

Effective Communication in the workplace

Report

Student number: 1818486

Student name: David Renato Fiola

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Lecture: Timothy Hopkins

Introduction:

Successful people, leaders, students or even in your private life when you are about to impress someone your sharpest knife as a skill is the communication.

To talk, talk about how you feel, talk about concepts or your ideas, information that you going to share with your friends, team members or your partner for example.

This is the process we call communication.

Communication is the key in our community, because I believe that between two people or between a group of people the first impression moreover the fact that your leader or your employee use communication as a skill worth gold.

In my report I'm going to discuss and reflect above others three models of communication which is going to be

- Shannon-weaver
- Berlo's
- Schramm's

However, my report includes theories about poor communication and advices how to avoid miscommunication.

Finally, I'm going to reflect to different kind of situations we are facing with at the workplace every day and show you how to avoid or prevent misunderstandings that can affect messages or consequences in general.

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Verbal Communication

As I said in the introduction oral communication is one of the most important things at private life or at workplace.

For example, if we are about making a deal with another company or sponsor, the first impression that we have and the last impression.

To get a contract, partnership or just make a good deal we must achieve this skill to convince people around us.

Another point of view is the diverse background, different languages, different ethnic cultures, unfortunately always generate disagreement, conflicts.

However, for a good leader the best advice to find the balance how to speak with employees to get high employee morale.

To achieve this first we must be good listeners, because people can feel that when somebody listen and cares about their problem moreover it's a great feeling for employees when they feel they were being heard.

On the other hand, we must keep in mind that different people have different point of view that means we shouldn't say in this case they are wrong but we must give them clear message about our point of view or decision.

However, our message supposed to be always clear and always completed because incomplete messages shows that the communication is poor, and our message based unnecessary facts or theories.

Written communication which is a permanent form that present us without face to face communication.

Our written communication can be formal and informal it depends on that who are the receiver.

Basically, if we are going to write a cover letter for a job application or essay that would be formal and correct.

If we are going to write a magazine or something to our friends, then formal writing is not expected so we use informal style.

If we have use written communication well that is mean, we are going to have a nice clear connection between us and the reader.

In order to be effective, written communication must use the right tone, harmless language or appropriate grammar.

Non-Verbal Communication

I would start with one of the most important pieces of nonverbal communication which is the **tone**!

The message that we send by the tone of voice are the responsible almost with fifty percent of our message.

That means even if our message is build up from the same sentences, we are going to place on the word draws the employees' attention, indicating that word or sentence, message is important.

Tone is part of the first impression whenever we demonstrate our ideas or expectation that we discuss with staff members or we have a meeting with business partners, new customers etc.

However, it is likable to use well our tone to demonstrate warmth, sense of humor or expertise.

Posture can reflect emotions, attitude, and intensions.

If we take open and closed posture, we should practice the first one at the workplace in order to communicate openness or interest in someone and a readiness to listen, but closed posture might demonstrate our discomfort or disinterest.

S.O.L.E.R

- Face squarely
- Keep an open posture
- Lean towards the other
- Use good Eye contact

For me S.O.L.E.R. means the way you should make your first impression with your body language with business partners or team members at the workplace keep the right distance, pick up the right angle, make sure your legs and arms

not crossed, it's made them feel might not comfortable, listen carefully to show your interest and keep the eye contact but don't staring.

Why **Gesture** are very important in communication?

To demonstrate your opinion or reflect upon your point of view gestures are helpful and not even hard to learn how to use this skill.

You can represent your happiness or expectations with your hands and the other part of the body as well.

Be careful at the workplace while you use your gestures because in different cultures gestures can be different too.

If we switch **signals** here that could be helpful though, that we know when somebody speaks with trembling voice or speaking few octaves higher, they are trying to tell us lie.

And now we see **Para-verbal** communication is equally important with any other communication form.

However, imagine that I have a speech front of my team members and I try to talk about something I've already discuss several times, which made my eloquence boring for everyone.

As a good team leader, I know I must add some sparkle to my speech with 3 key components:

- **Pitch**
- **Speed or cadence**
- **Tone**

With **Pitch** we can play with our voice level depends on our message, basically when we are trying to convince people we must keep our voice low, like this we are going to convey our confident and high voice level might convey that we are not sure about what we are trying to demonstrate.

