

The models and skills of communication

Effective team working and communication

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INTRODUCTION

Many times, we think that a communication can be in any way, quite the opposite!! A good communication with the colleagues and in our workplace is important, because with good communication we can clarify all doubts only talking once. When we communicate, it's not just about what we say through our mouths, but how we get the message across with our gestures and our gaze.

And in many cases in our workplace, we have been so careless in communicating that as a result we have missed opportunities that we have been able to take advantage of in our progress at work. Above all, when we work as a team to be able to give the best results at work it is important that we give our opinion as it is not only an excerpt to listen although it is also important.

Talking to people should have some tact, that the receiver can develop the message codes easily. In communication there are several models that make it possible for you to talk in one way or another depending on who you are talking to.

Below there is an explanation based on the definition of communication and its skills.

THE MODELS OF COMMUNICATION

According to the models of **Shannon and Weaver**, the elements that must be given for it to be considered an act of communication are:

Sender: is the person who creates the message codification the signs to make the receiver understand the message.

Receiver: is the person who receives the message and is the one that deciphers and interprets what the sender wants to disclose. There are two types of receiver: the **passive** who is the one who only receives the message, and the **active** receiver or receiver who is the person who not only receives the message, but also perceives and stores it.

Channel: it is the means by which the message is transmitted. Nowadays, there is many easy ways to make the information to be received easily for example: internet, social media, television, mobile phone and radio.

Code: It is the aggrupation of signs and their organization. It must be the same for the sender and the receiver. It is also necessary that the subcodes that are part of the general code match.

Message: it is the object or content of communication, that which is transmitted. It therefore includes the information and the way in which it is coded.

Situation or context: it is the extralinguistic situation or environment in which the communicative act takes place.

And according to **Berol's** model, to make the communication fluent there is a different element, which are:

Sender: the originator of message.

Encoder: the transmitter which converts the message into signals.

Channel: the signal carrier or medium

Decoder: the reception place of the signal which converts signals into message. Decoding is done by the receiver when he gets the message.

Receiver: the recipient of the message from the sender. He usually gives feedback to the sender to make sure that the message was properly received.

Noise: the message, transferred through a channel, can be interrupted by external noise.

Feedback: The receiver can get an inaccurate message. Therefore feedback from the receiver is important in case the message is not properly received. Furthermore, the noise can also affect the decoding of the message by the receiver.

And then, there is another model of communication named Schram's, which is:

Source: the source encodes the message and transmits it and the destination decodes it and receives it.

Message: an interpreter that encodes and decodes the message

Destination: The media has a privileged position as senders but also as receivers. The broadcaster has some prediction of the impact it will have on the audience.

COMMUNICATION SKILLS

To carry out good communication, between two performers there must be various skills developed for both. Below I have made a breakdown of the skills that should be developed.

Verbal: Verbal communication is that in which words are used. The message that is transmitted is articulated and expressed through oral or written communication.

Verbal communication arises from the need to communicate. Our ancestors needed to create codes of communication when they were immersed in the battle to survive.

Non-verbal: under this concept we have to include posture, gestures, facial expression, voice inflection, sequence, rhythm, use of space and whatever another nonverbal manifestation that the body is able to offer, as well as the communication indicators that inevitably appear in any context in that an interaction takes place.

Written: written communication is what is created textually, the interaction is not immediate, or never occurs, because the receiver is not present, the words are alone in the text because the writer does not know who will read the text, its syntactic structure is complex and has greater lexical richness and accuracy .

Formal: Formal communication is a communicative style that is used in professional and institutional contexts. It is a regulated method in which words of colloquial scope are not allowed, because the tone used must always be cultured and aseptic. We can also call formal communication the flow of information that occurs between the different levels within the hierarchy of an organization, and that will be framed within the set of rules that we mentioned.

Informal: Informal Communication is a casual, unforeseen, and unofficial type of communication. In this type of communication, information is exchanged spontaneously and without complying with prescribed official rules, organizational guidelines, formalities, and the hierarchy of command.

Here I have found a few tips on how to properly communicate with a deaf person:

What is the best way to communicate with a deaf person?

Communicating with people who have hearing loss is a little more demanding than speaking to a hearing person. There are some things you can do to enhance communication between you and someone who has a hearing loss.

