

Effective teamwork and communication

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Introduction

In this report I will be analysing my understanding of the different models of communication and how it affects me in the workplace. I will be referring to case studies used in class towards my own experience.

What is communication?

Communication is transferring information from one person or place to another. Every communication involves one sender, a message and a receiver.

The transmission of a message from sender to receiver can be affected by many things. For example, emotions, culture, the means used to communicate and location. Which causes communication to not be as easy as it sounds. The way communication works is by the sender encoding the message by using a combination of words and maybe non-verbal communication, then it transmits by writing or by speaking and the receiver decodes it. When there is more than one receiver it can get a bit more complicated as not everyone will receive the same message as they might have a different understanding of the word or the body language. However, it is possible for all the receivers to not understand the message the same as the sender. In face-to-face communication, the roles of sender and receiver become similar, they will pass back and forth between them talking. (Skillsyouneed,2021)

Types of communication

There are 5 types of communication:

Verbal communication- this occurs when 2 or more people engage in speaking to one another. It can be over the phone, face-to-face or using video chat. Some verbal engagements can be informal like talking to a friend over dinner or coffee, while others are more formal like, for example, a scheduled meeting.

“Regardless of the type, it is not just about the words, it is also about the caliber and complexity of those words, how we string those words together to create an overarching message, as well as the intonation (pitch, tone, cadence, etc.) used while speaking.” (Goodwin college of professional studies, 2019)

Though the words are important it can't be dissimilar from non-verbal communication.

Non-verbal communication- using our body and actions to communicate with others. This includes facial expressions, posture, eye contact, hand movement and touch. An example of non-verbal communication is I've suggested an idea to my boss about how to improve the workplace and though he might say he's in agreement verbally but his body language, for example avoiding eye contact, sighing etc. indicates something else.

Written communication- effective communication by writing is a very important skill, especially for people working more remotely and keep in touch through social media or messaging apps. Mediums for written communication are emails, text messages or making an employee training guide. We rely a lot on written communication which making it easy for misunderstanding of messages or a misunderstanding of tone in writing by their emotions on the day and information being left out. Which means we must know when to stop using it as many of these problems could be solved with a phone call to clear up.

Active Listening- this is very important and without it we won't be able to engage as its communication would be lost if the person isn't even listening

Visual communication- using graphs, images, videos and even memes can be used as visual communication. Social media is used the most for this type of communication using platforms like WhatsApp which can also be used for written communication, Instagram which can also be used for selling products with images and video, snapchat, Facebook etc.

Models of communication

Shannon and Weaver

This model is exceptionally intended to foster the compelling correspondence among sender and collector. Likewise, they discover factors which influencing the correspondence cycle called "Commotion". At first the model was created to work on the technical correspondence. Later it's broadly applied in the field of Communication. The model arrangements with different ideas like Information source, transmitter, Noise, channel, message, beneficiary, channel, data objective, encode and unravel. (Communication theory, 2014)

The concept of the model starts from:

Sender (Information source) – Sender is the person who makes the message, chooses the channel and sends the message.

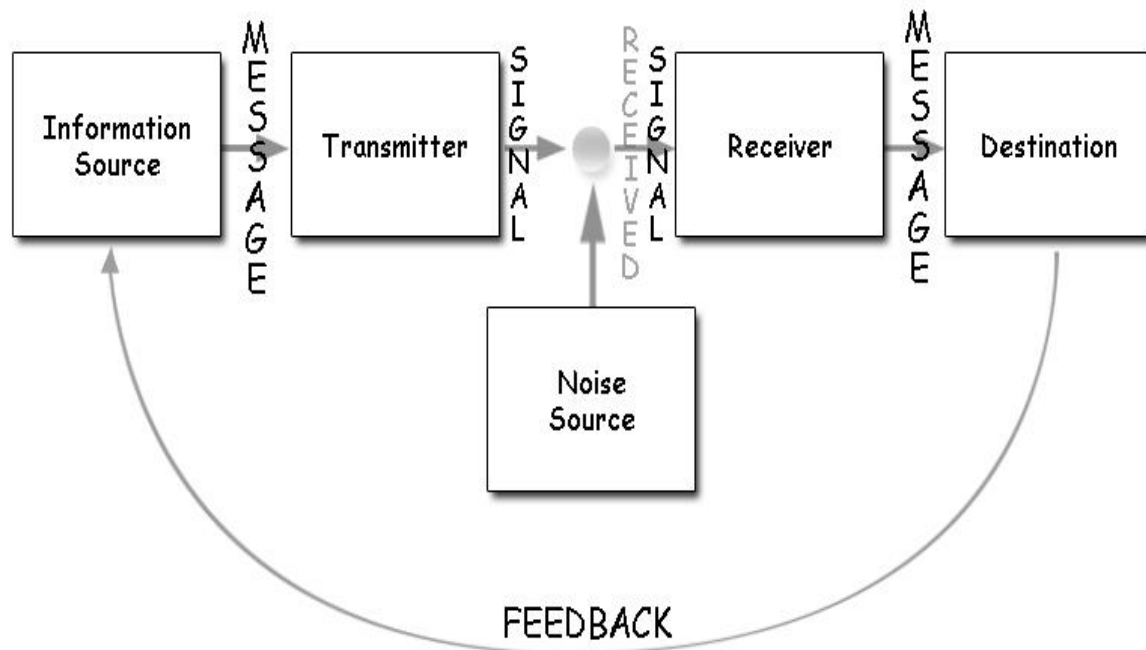
Encoder (Transmitter) –Encoder is the sender who uses machine, which converts message into signals or binary data. It might also directly refer to the machine.

