

Effective Team Work and Communication

BMSW4002

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Introduction

Any setting involving human interactions requires the ability to communicate. However, effective communication at work is crucial for company success. Communication should be Clear, Accurate, Consistent, Effective as well as Empathetic. Communication is important in the workplace as it increases employee productivity, engagement, and morale. There are various barriers that can affect message transmission during the communication process and these barriers are language, attitude, patience, emotion, and mental as well as physical conditions (Quintanilla & Wahl, 2020). All these barriers can lead to employee negativity, and low morale among the team members, and People are frequently unmotivated to be creative, productive, and uninspired to cooperate in hostile environments that are frequently brought on by poor communication. This report will discuss three models of communication and various communication skills which is required in the workplace. It will also include the advantages as well as disadvantages of modern technology in communication.

Models of Communication

Shannon and Weaver (1948)

The Shannon-Weaver Mathematical Model, 1949

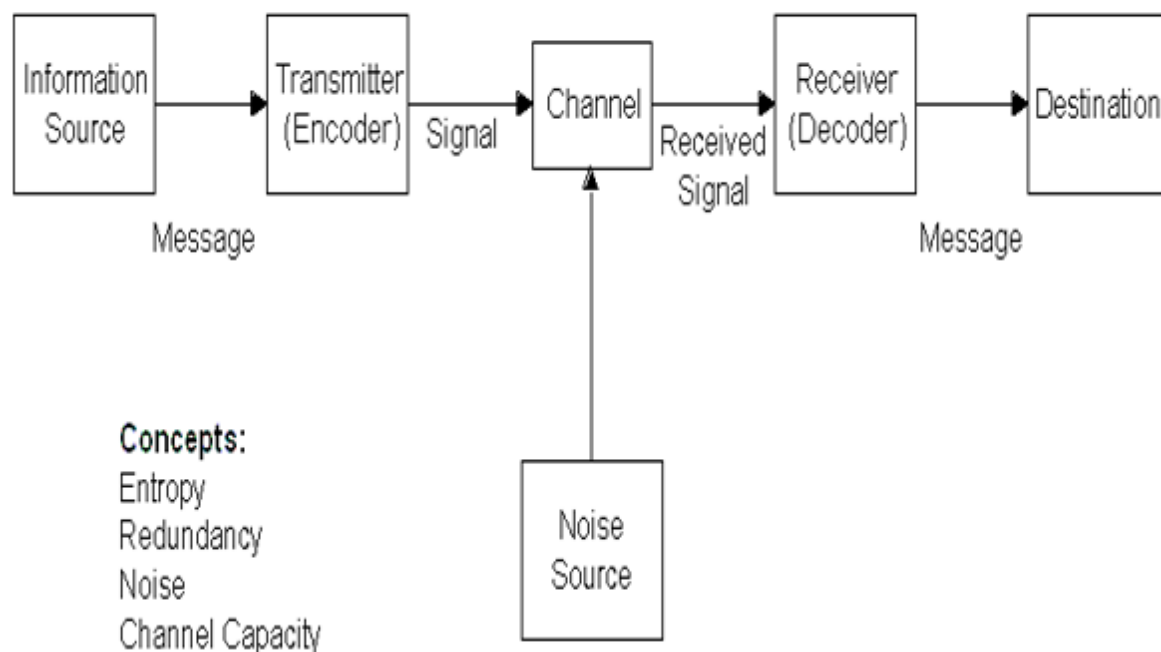


Figure 1- Shannon and Weaver model

Source- (Anrieta, 2020).

