

Report Title

Effective Communication in Workplace.

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- **Module Name = Effective Team working and Communication BMSW4002**
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Table of Content

Title of The Report.....	page1
Table of Content.....	page2
Introduction.....	page3
Workplace communication	page3
Active listening.....	page3
Verbal and Nonverbal communication.....	page4
Models of communication.....	page5
Concept in Shannon and Weaver model.....	page5
Shannon and Weaver model of communication diagram.....	page6
Schramm model of communication.....	page7
Schramm model of communication diagram.....	page8
Berlo model of communication.....	page9
Berlo model of communication diagram.....	page10
Maria and Pedro case study.....	page11
My own case study.....	page12
My case study model communication diagram.....	page13
Conclusion.....	page13
Appendices.....	page14
References.....	page21

Introduction

Communication is the procedure of sending and receiving a message through verbal and nonverbal way including oral communication or speech, writing and graphical representation (such as infographics, maps, and charts) signs, signals, and behavior, Nordquist (2019).

Workplace communication is an important aspect of any organization because it allows firms to be productive and use effectively. Employees can experience an increase in morale, productivity, and commitment if they can have explicit communication in an organization by transmitting information between one person or group and another person in any companies such as verbal, nonverbal, and writing communication.

In this report I will be looking at different model of communication and effective communication in workplace such as active listening and assertiveness which is the ability for someone to express oneself honestly, likewise I will still be talking about in class exercises likes Maria and Pedro case study also my own case study at workplace.

Workplace Communication

Section 1

Workplace communication is an important aspect of any organization because it allows firms to be productive and use effectively. Employees can experience an increase in morale, productivity, and commitment if they can have explicit communication in an organization by transmitting information between one person or group and another person in any companies such as verbal, nonverbal, and writing communication.

1.1 Active listening, paying attention to what someone is saying it will make someone to have a clearer picture of the message the other person is trying to pass all though this might look difficult but I believe with a good effort this can be achieve but team member are always distracted and they are not ready to give full attention to one another. For them to listening for the person talking to them instead they will be mentally thinking about what to say next or reading the speaker mind, giving unnecessary advice and jumping to conclusions, a good listening suppose have five specific characters that encourage a listening posture:

S—Square: Face the person squarely.

O—Open: Keep an open posture without crossed arms or legs.

L—Lean: Slightly forward to communicate interest and engagement. Head nods and verbal encouragers like “uh-huh” and eye! Are also effective.

E—Eye contact: Maintain direct eye contact according to appropriate social norms. **Page4**

R---Relax: Stay relaxed. Listening should be comfortable with silence where appropriate and allow the conversation unfold without been force.

By following this step will make the conversation more interesting to the listener and give the speaker more comfortable in sharing information. (Griffiths and Dunham,2015, p.52)

1.2 Verbal and nonverbal communication between team member shows much team life individual target, team aim, structure and norms are clear in the communication patterns that progress within members. Jobs done and relationships are managed between two or more people conversation and yet not all communication is positive and in fact, team performance can be compromise (Griffiths and Dunham,2015, p.45)

The most common ways of communication with one another in an organization is verbal communication, it is thousands of verbal comments are exchange as team members work together to understand problem and manage projects. Message can be communicated by a team member as face value, the person might be implying hidden meaning.

Fidgetiness, eye contact and smiling are nonverbal communication that help listeners interpret the meaning someone is using to passing a message across. Listeners sense these messages subconsciously and why they arrived they have a challenging time articulating them (Griffiths and Duham,2015, p.48)

For any company to compete effectively in the global business world, better business performance is needed. The importance of using quality management standards must be consider for the organization to progress. Management should always have regularly communicate with employees and to always to for a way to ask for feedback from their staff members.