Speed or cadence is reflecting upon our confidence that we are trying to convey to the audience.

If we are going to speak fast that could mean, we are nervous so it's very important to speak slow, clear and take pauses.

About **Tone** maybe one thing that I must mention here that always using more inflection in your voice, rather than speaking in a monotone.

Finally, I'm going to talk about **Listening**.

When we talk to someone, sometimes we just hear them what they say, but we are not able to process it, that's why listening is very important skill especially at the workplace.

Because Let's say hearing something is accidental and effortless but to listen there are a huge difference you must be focused, voluntary, intentional.

To develop this skill, we must focus on the message and process it in the same time.

There are barriers sometimes because we might find it boring what the others trying to discuss about and we can't focus, or you are facing with semantic noise like you struggling with things like: physical noises(loud music), psychological noises (tight daily schedule), physiological noises (having headache) or semantic noises (phrases from foreign language)

In order to practice active listening skills, we must be attentive, request clarification, ask open-ended questions, summarize, paraphrase, reflect feelings, be attuned to feelings, ask probing questions.

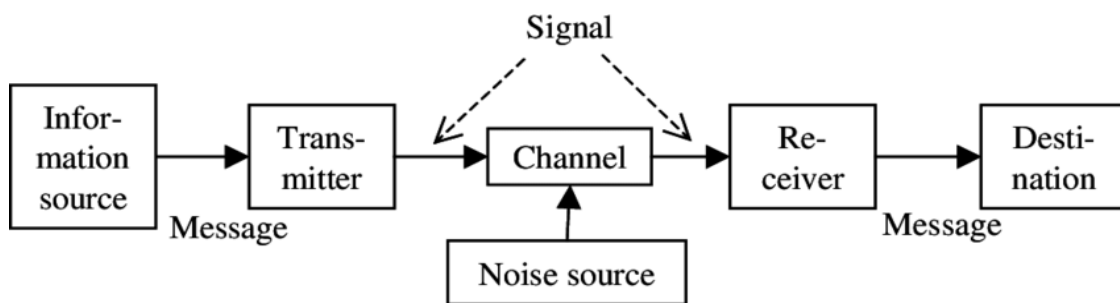
What do we need for active listening?

First eye contact to give them our attention make sure you avoid any distraction in the background, use facial expression it can be even a smile to encourage the speaker to continue and don't forget to give a feedback.

While we are listening is also important to be empathic because like this, we are going to understand how the speaker feels even though we are not agreeing with her or his idea.

Models of communication

Shannon and weaver



The most well-known and influential formal model of communication developed by Claude Shannon and Warren Weaver.

This model includes 5 elements as we see the picture.

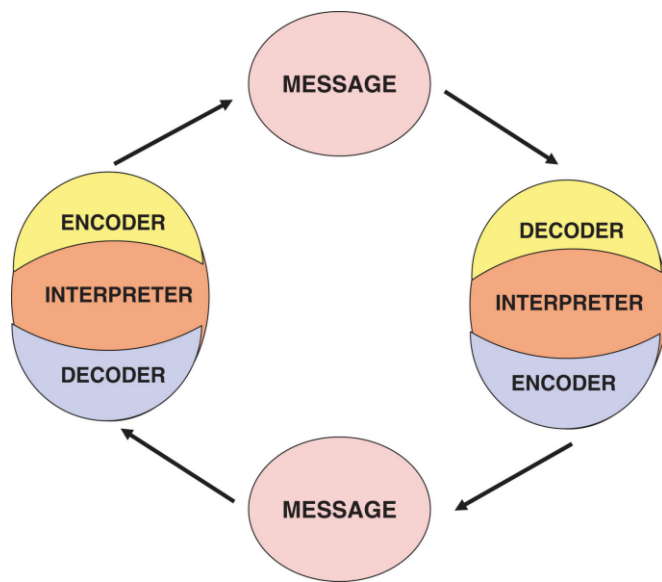
Take face-to face oral communication with someone, when I produced message (information source) then encode the message, I will need a transmitter which would be my mouth then the message must be encoded into the signal for that we have sound waves.

