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Introduction

The purpose of this report is to reflect on the communication defenses acquired on the campus of the University of Wales Trinity Saint David in London. 19 installed worldwide, which does not facilitate personal contact, as it is a deadly and highly contagious virus. Although all of our classes were taught through the application of Microsoft Teams, there was teamwork, most of the communication between us was done through Whatsapp, where there were several video calls and several group meetings.

First of the all, I will talk about the communication models created with the aim of understanding and studying the communicational reality. There are several existing communication models, however, in this work, three of these models will be addressed, namely Shannon and Weaver, Schramm and Berlo. Communication is important in all areas of our life. In order to obtain a communication, the sender must disseminate a clear and easy to understand message, in order to persuade the receiver to send the response expected by the sender.

Secondly, I will explore communication skills as it is necessary for a good professional performance in the workplace, because it must be spoken with clarity and objectivity; awareness and control of body language; be convincing, empathize and generate interest; Listen to the message, process it and provide the appropriate response.

In conclusion, if good communication is acquired throughout our lives, starting when we are children we learn to communicate in the school where the teacher is the sender and the child is the receiver.

Increasingly, people are aware of this and seek to improve their communication skills. In communication, the objectives can be several: to obtain a more positive dialogue, to improve interpersonal relationships, to improve the leadership process or to improve contact with the public.

Models of communication

Several studies explain how social interaction occurs through messages, with communication in all areas, there are communication models from different sciences. Language is the essential object of study on communication, whether verbal or non-verbal, being communication, an essential act for the development of society.

Shannon and weaver

This model was developed in the 1940s by c. Shannon and w. Weaver contains the following elements, the information source and transmitter emits a signal to the noise source after receiving the signal and is imitated to the receiver and ends at the destination.

Schramm and weaver determine three levels of the communication problem, these being the technical problem, the semantic problem, the efficiency problem

1. Technical problem and the accuracy of signal transamination, this being the main one
2. a semantic problem is the precision of the meaning founded on the transmitted signals and depends more on contextual factors.
3. The problem of how efficiency is received can influence the behavior of the recipient, which is related to the prognosis of the behavior.

The story of Maria and Pedro told us about a phone call that Maria made to Pedro. He works in construction and is married to Maria.

In the telephone call she asks him when he returns home to take a chicken, which he agreed to. Pedro, when he got home, drove if the little thing, not seeing her, called her. She was in the living room where he went, Maria asked him for the chicken which he asks, which chicken? The one I asked you to buy to bring. She thought he said that when he got there, he went straight to the kitchen.

Perhaps Pedro did not understand Maria because he did not pay attention to the conversation he was talking about and working at the

same time which meant that he did not receive the message correctly. If he had listened carefully, the misunderstanding would have been avoided.

Schramm

Wilbur Schramm was born in the United States in 1907 and did a thorough theoretical study of communication. The greatest contribution as a communicologist is called a tuba model.

Wilber Schramm proposed the model of communication in 1954., according to this model, encoding and decoding is the essential process for effective communication.

Berlo

David K. Berlo was born in 1929 and was a disciple of Wilbur Schramm at the University of Illinois where he completed his doctorate in 1956. In 1960 he published his best-known book, in which he presents his theoretical models on the psychological nature of communication: Communication Process: An Introduction to Theory and Practice. The Berlo model takes on a communication process and we cannot identify a stable and constant beginning or end over time. In the communication process, we can distinguish the following components:

COMMUNICATION SOURCE: a person or group of people with an objective and a reason to communicate.

ENCODER: corresponds to the person responsible for taking the ideas from the source and organizing them in a code.

MESSAGE: corresponds to the purpose of the source expressed in some way.

CHANNEL: corresponds to the medium or carrier of the message, to the channel through which the message is transmitted.

DECODER: corresponds to the one that translates the message and gives it a form that can be used by the receiver.

RECEIVER: corresponds to the person or group of people located at the other end of the channel and who are the purpose of the communication.

Communication of skills

Developing the ability to communicate well is a great weapon in the development of private and professional life and can stand out in your

career. Developing communication skills is a leap for many professionals who perceive their stagnant careers. listening and fundamental. A good communicator knows how to ask questions and carefully investigate what is said.

Know what you hear and when you should speak, we must know when it is time to speak by choosing the right moment and not letting the opportunity pass. be calm and patient because this way we identify the best time to speak.