Management should be accessible through line of contact with employees, should be open at all time and should be able to set aside time when to respond to email, phone call and chart with employees and listening to what employees has to say with interruption or replying as they speak haven if they don't agree with their conversation or ideas likewise they should as well always lead by example being able to deliver what they promise and acknowledging the contribution and ideas of staffs members (Alert-software.com 2017)

Section 2 Models of Communication

There is this American Mathematician called Shannon and a Scientist called Weaver that came together in 1948 to create a model of communication know as Shannon and Weaver model of communication which is the genesis of model of communication and their model is more technological than the rest of the other linear models.

Concepts in Shannon and Weaver Model

Sender = which is the information source this is the person that make and send the message likewise choose the channel

Encoder= can also be knows as transmitter is the sender who uses the machine, which converts message into signals. It might also directly refer to the machine.

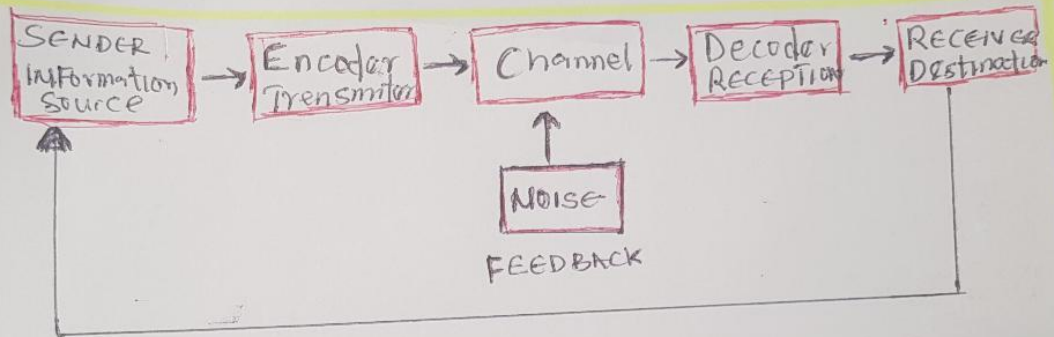
Channel = this is the medium to make sure the message got to the receiver.

Decoder= is the tool uses to convert signals or binary data into message or the receiver who then convert the message from the signals.

Receiver = this is the destination the sender of the message want message to go or the place the message most reach and feedback supposed to be supplied according to the message.

Noise = any things that distract the message not to get to the receiver clearly as it was sent is knows as noise, it can be people talking at background of the message or environment and technical issue.

Here is the diagram of Shannon and Weaver model of Communication.



