between sources and the Destination. The source creates the message detached or continual. Based on Shannon and Weaver's description as quoted by Lossy {1999}. Shannon's theory's purpose was a signal transmission from source to the Destination through transmitter and receiver over the channel with reduced interception or mistake. Shannon and weaver model of communication has seven main Element which are

Sender {Information Source}

Encoder {Transmitter}

Channel

Noise

Decoder

Receiver {Destination}

Feedback.

David K. Berlo developed SMCR, and he was a communication theorist and consultant. Berlo points out the importance of a psychological view in his communication model in his book *The Process of Communication*. The four aspects of Berlo's S M C R models are

Sources

Message

Channel

Receiver

Berlo is of the view that all communication should originate from somewhere or a source. This source can be an individual or a group of people.

Schramm's Model

Wilbur Schramm is a known communication theorist; he developed a simple communication model in his book *The Process and Effects of mass communication* in the year 1961.

Schramm's model consists of Three Element which are

The Source

The Message

The Destination via the channel where the message is received, Schramm points out that there should be something in common for understanding to take place between the source and the destination. This model explains how it is vital for the receiver to understand the sender to provide feedback; noise can affect the communication process if the concentration is lost. Visual, reading, and writing are essential skills associated with this model of communication.

The differences between Shannon and Weaver, Schramm, and Berlo's theories are not farfetched.

Their similarities are centered around communication sources, channel signals, noise, and as well as the receiver. Shannon and Weaver's model is a one-way linear partner without face to face or human interaction and feedback.

Schramm's model involves being able to be visual, Read, and Write. There are usually feedbacks and more of interactive and face to face communication. Noise is synonymous with Schramm's model; environmental noise can interfere in understanding a message.

Berlo's SMCR model is close to the others, but unlike Shannon and Weaver, it is linear and without feedback. Intrusion or noise might impact the message sent and can cause misinterpretation. Berlo's model also consists of verbal and nonverbal communication, and it considers the aspect of emotion in a statement.

Workplace Case Study

Some factors can prevent a listener's inability to comprehend what an orator means at the workplace. Robinson and Robinson {1982} observed this.

In my workplace, communication is not clarified because most employees are from different backgrounds and cultures, and each of them has their temperament and pace on how quickly they can understand. Process information is shared. Management overlooks the problem instead of fixing it.

Without good communication skills in the workplace, employees cannot have the capacity to plan and think clearly. Management is the root cause of communication problems in the workplace. There is mostly no clarity in the information given. Most times, employees

are not allowed to demand transparency because of fear of talked over.

A major incident happened in my workplace because of poor communication. A staff member was signing off shift and verbally handed over the next transition to a new staff who barely understands English, she was advised to administer medication to a client who has diabetes, there was no clarity the team did not have the chance to feedback to the outgoing staff if she understood. After all, the staff was in a hurry to go home. The client was not administered medication to that night and was near a coma the next morning because his sugar level was very high. This was the case of maria and Pedro in Shannon and weaver model of communication, and there was no clarification and no feedback to confirm if the message was received to allow the sender to rephrase or repeat a misunderstood message.

Another example of communication problems in my workplace is a distraction. Some staff is of the habit of wearing a headphone while at work. When giving instructions, they tend to be carried away or distracted by the music, which prevents their focus and attention and finally leads to forgetting information provided. Team meetings can sometimes be problematic because everyone wants to make their opinions heard, and personality begins to clash. Lack of effective teamwork hinders effective communication processes in the workplace.

Nonverbal communication is a highly misunderstood in my workplace, for example when there is no eye contact with the manager or staff it can imply you are lying or lack confidence while in my cultural background, not making eye contact when you communicate with a senior means respect, while body language and tone of voice can come across as rude and can be offensive if misunderstood in the workplace. Bad timing is a problem of communication in the workplace.

According to Wilbur Schramm, communication is successful if both the sender and receiver are on the same page as understanding each other. If no understanding, feedback is essential for more clarification.

conclusion

This report has shown how communication is essential to our day-to-day lives. The different theoretical model of communication has proved that communication is the sharing of information from a sender as the source to the receiver. Research has also shown for communication to be effective, the sender and the receiver should be on the same page; feedback to confirm understanding is essential in the communication process. It is

concluded that effective team working, and communication increases the productivity of the workplace.

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Appendix