

Certificate of Higher Education in Skills for the Workplace

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BMSW4002

Effective team working &
communication

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In this project I will be discussing the communication skills I have been using at my workplace. Communication is one of the main aspect in our life and it is one of most important skills at any workplace. Communication is an essential part of our life and we cannot be functional if we do not constantly develop them.

Effective team work will provide a good and stress free working area for all employees, which will lead to increase in productivity and speed when completing the required tasks. If a team communicates well and nothing is misinterpreted it will have a positive reaction on the company, both money wise and efficiency.

As (Qin, Johnson, & Johnson, 1995) say, individuals who affiliate with groups and learn to cooperate with others increase their chances of solving shared problems and meeting personal needs.

In my opinion when building a team you need to find the right people with the right communication skills. If you choose the right employees for your business who will have a clear understanding of the tasks that they have to accomplish it will speed if the process of completing the jobs, and the chances of any delays and wrongly done jobs will decrease. Your employees need to have good verbal, non-verbal and written communication skills in order to maximise efficiency and quality. When having employees with good communication skills you don't need to have too many employees, or as people say "Quality over Quantity".

Another important factor regarding the effective team work is the trust. If there is trust between employees and managers everything will go smoothly. If you don't trust your employees they will never feel comfortable at their workplace which will reduce the effectiveness. Also, if team members do not trust and rely on each other this will cause stress an chaos between them. I think that the employer should be the one to try connect the team together. Every person on a team is different from the other, sometimes might be religious differences or sexuality differences, but when it comes to building a great team all of that needs to be left away.

Verbal communication is used to express your thoughts through words so the person that you are communication with can understand you. In order to have a verbal communication you need to have a listener and a sender of the information. In most cases they are differences between the given information

and the transmitted one. In this process the information enriches and becomes useful.

I had a situation at my company where I had to organise a team briefing with all the employees and managers. I created a group chat in which I invited them to join me for the brief. In this meeting I had to make a presentation of the values of the store. However because I never completed a meeting before I wasn't sure how exactly to communicate. I had a very weak eye contact which led to interest lost of my co-workers and managers. I didn't realise how important non-verbal communication is until that day.

Because of my not developed non-verbal communication skills, I couldn't complete the values presentations properly, which led to misunderstood information and gaps in knowledge. The following week my colleagues had a discussion with my general manager in which they discussed what they had learned from the brief I gave them and it turned out that they didn't remember anything from it because they were not intrigued.

In my university we study about the communication skills. This is very beneficial for me because now I have the chance to improve my non-verbal communication, so as my verbal one. Verbal communication is a key factor also academically. If you can express yourself well verbally, that will help you with building rapport with your lecturers and with the other students. In order to have good verbal communication skills you need to be bilingual in the language you are speaking. I always try to improve my grammar so I can communicate better, I do that by trying to read as much as possible. Good verbal communication is also important because sometimes you might have a project that you have to present in front of other people and if you cannot speak the language fluently it can make it harder for other people to understand your thoughts, and what exactly you are trying to say.

Throughout my university course I have learned how to better my communication skills. I have learned methods like paraphrasing and summarising, these methods will help me improve my written communication, which is going to prepare me for any future studies and it will also help me at my work.

The quality of the verbal communication is measured by the amount of spoken words. It is important to choose the right words because you can say a lot of things but they are not necessarily meaningful, which leads to misinterpreted

information. Any misinterpreted communication might lead to a lot of problems in your workplace and in your life in general.

Non-verbal communication is a type of communication where you do not use words but body gestures. These body gestures are body language, eye contact, tone of your voice and facial expressions. They are essential for the transfer of information, they happen subconsciously and cannot be controlled. Silence can also be a non-verbal type of communication. With silence you can show that you do not agree with something that has been said. The body gestures can express many feelings, for example: agreement, disagreement or aggressive manner. You can express your feelings by eye contact as well.

Verbal and non-verbal communication always come together in order to finalise what you are trying to say and make it complete.

Written communication is very important skill as well. To be able to express yourself in writing is essential. Sometimes you cannot communicate verbally with other people that is why you must have good written communication skills. When communicating through writing you need to know how to express yourself, so the receiver understands your thoughts and then to transmit the message correctly. Good written communication skills are of a great significance when writing a business e-mail or a letter to a customer.

Adapting your communication skills is another very important aspect. You should know when to use formal type of communication and when not. If you are talking to your friends, you are not necessarily supposed to use formal communication. However If you are communication with your managers or your clients you should always use a formal type of communication, no matter if the communication is verbal or written.

There are also barriers you may experience in your workplace regarding the communication skills. These barriers might be language difficulties or emotional barriers you or your colleagues might experience. You can improve these barriers by being supportive and patient towards your co-workers or friends.