Non-verbal communication is related to body language, it goes beyond words, being responsible for much of the acceptance of speech. We must make an appropriate use of the hands, body posture, gaze and facial expressions.

Empathy and trust is one of the main communication skills, because when you communicate with respect, sincerity, smile and always put yourself in the receiver's place.

What is said and what is meant if there is no good communication can be misinterpreted by the listener, so we must be direct, assertive and simple, never underestimating the public.

The power of feedback completes the list of skills because to be a good communicator we must know how to receive feedback, as this is what guarantees the maintenance of the quality of your way of communicating.

Verbal and non-verbal communication

Verbal communication is defined by all the spoken or written language, that is, everything that is transmitted by words. Writing is considered the biggest invention that assumes that information is documented. In a company, for example, notices are given in written language. , e-mail is still the most used resource for exchanging messages via the web and in family relationships the dialogue remains effective. We can also find verbal communication in books, magazines, newspapers, television, letters, files, messages, dialogues and much more.

I will set an example in the workplace. He was in attendance when a furious customer screamed in that the cell phone he had bought the day before did not work. I asked you to be a little calm to resolve the situation first. I apologized on behalf of everyone and the company. Still the nervous customer asks me how it is possible to sell a mobile phone that

does not turn on. What I explained to him is that it comes closed from the factory and it is not impossible at times to come with a malfunction not being the fault of the store, but with the presentation of the receipt he would make the exchange of the device, which he more calmly agreed.

This matter was resolved due to the respect and the way of speaking.

Non-verbal communication is anything that does not use words, expressed by body language that encompasses body movements and facial expressions. Our hands and posture transmit more security and confidence, the facial expression of sadness is basically the same for everyone. An example of non-verbal language and traffic signs, as the signs do not have written words but images that we can understand.

Listen

The good communicator is not only the one who speaks but also the one who listens. Listening is simply capturing the sound, it is a passive relationship that does not require interpretation. Listening is an active relationship with a high mental content that requires attention to give meaning to communication.

Active listening:

There are some useful techniques to be taken into account such as, reflect on what you hear, check, clarify, listen to the meaning and not just the language. We must avoid certain difficulties such as selective listening when listening to only part of the conversation and inventing the rest, adaptive listening because good hearing and preconceived ideas, having an open mind to all ideas and opinions, active participation with the speaker. Sometimes the speaker needs to be motivated using positive questions without interrupting the speaker. Active listening requires attention, commitment and availability

An individual's listening ability can affect productivity, teamwork, general organization and your own success. If you can't hear and understand what they are saying, there is no communication. The importance of listening is huge for everyone. people, both personally and professionally. In order to have a good listening capacity, we must avoid noisy and destructive environments.

Conclusion

In conclusion, I think that we must have an effective communication on a daily basis. Because it is not enough to transmit a message, but rather to make the message understood because corrupted or distorted information can compromise all communication, we must send a message clearly and without giving scope to any noise or disagreement for communication to be effective and efficient. Effective communication goes beyond saying something to the other but connecting with the receiver.

To make communication more effective, we should ask questions without being afraid, try to be as clear as possible so that there are no doubts or confusions. Effective communication makes the impossible possible, bringing more assertive, democratic and responsible results. In other words, it reduces friction and concentrates energy on what matters most: achieving incredible results.

There are three communication of skills which are verbal where it is exposed by spoken and written words, non-verbal which is by expressions and body language and listening which is based on how to listen.

I think we have many ways of expressing verbal language, nowadays even the simple use of a mobile phone makes it possible for verbal language to be enjoyed through calls, messages and the use of the internet. work, with friends or in written words like newspapers, magazines, letters, emails, books and more. Non-formal language can be found in our facial expressions, in our look and body posture, because our body and hands also speak. I can give the example of the sign language used by people who cannot speak, we can also find it in traffic signs. or danger, in paintings.

In terms of listening, I conclude that we must be direct and objective so that they understand us correctly without margin of error and receive the message in the correct term. In order to listen, we must avoid noisy and destructive environments. For me all the skills acquired about communication are of great use in conversation at all levels, even for job interviews or to move up a career because career development aims at long-term professional growth. From this, it is possible to outline and identify what your career goals are, in addition to having mechanisms to

establish which steps will be necessary to achieve professional development in a full and satisfactory way.

I think that all classes acquired in this module were of great learning for all areas of our professional and personal

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