Channel –Channel is the medium used to send message.

Decoder (Receiver) – Decoder is the machine used to convert signals or binary data into message or the receiver who translates the message from signals.

Receiver (Destination) –Receiver is the person who gets the message or the place where the message must reach. The receiver provides feedback according to the message.

Noise –Noise is the physical disturbances like environment, people, etc. which does not let the message get to the receiver as what is sent.
(Businesstopia,2018)



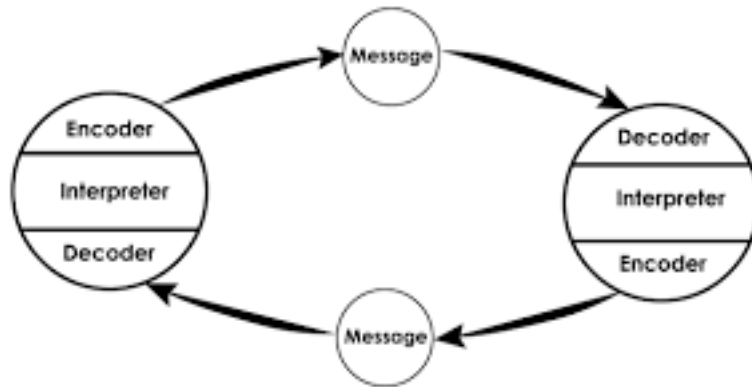
The advantages and disadvantages of Shannon Weaver Model

The advantage of this model is the concept of noise helps in making the communication more efficient by removing the noise or problem causing noise, the model takes communication as a two- way process. It makes the model applicable in general communication and communication is taken as quantifiable in this model. The disadvantages are that this model can be applied more to interpersonal communication than group communication. (Businesstopia,2018).

This model show how noise can interrupt the transmitting of a message. An example of that is I have a message to pass along to one of my colleagues, but the shop floor was very load and busy I pull my colleague to the side to tell her about the staff meeting during lunch during telling she was called by a customer, and I assumed she heard and left. The meeting started and my colleague showed up 15 minutes late because she had not known about the meeting because my message was interrupted by a noise source. This interception could be solved by waiting for her to have a quiet moment and pull her to the side to pass on the message more clearly and without noise

Schramms model of communication

This model explains the flow of communication by suggesting that communication is a two-way path with the message continually passing between sender and receiver. The basis for this model is that the message should be understood between the sender and receiver. For example, an English lecturer wouldn't be able to teach past principles, that were never communicated in class, to new generation students.



The concept of Schramm

The fundamentals of the Schramm model of communication include Encoder or Sender, Decoder or Receiver, Interpreter, and message. This model states that communication is a two-way highway, which means that information passes between the sender and receiver. This model states that two elements are required to send a message that is the sender and the receiver, and both must encode and decode the message. This is crucial for the effectiveness and correct interpretation of the message.

Here are the elements roles:

Source- the sender is labelled the source since they are the one that makes the message and sends it. The message must be clear and understandable to the receiver and only the sender can be in control of that.

Receiver- they receive the message from the source and decodes it

Message- this is the essential part of the communication it could be text, pictures, video etc.

Feedback- Feedback is when the receiver starts transmitting information based on the input which he has received from the sender. This information is transmitted back to the sender.

Therefore, the sender in the earlier process becomes the receiver. (Bhasin, 2021)

Advantages

The first advantage is the response system helping to ensure that the receiver has received and interpreted the message correctly and the concept of noise is included in the model so we are able to understand what might affect the communication.

