

Effective team working and communication

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Introduction

The aim of this report is to explain the importance of communication in different places, to show the factors of improving it and the difficulties and the understanding of the skills. As a base of sharing the information , communication plays a big roll in business world, because improve the collaboration and sharing the ideas between associates. Is important in a business organization because makes the work easier, cooperating from distance , sharing the documents safety by emails.

People use the communication every day and in different way , there are two types of communication:

-verbal

-non-verbal

Verbal communication is by speaking, all of the people are using this type, every country , in different language , different accent. In this situation non-verbal communication play a very important roll, because our body transmits what we speak or something else. The most important in verbal communication are the words we choose to speak and how they are heard and interpreted. To make the communication to work there must be a speaker and a listener, the speaker should tell the message clear, to be focused. It is very important the words people choose because speaking with a friend is different then with the manager of the workplace. The ton of voice has a big impact in speaking , for example when you became nervous because of something and the tone of voice come louder, then is not good, people need to control it, to be calm. Some of non-verbal components of communication like body language , eye contact, are also important , should be used proper with the words spoken.

Writing has an important roll in sharing the knowledge, because formal writing is more easy to be understood and gives the proper information to the receiver.

The listener has to be connected with the speaker , listening carefully, having eye contact, showing that the message is understood, trying to do not give attention somewhere else or to judge and blame the speaker. Verbal communication can be improved by giving the courage to other persons to speak, showing that you care about what people wants to say , having open mind. Asking questions can show that the listener wants to know more about the subject which is discussed (skillsyouneed.com , 2011-2020).

Verbal an non-verbal skills are very important in people life and are easy to be influenced by the moments or other people. People in special can make a person to do not follow the dreams made, to do not have enough courage to do something , in my situation it is happening , first starts from parents , which are not encouraging to much in doing a thing, and this made me to give up a little. Secondly, close friends, even if was small things I could not do them because they were laughing of me.

The most painful part of life is when people are not listening to what other are saying, I encourage people to speak , to make them to be listened , however it is hard . Being appreciate from someone gives confidentiality , power and courage. The way people start a conversation

and the first impressions means a lot , body language should be in the same step with verbal communication, then is more easy to express yourself.

The tone and the pitch of the humans voice, the way how they say not how is making a difference in speaking . The voice is changing because of different reasons, for example when people are nervous, bored or defense. The tone of the voice is very important in communication because of it can make the person who is listening to be more relaxed. To lose the control of voice is normal , however, must be with a good reason and not with people who do not make part of the reason. Humans feelings can influence as well the tone of voice, if they are scared or stressed, for example myself, I became very nervous and scared when I have to do a bigger thing, or I need to speak with my manager, sometimes is just a weird feeling (Cadre Communication skills, 2017).

Non-verbal communication is playing an efficient roll in communication , giving more information and sense to the verbal one , and in most of speaking is more non-verbal communication because even not saying a word our body shows different things like : inferiority, superiority , relaxation, nervously and others. May help the person who is speaking or may modify the speak , for example facial expression, when someone is telling the way how is feeling “I am fine” with a sad face then the result is that the person is not fine. This type of communication is not that easy to interpret (skillsyouneed.com , 2011-2020).

Sometimes is very difficult to control facial expressions or the body, people can speak the words they want to however is not the same with the message the body says . For example me , my face gives all the time the true answer even if I do not want to say it, I do not have time to say something because my face answered already.

Some cultures are using a lot non-verbal communication in a different way then other people:

-Italian people are very popular with their hand gestures , loud speaking , shouting, for them may be difficult to try to make gestures from UK people

- Thumbs-up used in English speaking towns, is taken not nice in other countries.

Because is hard to hear the true felling from speaking is much better to believe the message from the body language .

Non-verbal communication can be:

-writing:- academic (books, reports)

- emails

- letters

- text messages

-signs

-body language

-signals(traffic lights)

-facial expression

-eye contact

Writing

For a effective communication people need to have few important abilities: listening, non-verbal, verbal and para-verbal skills and writing.

Writing has an big impact in communication , clear an focused makes the message to be understood without misunderstanding. In this days are a lot of people who are making texts and are putting them on the internet , first impressions and the grammar can say how good is the writer. Is very important the punctuation , the spelling and the format because this are the keys of this skill. Investigate the text written is a good step, taking the risk of mistakes of the words , can make the person to know if is correctly and with sense and can be checked by reading louder ([skillsyouneed.com](https://www.skillsyouneed.com) , 2011-2020).

In life are many times when people have to write notes from meetings, make an report, send an email to manager, texting to a friend. In all this cases the type of writing is different, to a friend can be used informal type however to the manager is not polite to send an informal message , for this case is used formal type. In a writing academic can be used just formal words, without personal pronouns (I , you, we) , excepting letters. This type of writing can be see it at the University, workplace, however people can try to use it more often because is more polite and give a nice impression then a “street” language.