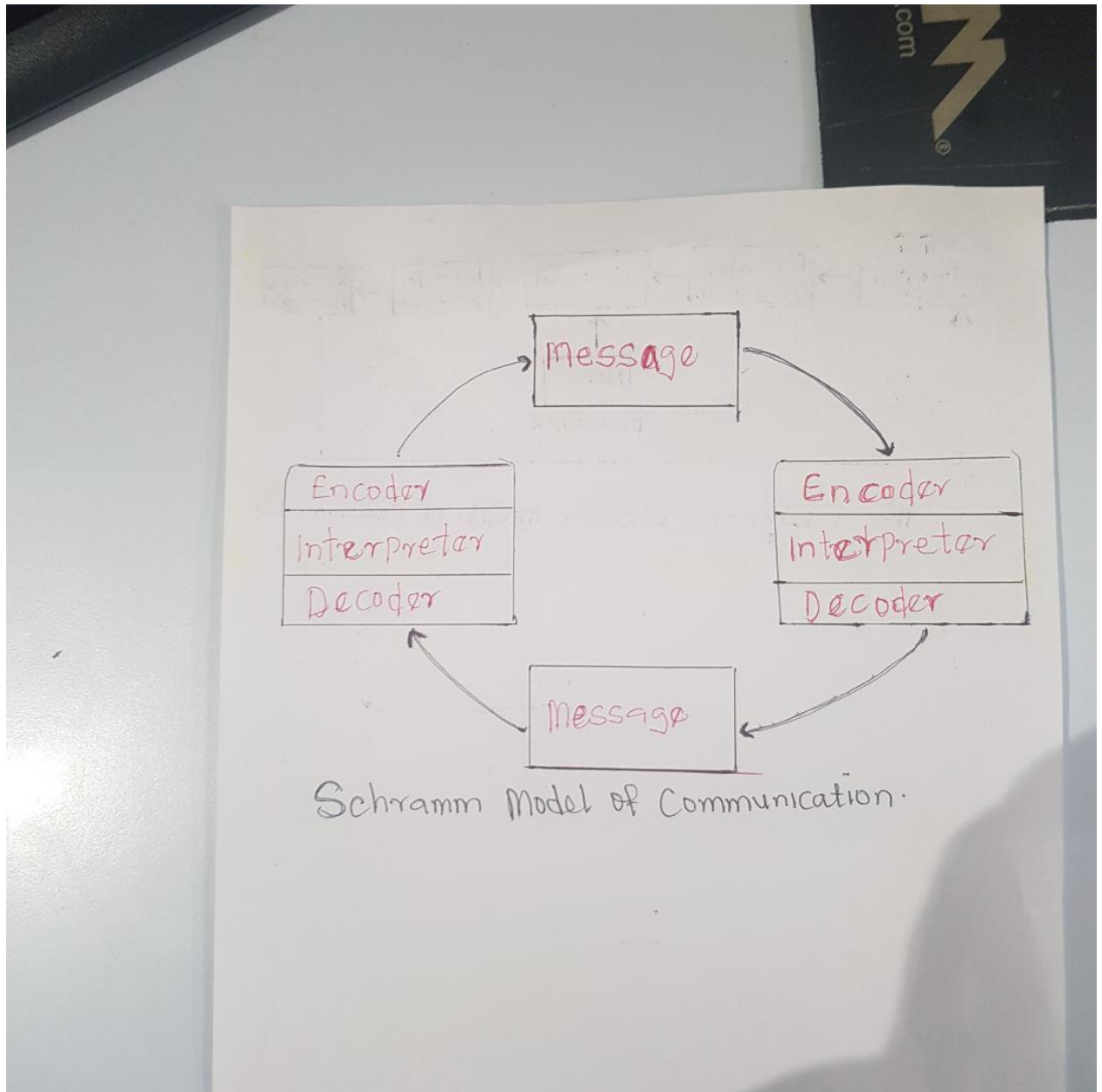
The Shannon-Weaver model of communication

(Mafimisebi, 2020)

Section 2.3 Schramm's Model of Communication

Wilber Schramm suggest this model of communication in 1954 which has his root from Shannon weaver model of communication which mean, from sending message to receiver likewise recipient giving feedback back to the sender. Any communication where the sender does not receive a reply from the receiver that communication is in complete and believe that communication is two party, between the sender and the receiver.

Schramm also believed that an individual cultural background, experience, and knowledge also play a significant role in communication. People from different religion or diverse cultures tend to translate message in separate way. So, I will say according to this model of communication when someone passes on an information to someone that person must interpret it in the way the sender wants and give him a feedback or respond