limitation

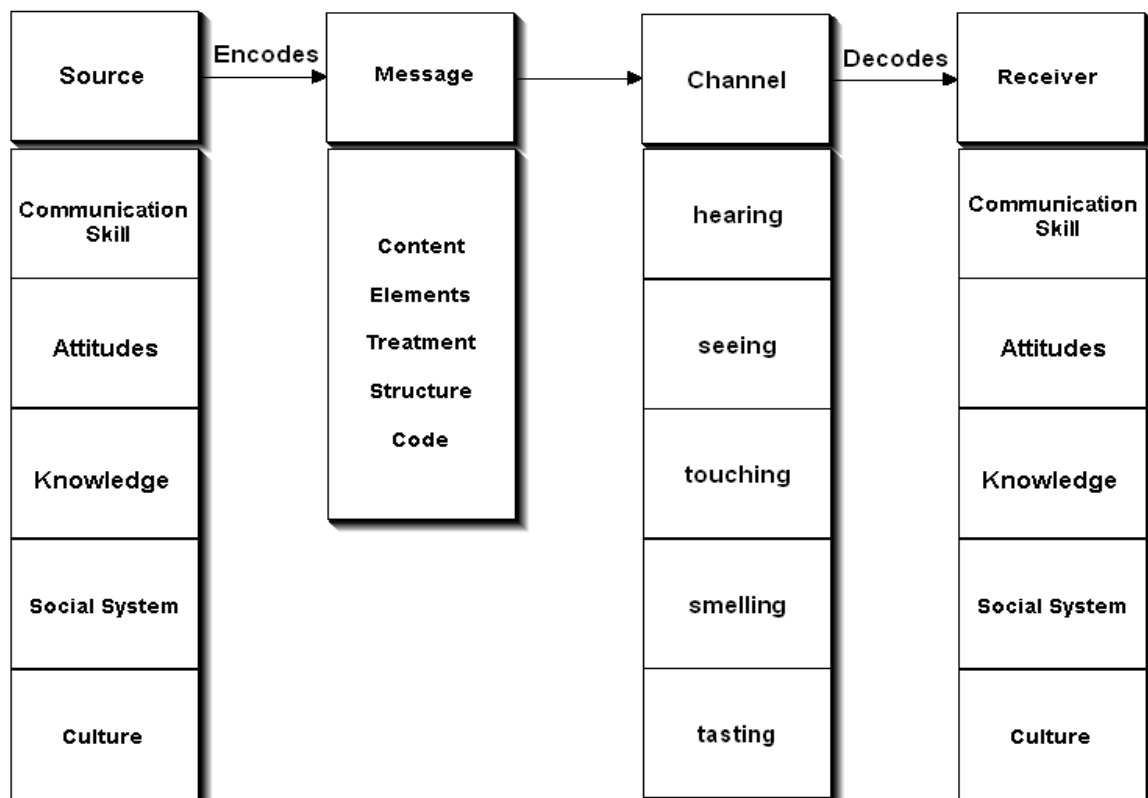
the limitation on this **model** is that it can't manage complex correspondence measures and a correspondence model that has various levels in it. It primarily considers that there are a sender and receiver. There may be multiple senders or receivers, and communication can be a multistep process that is not considered by this model.(Toolhero

An example of this model in my everyday life is I've haven't spoken to my best friend in a while, so I decided to call him when I was on my way home to see what they've been up to, how family are and how work has been for him. At the end of the call, we say 'bye call soon' this is a two-way system of communication. (Toolhero,2021)

Berlo model of communication

This model describes the different components used during communication. This communication tool also emphasises the coding and decoding of the message, it can be used for more efficient communication.

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.

Concept of Berlo

Sender- The sender of the message is the source who creates and sends the message to the receiver. Factors that may influence the sender are also applicable to the receiver. for example, social system, communication skill, attitude, culture etc.

Message - The message is the package of information or meaning that is sent from sender to receiver. The message can be sent in various forms, such as audio, speech, text, video or other media. The message can be influenced by its contents, element, structure and code

Channel- this is the medium used for the communication. the medium must be able to be picked up by the sensory system of the receiver and may therefore involve vision, sound, smell, taste or touch. Humans have the following senses touch, hearing, smelling and taste.

Receiver- the receiver is the person who receives and decodes the coded message. In a linear communication process, the receiver is always located at the end.

In order to make communication as effective and smooth as possible, Berlo's SMCR Model of Communication assumes the receiver's thinking pattern must be in accordance with that of the sender.

(Toolshero,2021)

An example I was watching my favourite tv show and a tv ad selling laundry detergent which follows sender-message-channel-receiver.

Teamwork

Teamwork is the willingness to work in a group to achieve the same aim.

(TheHappyManager,2021)

The advantages of teamwork are to advance creativity and learning as it thrives when working with others and combines unique perspective of all the team and brings more effective solutions. (Ansary, 2019), Teamwork can also make you happier as you get more honest feedback, mutual respect and personal openness when encourage. (Middleton ,2019) and sharing the work with others grow employee personal skills and communication skills

teamwork has many theories to improve how we work in a team for example the Tuckerman theory which explains forming, storming, norming and performing.

why the Tuckerman theory is useful?

Tuckman's model explains that as the team develops maturity and ability, relationships, and helps to change leadership style. At this point, the team may produce a successor leader and the previous leader can move on to develop a new team.

Conclusion

In this report, I've analysed the different communication models and how communication can be used in the workplace. I've also learned that Chramm's model of communication has more practical usability than Berlo's, or Shannon and Weaver models. And how I used these models in my everyday work life. Writing this report has shown me many solutions to communication issues I may have at work or even at home.

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