According to the Shannon Weaver model of communication, message is first encoded by sender, later, it is sent to recipient via technical channel which is telegraph or telephone. Then transmitter transforms messages into a machine comprehensible code and the codes used for transmitting message by using medium. Before communication be interpreted and understood recipient must interpret it as in circumstances receptor device served as the decoder. The communication issues arise because of the noise in channel as well as the potential receivers decoding limitations. For example, the brain can be considered as the sender whereas the mouth is the encoder that will encode the message to the language. The air is the channel which is the receiver and the ear of a person is a receiver which represents the brain of the receiver. Air is serving as a channel and the noise in the background will disturb it. This approach was developed for enhancing technical communication, for the telephone conversation and it was designed for having phone capacity and making noise of least amount. This model has both advantages as well as disadvantages (Anrieta, 2020). The advantages that the idea of noise illustrate how the communication should be implemented and can be impacted and if there will be no noise the message will be fully conveyed to the receiver.

The disadvantages are that it is more applicable to one-on-one communication instead of mass or group communication. Feedback is viewed as being less significant than the messages which are sent by a sender. Referring to the **case study of Maria and Pedro** which clearly depicts the scenario of the Shannon Weaver model. In case study, sender is Maria, encoder is telephone network, channel is mobile network and, noise is missing the conversation due to the building site Disruption as well as noise, decoder is the mobile phone as well as receiver in this is Pedro. As in the respective case study, the transmission error is noise and the message has not been completely sent or received by the receiver due to the noise. Maria asked Pedro to get a chicken but when he reached home, he said that he heard that I will see you in the kitchen. In this way, poor communication and noise during the communication process can arise an error in the whole conversation.

Schramm (1954)