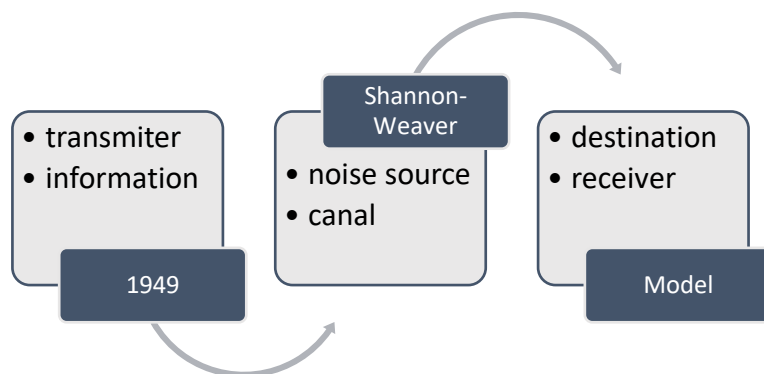
For a good sharing of information or improving it are few steps which may help: clarity (to know how to share the words), empathy (the person should be nice and to try to see and appreciate others way of looking at the things), sincerity (do not have a shadow under the true personality), relaxation (speaking without any stress), eye contact (looking in the speaker or listener eye), appearance (the true imagine of the person), posture (the way people sit).

At my previous workplace the manager send employees to many training in Munich, I was send twice, at that meetings the teachers explained us a lot of things about how to use properly the chemicals, where need to stay safe, how much to use, where and many other . The way we learn this important knowledge was because of communication, the details was given could save a life, can improve the way we do., without it was not possible to knew this. At this trainings were used writing the notes, because of to many information and I could not memorize all, speaking, listening, body language.

Communication is necessary for all people however at the workplace is critical. The cooperation between manager and employees is the base of business. Managers are the persons who keep a close relationship with organizers, having a lot of responsibility external and internal of the business. The communication with the employees should be very formal and needs to be efficient, working like this both sides are satisfied of the result (K. S. Johnson, 2020).

The reporting have to be regular , without pressure because is difficult to work in a place where the manager is pushing to much the employees . Good workers will always do the job proper and will not wait to hear what they have to do. The feedback between this two is a good key of working , like this the manager can know if there are some ideas which can be used for solving business problems and employees will know how to improve the style of work.

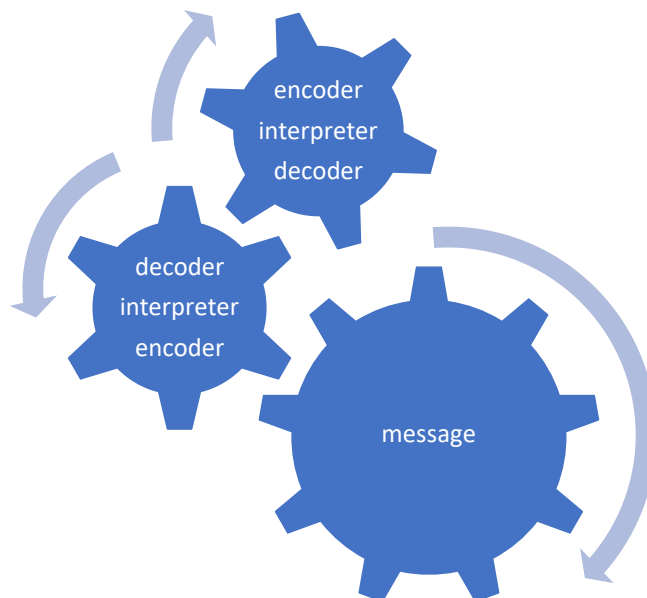
In 1949 was discovered a model of communication:



Source :by author

As Shannon-Weaver said , when the message was transmitted by canal , there was a noise who could make the receiver to do not have the same information which the transmitter send it. In this model there was not mentioned anything about the feedback .

Source : by author



According to Schramm's model of communication there was a way of feedback and the receiver can check if the message is the same as the transmitter. To answer to the transmitter is very important because in this situation can be checked if is correct or not.

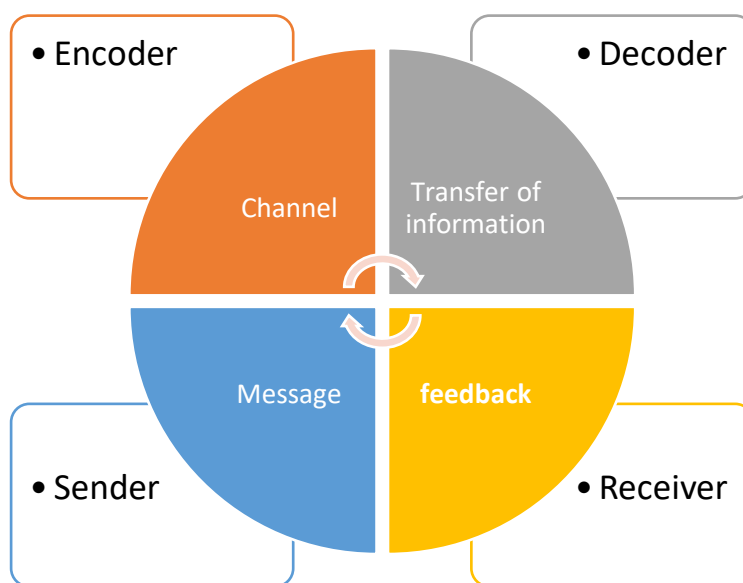
In 1960 was discovered a new model of communication, where was a possible way of feedback, when the message is encoded and send by channel, the receiver decode the message.

Berlo's model of communication

Source: by author

Conclusion

The purpose of this assessment was to show the impact of the communication in team working, to explain the reasons and to put my own experience. Verbal and non-verbal communication are the keys of the effective working, without them is impossible to organize something, to reach the goal of the business, to give birth of a new family at work, because people are staying at work more than at home, co-workers became their second family. The relationship between them comes closely as part of it makes the work to have more potential and the result to be more efficient. Other definition of communication can be like this: the reason because of relationships are born.



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