



(LCLM4003_LON) Effective Teamworking and Communication

Assessment 2: Communication Problems at Flight Foods Ltd

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This presentation will cover:

- Background of the company
- Main problems
- Communication Barriers
- Communication Theories
- Conclusion



Background & Key Problems

Flight Foods Ltd is a medium-sized company producing ready meals for airlines.

Main problems:

- Gary faces communication challenges with employees.
- Staff often misunderstand each other.
- Language and cultural differences affect communication.
- Communication barriers reduce teamwork and productivity.
- Poor food quality leads to customer complaints.
- Employees receive little training before starting work.
- Food hygiene standards are not always followed.



Language/ communication/ body language

Barrier: Communication language

Problems

- Negative body language (frustration, shouting..)
- Many workers have limited English
- Challenges explaining tasks effectively

Theory: Berlo's SMCR Model states that communication uses verbal and non-verbal channels.

Solutions

- Demonstrate food hygiene procedures.
- Provide written information in different languages.
- Put picture signs to make messages clear for everyone.
- Give a thumbs-up when tasks are completed correctly.



Environmental Noise

Problem

- Old and noisy machines.
- Workers cannot hear instructions.
- Misunderstandings cause mistakes.
- Communication becomes difficult.

Theory – Shannon & Weaver Model

- Noise interrupts communication.
- Messages are misunderstood.
- Communication becomes ineffective.

Solution

- Reduce workplace noise.
- Use visual signs and written instructions.
- Repeat important messages.
- Check workers' understanding.



Age / Generational Barrier

Problem

- Workers are aged 16–60.
- Younger workers misunderstand instructions.
- Different learning styles.
- Mistakes affect food safety.

Theory – Schramm's Communication Theory

- Communication depends on shared experience.
- Different experience causes misunderstanding.
- Messages are not always understood.

Solution

- Provide training before work.
- Give practical demonstrations.
- Use simple language and pictures.
- Check understanding regularly.



Emotional Barrier

Case Problem

- Gary is very tired because he only slept for 4 hours.
- He loses control and screams "Idiots!" at the workers.
- Aggressive communication reduces trust and respect.
- Staff become defensive and ignore hygiene guidance.

Theory

- Negative emotions weaken communication (Berlo, 1960).
- Stress creates psychological noise (Robbins and Judge, 2022).
- Employees focus on Gary's anger, not the message.

Solutions

- Stay Calm: Maintain professionalism under high pressure.
- Constructive Feedback: Replace screaming with calm, clear explanations.
- Improve Relationships: Build a supportive environment to encourage teamwork.



Conclusion

- Flight Foods has several communication barriers.
- Environmental noise, language, age and emotions reduce communication.
- These barriers cause misunderstandings and food safety mistakes.
- Using clear instructions, training, visual signs and respectful communication can improve teamwork.
- Better communication will help employees work more safely and effectively.



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Thank You