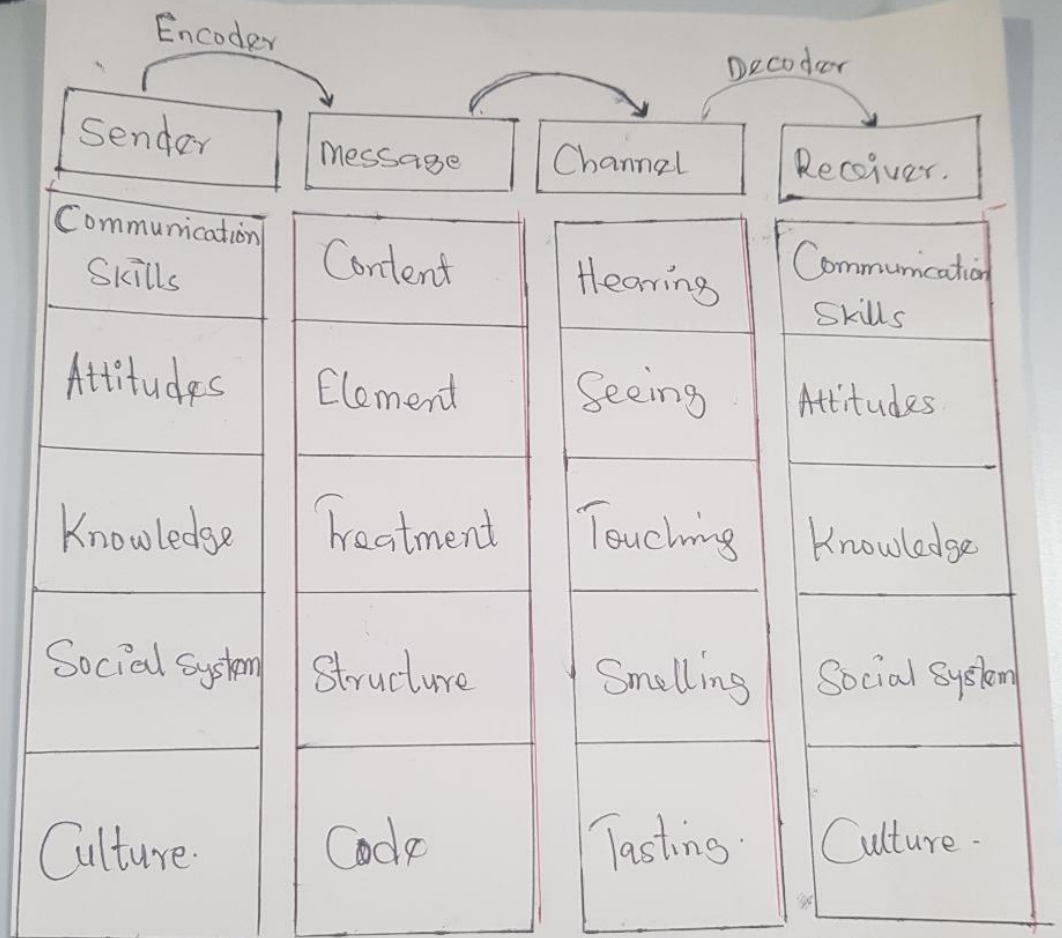


(Mafimisebi, 2020) Due to the lockdown I cannot get a good laptop that I can use to design a diagram for this assignment.

In the year 1960, Sender-Message-Channel-Receiver (SMCR) was developed by David Berlo. He also suggested factors affecting the individual components in the communication making the process more efficient. The Berlo Model of communication also points at encoding and decoding which occur before someone sends a message and before the receiver receives the message, respectively.

This Berlo Model of communication has four components to describe the communication process and each of the parts is affected by many factors such as.

1. Sender= this can be affected by communication skill, attitudes, knowledge, social system, and culture.
2. Message= this can also be affected by content, elements, treatment, structure, and code.
3. Channel = likewise this can also be affected by hearing, seeing, touching, smelling, and tasting.
4. Receiver = this can also be affected with the same things that affect the sender like communication skill, social system, content, and element.



Berlo's SMCR Model of Communication.

2.5 **Maria and Pedro**

There is this couple called Maria and Pedro they both live 100 miles away from London, Pedro works on a building site and Maria is full time wife looking after the Kids, one day while Pedro is at work he received a call from Maria "Hello, Pedro when you are coming back home see if you can get me a Chicken, okay Pedro replied.

Immediately Pedro got home he took off his coat and went straight into the kitchen. "Maria, where are you?" he said. Maria reply I am here in the sitting room, she said. When Pedro went into the sitting room Maria ask him "where is the Chicken?" What Chicken? Pedro reply, the one I asked you to get on your way home." Oh, no! I thought you said when I got home I will see you in the kitchen! This is in class exercises week 2.

