

Communication Problems at Flight Foods Ltd

Module: Effective Teamworking and Communication
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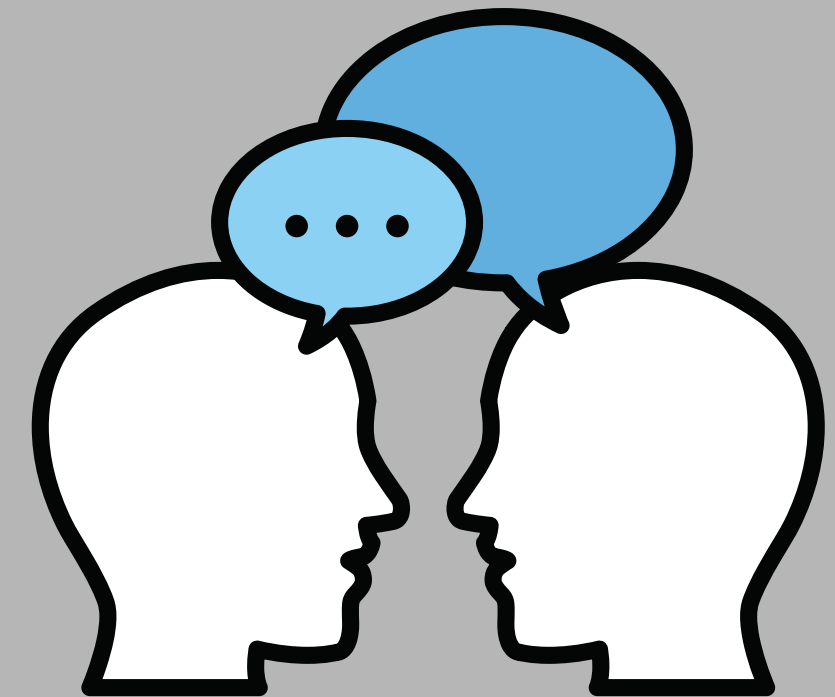
Company Background – Flight Foods Ltd

- Company that produces food for airlines
- Provides meals for flights and airports
- Many departments must work together
- Good communication is important for daily operations



Main Communication Problems

- Lack of clear communication between departments
- Information is sometimes delayed
- Misunderstanding between managers and staff
- Not all employees receive the same information



SMCR Communication Model

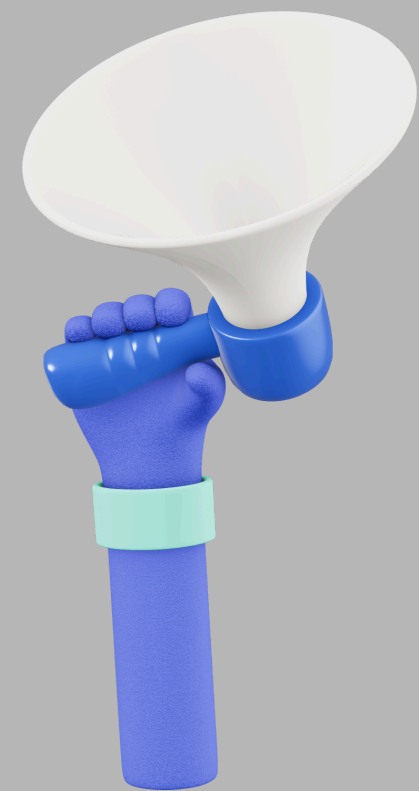
- Sender – the person who sends the message
- Message – the information being communicated
- Receiver – the person who receives the message
- Feedback – response or reaction to the message



(Berlo,1960)

Communication Barriers

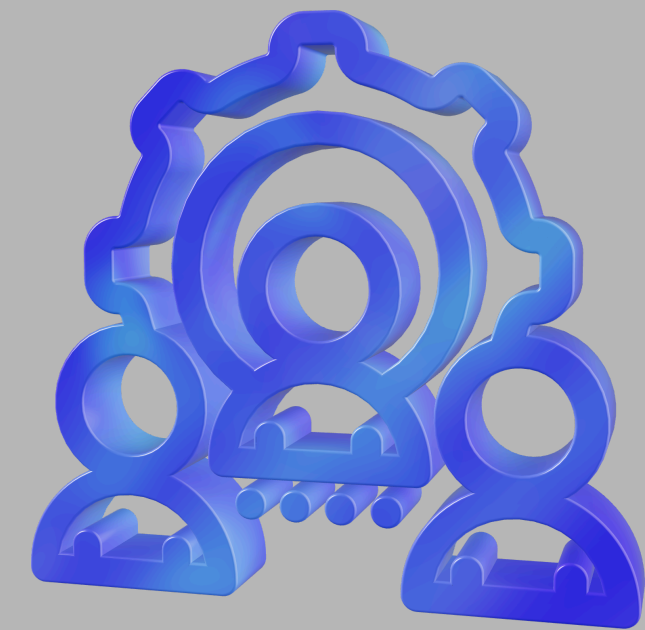
- Noise in the workplace can make communication difficult
- Employees may speak different languages
- Cultural differences can create misunderstandings
- Stress and pressure can affect communication



(Robbins & Judge, 2017)

Solutions to Communication Problems

- Provide clear and simple instructions for employees
- Use visual communication such as signs and diagrams
- Offer communication and teamwork training
- Encourage open communication between departments



(Kotler & Armstrong, 2016)

Importance of Effective Communication

- Improves teamwork and cooperation
- Reduces misunderstandings and mistakes
- Helps employees complete tasks more efficiently
- Creates a better working environment



(McDonald & Wilson, 2016)

Conclusion

- Communication problems can affect teamwork and productivity
- Several barriers can exist in the workplace
- Using communication models helps understand these problems
- Improving communication can help organisations work more effectively



References

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