However signal is important because it goes to both sides.

And Finally, our ears are the receivers.

Messages are transferred from encoder to decoder via the channel during this process can affected by physical noise however it can affect the message, or the receiver might be getting a wrong message or lose the full message.

Schramm



Marketing Communication blog 2012

This model was postulated from Wilbur Schramm (1954) where he suggested that communication is a two-way process where both sender and receiver take turns to send and receive a message.

The sender sends the message the encoder turns the message to be sent into codes.

The decoder gets the encoded message which has been sent by the encoder and converts it into the language, but to understand it we must use listening or reading skills to decode the message.

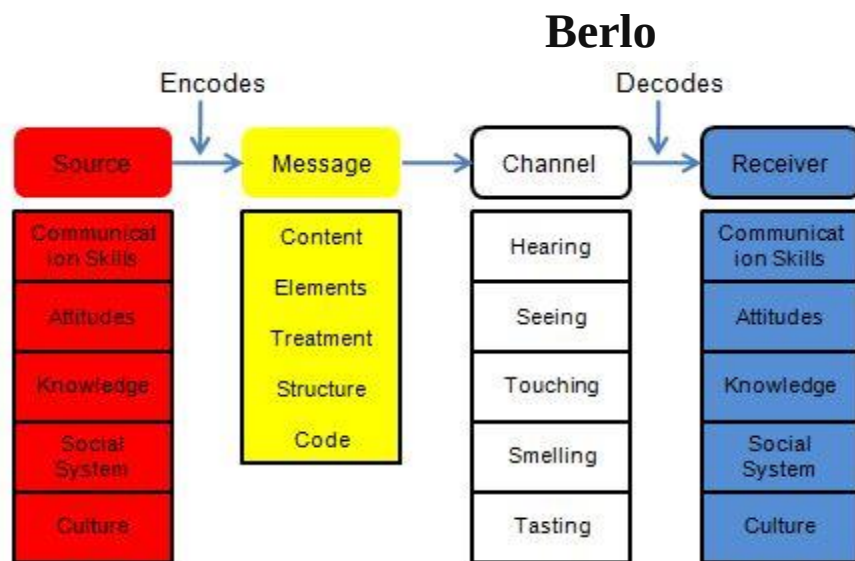
The interpreter is responsible to analyze the message and after the interpretation message will be received.

So, the receiver gets the message the message must be the data sent by the sender, feedback is process of acknowledging, medium is a channel for the message.

Since the message has started till to the end, there is an interpretation goes on.

Advantages are: Feedback, Circular communication

Disadvantages: Might be interpreted



Team smart BlogSpot 2013

The process of communication is the book what David Kenneth Berlo wrote developed from Shannon and Weaver model.

Source is situated where the messages originates.

Using skills like reading, write, speak or listening.

Must have a good Attitude and knowledge about communicating and well known the topic and subject.

Note is showing your familiarity with the subject or topic.

Culture comes under the social system.

People structure the message into various part.

Code can be body language pr language.

Channel:

- Tasting
- Seeing
- Smelling
- Touchung
- Hearing

Pedro and Maria

One day Maria Called Pedro while he was working for a small favor that she really like to eat chicken so when you come home please get me some.

Pedro was working at the place with too much noise around him, so he understood when you come home meet me in the kitchen.

This is a sad story cause in the end Maria did not get the food and she was upset.

However, to prevent this I would recommend them to practice Shannon and Weaver models of communication because that way they can swap text message between them and problem solved, there is no more noise that can affect the messages to receive from the sender and like this there is not going to be misunderstanding.

However, the encoder which is the phone is good, but they must change decoder from voice to text.

Poor communication at my Workplace

Few years ago, I was working on Viking Ocean Cruises.

That was a big responsibility sometimes to lead 20-25 sailors that's why we had headphones whenever we were split in each country.

Once we left the dock without a small group of sailors in Vienna and they said they left a piece of paper in the hobby room we used to spend time the most.

However, the captain was angry because when we realized there is a few members of staff missing we were already 70km away from Vienna.

They should Call us and use Shannon and weaver model of communication to let us know by phone they will be away for a while and don't leave the city without us.

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