Schramm's model

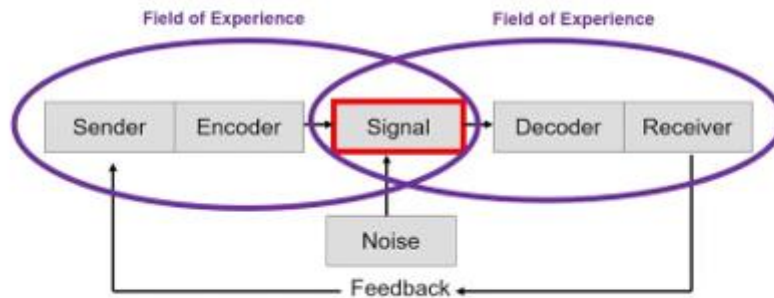


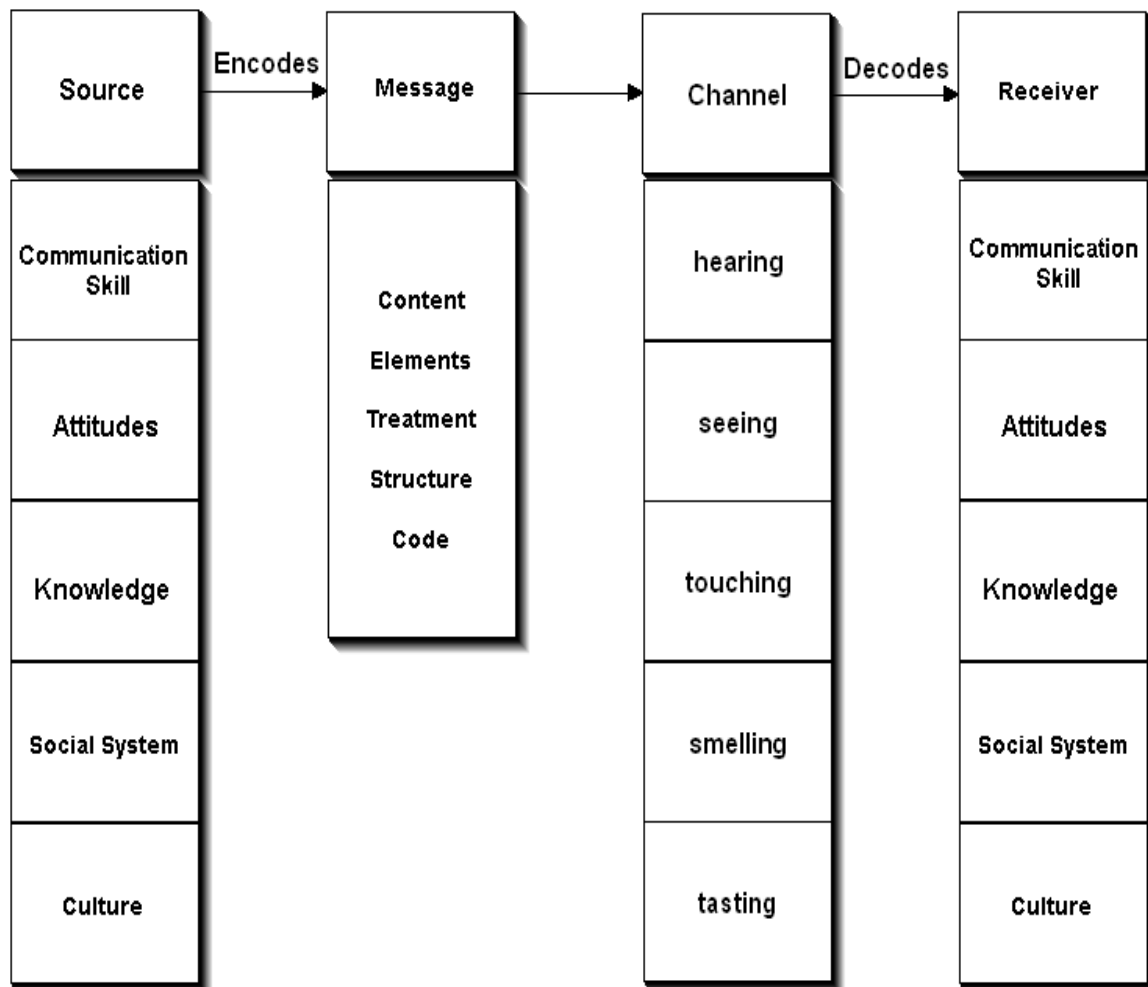
Figure 2- Schramm model

Source- (Anrieta, 2020).

In 1954, Wilber Schramm put out the communication model prior to being properly put in the words as well as communicating to others that information is useless. As it transforms notion in content as encoding plays role for starting a communication process and recipient's obligation while receiving any information are comprehending speaker's intended message. Communication is useless until recipient will comprehend necessary information which sender delivered. So, in this model, two crucial components for communication are encoding as well as decoding in which the information will move among 2 people. The principal ideas serve as foundation of the Schramm model as a concept state that the coding, as well as the decoding, is the most crucial step in successful communication additionally, Schramm underlines the message not whole until sender heard back since recipient and get feedback (Anrieta, 2020). To sum up, in accordance with the communication model the recipient who is getting the information should interpret the information in the manner which is demanded by the sender and also provide feedback or response in line with that interpretation. As any message that does not include the response from the sender is useless and incomplete. In the **Maria and Pedro case**, Pedro should have given feedback to Maria by asking whether she meant kitchen or chicken. As Pedro did not give any response or feedback to the conversation this entire conversation leads to a misunderstanding, and it was completely useless as well as incomplete.

Berlo (1960)

Berlo's Model of Communication



A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.

Figure 3- Berlo model of Communication

Source- (Panda, 2021)

From the Shannon weavers' communication theory, David Berlo have created Sender-Message-Channel-Receiver (SMCR) communication model in the year 1960. He discussed the elements that impact each part of the communication and can improve its effectiveness as the model emphasizes encoding as well as decoding which will take place prior to message sent and received. The four components make this model and describes whole communication process which are sender, message, channel, as well as the receivers are the terms, and all these elements have an impact that is affected by numerous factors. The sender is message