As I am a part of a big team, it is essential that we all communicate clearly and effectively. At my workplace it is important to have all types of communication skills. Where I work we mainly use formal type of communication, no matter if the communication is verbal or written.

Another very important communication skill is being able to listen. If you are a good listener that can make a big change in your workplace. Listening plays a very important part in your life. Good listening maximizes productivity and builds interpersonal relationships. A good listener interacts visually with the messenger through eye contact. To be a good listener you should not interrupt the person talking with you and you should show interest in what is being communicated.

If a person is not listening to what the others have to say this can cause a lot of issues. If you don't listen to people properly this may affect your productivity and it can cause delays with the tasks that have to be completed in your workplace.

At my company the senior leaders communicate formally. They use both verbal and written communication. When they cannot communicate with us verbally they usually write us e-mails with the tasks that we have to complete by the given time frame.

Communication skills are important at work because if team members don't communicate well it can cause problems with getting jobs done properly and delays the important tasks that need to be done. When tasks are communicated well it leads to getting work done on time and it keeps the pressure off the team.

At most workplaces verbal communication is the most used form of communication. At my workplace we as a team try to communicate as much as we can to ensure everything is organised and completed within the required time frame. We communicate verbally through face to face because this method is efficient and most effective.

At my company sometimes we are required to use written form of communication in order to get things done with people we cannot communicate verbally. We also use non-verbal communication quite often with our clients to express our intentions. Nonverbal communication is very important when expressing yourself. Things like body language, gestures and eye contact are very important and beneficial at your workplace and also for a day to day basis.

In my opinion people should constantly try to improve their communication skills, because they are essential at every workplace and also in our social lives. If we are more open to each other and try to communicate more often with

one another this can have a positive impact in our production and growth as individuals.

Nowadays many employers are wondering how communication can be improved. In my view communication can be improved by listening more to each other and through building work relationships with our colleagues and managers. We should always let the talking person finish his sentence and never interrupt them, because every person has their point of view, and most of the times when combining different ideas this leads to the growth of the company and to a successful careers.

We can enhance our communication skills more by paying more attention in what each team member is trying to convey and having patience with badly transmitted information. We can also strengthen our communication by making sure we understand what the other individual is trying to express. We should always listen and support our team members, otherwise everyone on the team would be under a constant stress.

Every team member has view of the things. Sometimes their ideas might be wrong or irrelevant, but we still need to hear them out, because every idea, even the bad one can be helpful in different situations. We should never interrupt or laugh at someone's idea, even if it is wrong, because that can hurt their feelings, which can lead to problems between team members and this might cost the success of the team.

Communication skills are very important at workplaces and on a daily basis because without good communication, things are not done on time and it can cause companies big loses as when handover of messages or gap in communication is present, it delays a lot of things and delays means things are not being done in the required time and the longer it takes them to be completed the more the companies are at risk of a loss. The better communication skills we have the more beneficial it is going to be for you and your company.

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Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following passage and answer the questions.

I (Kelly Quintanilla, one of your co-authors) have taught many successful workshops to business professionals over the years, workshops in beautiful locations with enthusiastic participants. I also taught one workshop that appeared to be doomed to fail before it even began. The topic of this 6-hour workshop was conflict management. The group was a department whose members were currently engaged in a battle with one another. Literally, half the department was not speaking to the other half. Some of the best department members had put in for transfers. Productivity and customer service were suffering.

Knowing all this in advance, I had carefully selected a large room with comfortable chairs, round tables, and good lighting. I had planned for several breaks with food and drinks in an attempt to foster informal communication. The meeting environment was ideal. Unfortunately, an emergency water outage caused the workshop to be moved to a room in one of the local museums. The meeting was scheduled to begin at 8:00 a.m., but many people arrived late due to the last-minute change in location. Those who arrived on time became increasingly agitated as they waited. Part of their agitation stemmed from the fact that there was no coffee, no food, nothing. Despite several calls, the food order never made it to the new location. The only place to get a drink or snack was a small, extremely overpriced gift shop that did not open until 10:00 a.m. To make matters worse, the room had about 40 mounted animal heads hanging from the walls. The animal heads, most of which were in a growling pose, were very dusty, causing anyone with allergies to begin sneezing and sniffing. The final problem was the furniture. The chairs were the small, metal, folding kind. The tables were also small, and there were not enough of them, so the participants were crammed together. I could not imagine a worse meeting environment for any group, let alone a group already engaged in conflict. I needed to do something quickly.

Q1: What went wrong?

Q2: What would you have if you had been in that position?