Q: Why do you think Pedro misunderstood Maria?

Answer = it may be noise from the building site or language barrier which has to do with culture.

Q: Whose Model of Communication explains this confusion and why?

Answer: Schramm model and Berlo model.

Q: How could this have been prevented?

Answer: Maria getting a reply from Pedro would have prevented the confusion.

Q: Whose Model of Communication explains how it could have been avoided?

Answer: Schramm Model.

Section 3. **My Own Case Study**

There is a time I was working as a Security with a Contruction firm in London Bridge in fact it was quite a big Contruction site and we are about 15 to 20 officers per shift with a team leader to supervises the shift, also we have officer from different background and culture we need to position our self in various strategic place within the site with a radio to communicate with each other. We have to rotate the each position every two hours till the end of our shift.

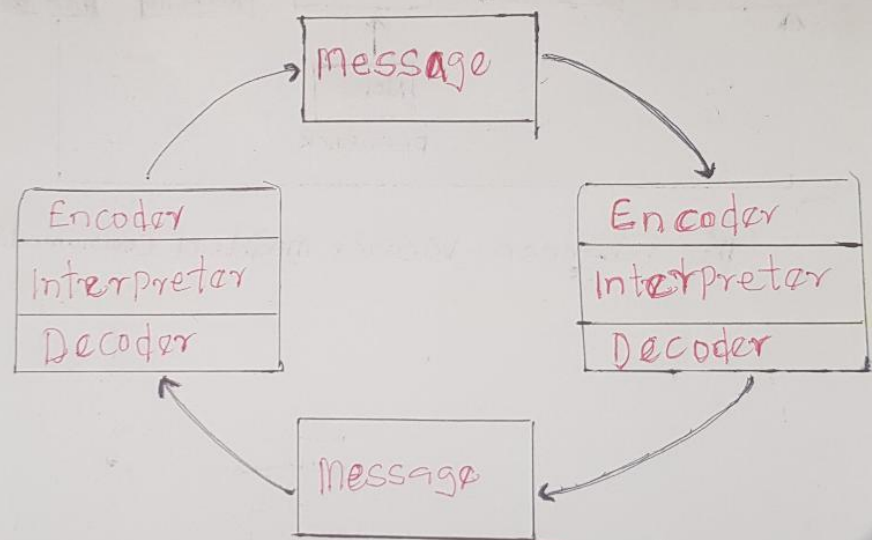
During one of our shift, there is this officer called Padem he was asked to position he self in one of the building and there is problem with this building one of the ceiling is leaking any time it rain and the management is just aware of it like a day before this incident. Toward the end of our shift it started raining heavily, J P our team leader think since is raining there must have been some leakage going on in that very building Padem is working, he decided to pick up his radio and give Padem a shout. So that he can take the Bucket in the building and put it in the place where the leakage is coming from so water will not affected the materials in the room.

J P called Padem on radio, Padem receiving and Padem, answer yes! Can you see the Bucket in the other room go and take the Bucket and put it in the position where the leakage is coming from, Padem reply J P yeah! Blanket I see and J P now reply Padem, OVER. Padem as well answer OVER while J P thought Padem get the is trying message to pass.

When J P was doing his last patrol he decided to check the materials he can see some have been damaged by the rain he immediately called Padem and asked him I think I ask you to take the Bucket in the other room and put it where the water is leaking from, Padem reply J P I think you were talking about Mr. Blanket because Blanket just through before you call.

With Schramm Model of communication which believe on feedback this problem would have been avoided.

Conclusion. This assignment had made me to understand that in any firm effective communication is very important as this will always boost workers morale and as from now on I will always be putting this into practice to make sure it become part of me so that I can be able to achieve my full potential.