source as well as person who sends message and factors which impact and are related to the sender are the communication skills, knowledge, attitude, culture, and social systems. The message, a substance which sent by a sender to receiver, and it can be any form such as video, voice, text, and audio; key factors which affect this message are elements, content, structure, treatment, and code. Channel is a medium used for sending a message and for communication in the human being there are five senses which is a channel of communication (Panda, 2021). The factors are hearing, touching, seeing, tasting, and smelling. A receiver is a person who receives the message which is sent during the communication process by the sender and its factors are the same as that of the sender which are communication skills, knowledge, attitude, culture, and social systems. It is believed that the model and the communication can be effective when all the other factors which have been mentioned are coordinated with the sender. The Berlo model is like others, but it is linear as well as devoid of any kind of feedback. After the communication has been transmitted the noise may have been created because of the noise it could be possible that the receiver will receive a portion of messages and the recipient is subject to the same factors which can affect the sender. For example, in the Maria and Pedro case study the background noise as usual to the building site during the phone call can result in the external noise as per Shannon weavers' model whereas the differences between the listener and the sender can lead to the internal noise such as numerous factors like speaking, listening, and reading ability in the communication. The language barriers as well as the attitude and the knowledge that is different between the receiver and the sender can result that the receiver does not understand what the sender is trying to speak.

Communication Skills

Communication skills are important as they allowed an individual to understand information quickly as well as accurately whereas communication skills which are poor will lead to the frequent misunderstanding.

Verbal Communication skills are the skills that depend on a message by using words and it includes speaking and writing for conveying the information clearly (Ludlow and Panton. 1992). For effective verbal communication skills, the qualities which an individual must have been clarity by using simple language which is not complicated, using empathy by being friendly and courteous, by being sincere and keeping eye contact while speaking. **For example**, in my workplace during one of the projects which have been given to me and I must do the presentation in front of my colleagues and manager. During this project, I have used verbal communication skills in which written communication has been included as well as I tried to recognize my audience and consider the message which I want to explain by speaking clearly and choosing the right words.

Non-verbal communication skills are the skills in which the messages are conveyed through emotions, intentions, attitude, body language, gestures, and facial expressions (Magin, 2004). Various qualities included in this are silence when one is being silent and not saying anything, body language in which space, touch, appearance, and posture are included. **For example**, during the project which has been given to me for the presentation, I used active body language as well as gestures and facial expressions so that the audience can connect with me and it will not be boring for them to listen to the presentation.

Listening communication skills are the ability to accurately receive as well as interpret the messages sent by the sender during the communication process. Listening is important to the communication process as we listen for understanding, information, cooperation, and giving support from others (Maund, et. al., 2017). There are two types of listening which are active listening in which a person is being attentive and not doing anything while listening to the other person. The other is empathetic listening in which the listener tries to listen as well as put themselves in the shoes of the speaker.

Communication Technology Advantages and Disadvantages

Advantages

- Access information with a single click on Yahoo and Google the individual can easily access the information.
- Communication is effective by using email the internet has made it faster between various people around the globe (Morgan, 2017). The convenience and the speed of sending messages have been increased by using technology in communication.
- Social media such as various websites like Instagram, Twitter, and Facebook the internet have helped relatives, friends, and co-workers for staying in touch.
- It has also benefited E-Commerce as the online business has been facilitated by linking the potential buyers to the sellers.
- The major advantages of technology in communication are entertainment as the users can easily use this medium for entertainment purpose.
- Employment creation as the internet has created various jobs in the technology sector and individuals can easily work remotely.