Q3: Could the situation somehow be used to your advantage? Why/ why not?

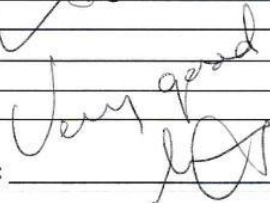
Q4: Could any model of communication help explain this situation?

Q1) Management had some issues with one another, which led to separating the department.

Q2) I would have offered a solution and made sure everything is fine between the management, in order to save the department. ^{what solution}

Q3) No, I don't think it can be of my advantage because I would like the team to be friendly with each other, and not in a conflict.

Q4) Yes, listening communication because if you listen you can resolve the situation and give a solution.

Lecturer's signature: 

Date: 28/8/19

Ex.2. Read the following brief and write a business email according to the instructions.

Write an email to a business contact or colleague asking for information.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your company's business? What products/services do you offer?
- What is your position in the company?
- What information do you want right now? Ideas: the status of an order that you are waiting for; product information to give to a customer; market information about a new country where you are going to do business; financial data to write a report; hotel information for a business trip you are going to make.
- Who are you going to write to, to get this information? Ideas: a colleague in another department/from another country; a customer; a supplier; your line manager.
- Can you make your request for information more specific?
- Do you want to give any information to them? / promise action? / offer help?

Now write the email.

TO: LO@louis.gmail
From: Louis@louis@lv.co.uk
Subject: ~~request~~ information needed

Dear Mr. Louis,

I am writing regards an information that I will need for my company. My name is Rosen Loko and I am the CEO of Louis Vuitton. I will need some additional information about the new collection that we received last week.

We received everything except the new leather bags. Can you double check if you have sent us everything, because we cannot find them anywhere?

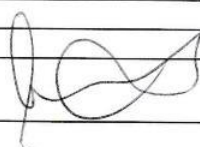
Kind Regards,

Rosen Loko, CEO of LVUH

Louis

✓ Very good

Lecturer's signature:



Date:

20/08/19.

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Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following passage and answer the questions on the next page.

Improve Your Communication Skills

Successful leaders are able to meaningfully communicate with others. Steve Jobs inspired his employees to strive for perfect hardware products. Jack Welch mentored the senior leadership team of GE to new heights. Jeff Bezos is known for articulating the Amazon ethos clearly to employees and the world. How can you improve your communication skills in order to become a more effective leader?

One study found that nonverbal communication accounted for 55 percent of how an audience perceived a presenter. That means that the majority of what you say is communicated not through words, but through physical cues. As with most leadership skills, receiving honest feedback from peers, managers and members of your team is critical to becoming a better communicator. If you regularly solicit feedback, others will help you to discover areas for improvement that you might have otherwise overlooked.

Engage the audience in discussion. Regardless of how compelling the speaker is, all audiences have limited attention spans. To become a more effective communicator, make presentations and discussions interactive. Ask the audience a question, encourage people to call out their thoughts during a brainstorming session or at the very least ask hypothetical questions to stimulate the audience.

Master the art of timing. While some of their jokes might not be appropriate for the workplace, stand-up comedians are certainly effective communicators. Comedians like Louis CK, Chris Rock and Dave Chappelle are able to host compelling 90-minute comedy shows, in part because they are able to feel out their audience to determine when to move on to a new topic or when to reiterate an idea.

A recent study revealed that people generally retain more information when presented with novel, as opposed to routine, situations. To help audience members retain information, consider injecting some sort of novel event into a presentation. This might be something funny, or something that simply catches people by surprise.

"Listen more than you talk." This is what Richard Branson tells business people who want to connect with others. To communicate effectively, first listen to what others have to say. Then you can provide a thoughtful answer that shows you have taken those ideas into account.

Lecturer's signature: _____ Date: _____

1. In your own words, what is nonverbal communication?
2. According to the text, why is it important to engage the audience in discussion?
3. Which advice do you find most useful and why?
4. How could you improve your own communication skills?

1) Non-verbal communication is the ability to express yourself by body signs like, eye contact, body language, gestures, etc.

2) According to text it is important to engage with your audience in order to have more successful business. When receiving feedback from your clients, managers, etc. you engage with them and you develop your business.

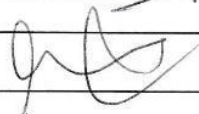
3) The advice that I found most useful was to listen more and talk less. I found it useful because that a good example of how you can improve your non-verbal communication and also that is an important factor when engaging with audience.

4) I can improve my communication skills by being more open to listen to people. By listening more and talking less I can improve my non-verbal communication skills.

Lecturer's comments:

Very good

Lecturer's signature:



Date:

20/8/19