Someone with a hearing loss may not know that you are speaking to them especially if in a noisy situation, so it's important:

- to find somewhere quiet to talk if possible (noisy places whether from people, machines etc make it difficult to hear; voices become drowned by the other noises. Carpets, curtains and soft furnishings help to absorb noise. More about [good room acoustics](#).)
- to make sure there is good light and keep the light on your face. If you sit with your back to the window then your face is in darkness making it difficult to lipread.
- to gain their attention first (this is easily done by tapping them on the arm or shoulder, if appropriate – preferably from the front not behind them; or calling their name).

It is very useful to [lipreaders](#) to know the subject of the conversation so try to make the subject of the conversation as clear as possible.

It's also good to be asked where it is best for us to sit in different situations. It will be different for different people, but most people like to sit with their back to a wall. At dinner parties some people prefer round tables and some people like to sit in the middle of group at the table.

It will be different for meetings, most of us like to sit at the front, near the speaker. A [hearing loop system](#), working and switched on, makes such a difference to our ability to follow what is said in meetings. Also, some of us may have personal amplifiers which can be placed near the speakers for many events.

EXAMPLES OF POOR COMUNICATION IN MY WORKPLACE

In my first job, I needed more attention in what I was doing as I felt that being the first time, I was not doing well and needed correction but when working in a very busy environment, I have not been given the attention until in the end they decided that they had not seen any progress in my work and that they no longer needed me.

Solutions in how communication could be improved.

1. One of the solutions to be carried out in order to avoid this incident, would be that there are one or more people who were in charge of the new workers to be able to corroborate that they have understood and do the work as it should be . And thus avoid such misunderstandings.
2. The second solution would be that I could also have contributed a little more motivation in what I was doing and seeing that no one was paying attention to what I was doing, go ask myself if what I was doing was right or needed some change.

Below I left an article about the importance on the effective communication.

Why Is Improving Your Communication So Important?

Dear friend and fellow leader:

We live in the most unique time ever when it comes to how we communicate with each other...it's never been easier or faster to talk to someone almost anywhere in the world.

So why do we struggle with connection when we're so connected?

Some common problems include:

- We're too focused on getting our own point across that we tend not to listen to the other person (or people)
- We're not sufficiently trained on how to effectively communicate or how to navigate situations where miscommunication occurs
- We haven't learned how to truly be present and actively listen to others when they're speaking

Sure, there are so many different communication tutorials and training out there by top schools and organizations, but there's a problem with those courses too...

Most of their advice only applies to one side of the conversation, leaving out the importance of how every conversation is a two-way street.

CONCLUSION

My conclusion is that many times for different reasons, like not speaking the same language or not knowing how to interpret well, we end up avoiding having a dialogue, no matter how poor the communication ends up being and I really say it from my own experience. On the other hand, it could also be said that what has helped us today as it has been clarified, have been social media, although sometimes it may be the reason why when we have the person ahead there are certain things which we clearly would not say, and I also say from my experience. That is why it is always good to learn new languages without commitment to learn, to ask and above all to be an open person to know, because to be able to speak with confidence, we must first obtain the knowledge.

Below, I left an article about a little explanation in communication nowadays.

Communication nowadays

chizaiisakura (49) #communication •

Nowadays, we have different ways on how we communicate with each other, we have cellphones, social media, chats or emails, we barely see people communicating face to face, almost everything is done thru technology.

Say for example, Have you ever imagine nowadays without a cell phone. People just seem to be not able to function without a cell phone, we used it everywhere, anywhere and anytime. Back in the days, people socialize more personally, talking face to face, or enjoying stories and facial expressions as one tells it right in front of you.

But now, we use cell phones all time, whether telling or sharing stories, and using emoticons as part of the expression we wanted to express to the other party.

And with the use of several abbreviations as we communicate, it seems that people doesn't use a complete sentence or complete word no more, such as LOL, ROFL, WTF, OMG, AG (all good) , LB/ FB (like back / follow back), FR (for real) .. amongst others. Sometimes as I talk to my children , they have some abbreviations or words that I don't know about , even the spellings are not even the same, such as alright = aight, or different ways of saying "Okay" when someone ask "Hey man, how it is going?" instead of answering "It's good / okay", some answers " Its chim" or "Everything is kosher."

Are we looking at a new generation of communication?

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