Disadvantages

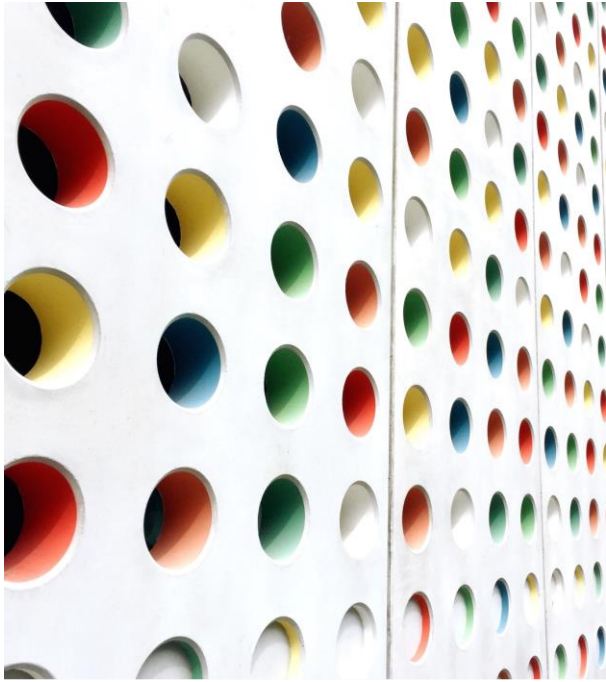
- Privacy invasion as the communication technology has allowed people to share information but privacy has been eroded as attackers and hackers attack and send the virus which leads to economic loss.
- It has reduced one on one communication as people have started using the internet as well as social media for communicating with each other (Stanton, 2009).
- Cyberbullying has increased as on social media people bully each other which has led to personal life loss as well.

Conclusion

This report concludes that communication is especially important in the workplace and these three models of communication are included the Shannon weavers' model, Schramm model, and Berlo model of communication. Various communication skills such as verbal communication skills, and non-verbal and listening skills have been concluded. The advantages and disadvantages of communication technology impacting the life of the people are included as well.

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- Team Working Benefits
- Team Development Stages
- Team Roles
- Managing Conflict
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Introduction

- This presentation will discuss the benefits of working in a team.
- It will discuss the different stages of team development.
- Team roles will be included.
- The ways conflict should be managed will be discussed.
- It will also include various steps for building a successful team.



Team Working Benefits

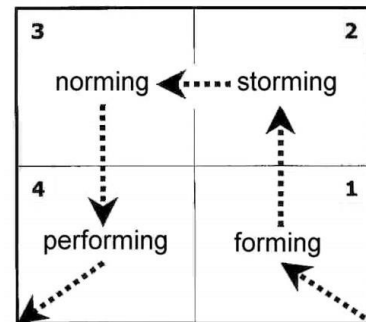
- It boosts efficiency.
- It offers a network of support.
- It Promotes Innovation
- It raises spirits and morale
- It Brings in Talent (Maund et al., 2017).
- It creates enduring connections
- It enables adaptability
- It furthers the person's career
- It Encourages Synergy



Team Development Stages

There are four stages involve in team development as per Bruce Tuckman- Team Development Model-

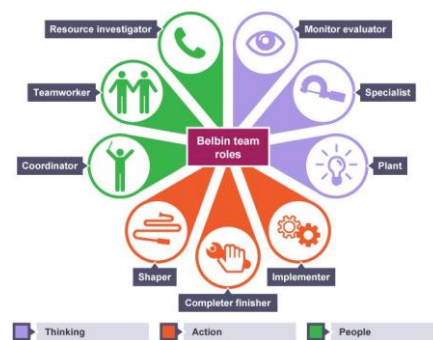
- Step 1- Forming
- Step 2- Storming
- Step 3- Norming (Tuckman, 1965)
- Step 4- Performing



Team Roles

According to R. Meredith Belbin- (Team Role Theory) there are nine team roles-

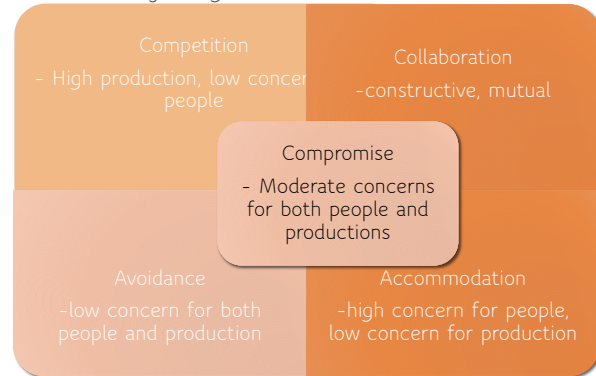
1. Coordinator
2. Plant
3. Resource Investigator
4. Implementer
5. Monitor (Mindtools. 2022)
6. Team Worker
7. Shaper
8. Specialist
9. Finisher