Schramm Model of Communication.

Appendices

13/02/20 Wed 15 Friday

Vivid Clothing
Flat 5 163 Ross road
E7 4JY
London

Dear Customer,

I am aware you are in need of 501 Levi's Jeans
Size 14, Please just to let you know we are out
of stock for this particular product at the moment
because of the current situation (Corona virus)
with China we are unable to get any delivery
from them at the moment.
We are really sorry about this disappointment
and I will let you know as soon as we get
new delivery when everything is back to normal.
Please bear with us at this difficult time.
Best regards

1st week

HELLO! My name is...

What's your name?

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Do you go to the Gym? SYOD	Do you have a pet? Tim	Do you speak a language other than English? Yes	Do you play a musical instrument? No Camila LATERAL AZA	Do you like sushi? Tim
Have you got a sister? Tim B	Have you visited France? Adress	Do you own a Samsung phone? SHEKI NH	Do you read a British Newspaper? SHEKI NH	Do you go to the cinema? SHEKI NH
Do you have dangerous snakes in your country? Aminet	Do you collect something as a hobby? Alia	Do you like poetry? Becky	Can you drive a car? Aminet	Do you sing when you're having a shower? mosamo
Do you play football? Steve	Do you have a brother? FRAA	Have you ever had a bad dream? Aminet	Have you been to Birmingham? SHEKI NH	Can you swim? Becky
Have you met a famous person? Angela	Are you a good cook? RABELA	Do you have a bicycle? EVAN	Do you like cricket? DAWAN	Have you visited the London Eye? Kidist

12/12/20 O90 mafimichi Week 4 Friday

email English

1 Formal or informal?

You are going to write two emails on a similar topic, the first formal/neutral and the second informal.

EMAIL 1

Write to a customer to tell them that the product/service they want is not available at the moment.

Prepare the situation using the questions below. The information can be real or imaginary.

- What is your company's business? What products/services do you offer? *Online retailers*
- What is the particular product/service that you normally offer, but is not available at the moment? *501 Louis Lady Jeans*
- Why? *Because of the crisis*
- When is it going to be available again? *when the whole situation is over*
- Who is the customer that you are writing to? Why do they need your product/service? *Client to sell*
- Are you going to promise any action, give additional information, offer help, or simply say that you will tell them when the product/service is available again? *I will let you know when the product is available*

Now write the email in a formal/neutral style.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

EMAIL 2

Write to a friend to tell them that you haven't got something they want from you.

Prepare the situation using the questions below. The information can be real or imaginary.

- Who is your friend?
- What item do they want from you?
Idea: they want to borrow a book that you have; they want you to make a copy of a CD that you have.
- Why are you not able to give them this item at the moment?
Idea: you have lent the book to someone else; your computer isn't working to copy the CD.
- When can you give them the item?
- Are you going to promise any action, give additional information, offer help, or simply say that you will tell them when you can give them the item?

Now write the email in an informal style.

When you finish, work with a partner. Check each other's grammar, spelling, punctuation and style. Is everything clear, well-structured and easy to understand?

FOLLOW-UP

Exchange emails with a different partner.

Reply to the emails you receive, inventing any information necessary.

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Solutions for English Teaching

Ogo-Oluwa MAFIMISEBI

2nd week

1914926 28/02/20

MARIA and PEDRO

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here - in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

Q: Why do you think Pedro misunderstood Maria?

Q: Whose Model of Communication explains this confusion and why?

Q: How could this have been prevented?

Q: Whose Model of Communication explains how it could have been avoided? — Schramm model

① Why do you think Pedro misunderstood Maria?
Ans — Language, word and noise for building site

② Berlo model of Communication explains the confusion bad listening maybe because of noise from the building site.

③ How could this have been prevented I think feedback from ~~the~~ Pedro could have prevented the situation.
(Schramm model)

④ Whose model of Communication how it could have been avoided, (Schramm model).

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