Managing Conflict

Within a team, there may be conflict which can be handle by using these methods-

- Competition
- Collaboration
- Compromise
- Avoidance (Kilmann Diagnostics, 2022)
- Accommodation



Successful Team Development

Steps for building successful team development-

- Considering every employee ideas
- Being transparent and clear while communicating
- Encouraging cooperation and trust
- Delegating teams problem solving tasks
- Establishing team goals and values
- Encouraging brainstorming and listening (Hr.berkeley. 2022)



Conclusion

- This presentation concluded the benefits of working in a team.
- It had discuss the different stages of team development by using Bruce Tuckman- Team Development Model.
- Belbin Team roles had been discussed as well.
- The ways conflict arises and should be managed are included.
- It had also concluded steps an organization can use for building successful team.



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- A spoken presentation

The advantages of working in a team will be covered in this presentation. It will go over the various phases of team formation. There will be team roles incorporated. It will also talk about how to handle conflicts and the Additional measures for creating a successful team will be included

Many people have experience working together to solve issues and accomplish group objectives. Productivity rises when more individuals are involved because activities are finished more quickly and effectively. Teams are best prepared to produce more original, creative, and useful solutions to issues. When workers like what they do, they feel more satisfied with their jobs, are less stressed, and organizations see significantly lower turnover. The creation and growth of enduring connections among colleagues is what is referred to as teamwork

Teams have been through development stages. In the middle of the 1960s, the author Bruce W. Tuckman created the framework that is most frequently used to describe stages of growth of team. The definitions of Forming, Storming, Norming, as well as Performing offer a helpful framework for examining the growth of solid working connections within one's own team. Knowing why certain things are taking place on the team in specific ways may be a key step in the personality process. Each level of team growth entails its own distinct identifiable sensations and behaviors. The four phases provide an effective framework for identifying team's behavioral traits; they function best as a starting point for team discussions.

In action-oriented roles, the Shaper usually challenges the group members to do better, the Implementer brings and puts the ideas into practice, and the Finisher makes sure that everything is finished well and on time. The coordinator serves as the chair in people-oriented roles;

Team Workers primarily promote collaboration; and Resource Investigators investigate potential outside sources. In thought-oriented roles, the Plant primarily presents novel concepts and methods, Monitor-Evaluator weighs the pros and cons, and Specialist offers specific knowledge. Conflict can arise when people work in teams because of their differences. Most conflict resolution techniques place a strong emphasis on the value of handling conflicts swiftly and transparently to prevent the bad outcomes that might arise from disagreements. In team environment, conflict can come from a variety of causes and often falls into one of three categories: Factors related to communication, structure, and personality. Without respect for one another and a desire to debate and work through differences, no conflict management strategy will be effective. Each team member must be prepared to: -Listen -Acknowledge -Respond - Resolve differences. The first principle of building teams should come as no surprise: to effectively manage a team, one should first demonstrate their authority among each member of the team. Always keep in mind that the best successful team leaders develop their relationships on mutual respect and commitment rather than on intimidation or the authority of their positions. Steps to effective team growth include: Aware of all employee suggestions, being open-minded and concise when speaking, fostering collaboration and confidence, assigning teams to solve problems, defining the values and goals of the team, encouraging listening and brainstorming. The advantages of working in a team were summarized in this presentation. Using the Team Development Model developed by Bruce Tuckman, it discussed the many stages of team development. Roles within the Belbin Team have also been addressed. It also Included the ways conflict develops and how it ought to

be handled. The actions a company may take to form a successful team were also concluded.