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Effective Team Working and Communication

1. Introduction
2. Models of Communication
3. Types of Communication
4. Communication skills
5. .Examples of poor communication in your workplace and suggestions for improvements
6. References

Introduction

Communication is a process of transferring information between two parties in which one party (the sender) sends information, and the other (receiver) receives the information. You often exchange information, thoughts, feelings through speaking, writing, facial expressions, gestures, eye contact or touch. It can be transferred between people or groups to another.

Why is communication important in the workplace?

Communication is the most important thing in the workplace, because it solves everybody's problems without being aggressive with each other, the team develops more, which means that when every team member speaks to each other about their concerns, feelings, behaviour and problems, they tend to bond more and feel more comfortable with each other, which essentially leads to strong team development. It is also important that it reduces language barriers and cultural differences, for instance there are individuals that do not know how to communicate properly in English so they use hand gestures and pointing so the others understand what they want to say or how they feel. Also at work you can transmit messages using verbal communication like meetings, conference calls or one to one, or non verbal communication like texting or emailing one another. But some companies may have trouble with their team communicating well with each other and a lot of consequences may arise from it. Poor communication is when the team does not want to listen to one another, some individuals may think they are better than the others and that is why they are not keen to listen to other's opinions, feelings and understand them. Some of the consequences could be the team losing motivation to work well, because nobody really understands what their team role is and who is the team leader. It affects the team meeting project deadline, which can lower the business reputation and ratings.

Communication Models

The model of Shannon and Weaver of communication

Originating in the late 1940s with Claude Elwood Shannons article “A mathematical Theory of Communication” was written, along with Warren Weaver. This theory set itself as the prime example of all models due to its more modern technology than its predecessors. Furthermore, this theory also applies to communication between humans, and it is still being used to this day.

Explanation:

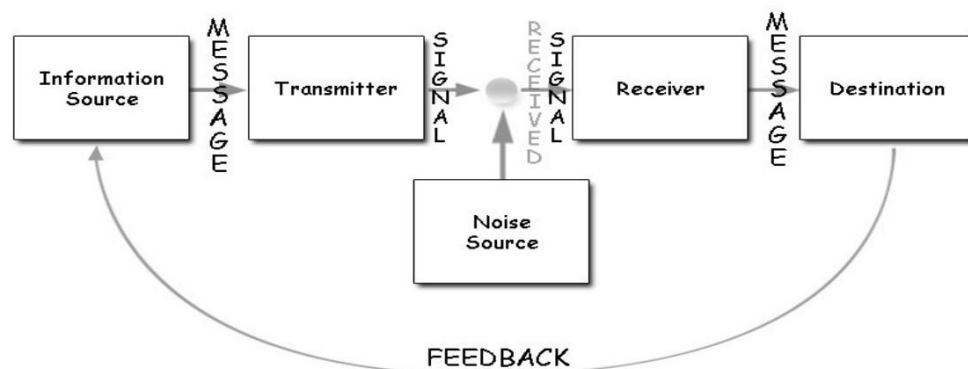
1- Information source – the process of sending information to one or more receiving parties.

The initiator of the conversation is almost always the information sender(generally a person), or sometimes a company.

2- Transmitter – a device usually used to encrypt and send the message to the receiver. Most of the time the messages are verbal or written words, non-verbal and sometimes media, depending on the topic.

3- Channel – the mediator between sender and receiver, coming in many different forms such as radio, newspaper, social media etc.

4- Decoder/receiver – receivers are tasked with decoding and making sense of the message, making them a key part in understanding the message correctly.



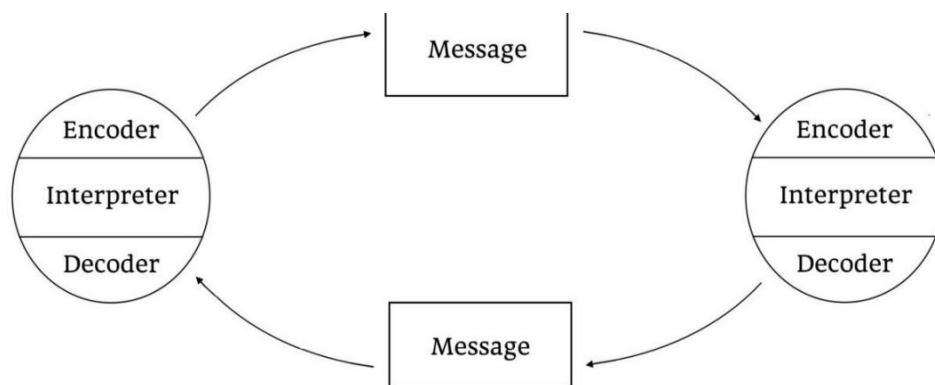
In my workplace when the manager wanted to see me, he said 'Hristiana come here we need to talk about your performance'. That means that he is the sender of the message, and I am the receiver.

The model of Osgood-Schramm

Schramm's model of communication is a bit different than the latter. Coming to light during the mid 1950s, the difference is that it suggests that communication is a two-way path, which passes continuously between the sender and the receiver. And this model is also circular, not linear like the Shannon and Weaver model.

It sheds light on the topic of communicating by suggesting only the verbal and written types of communication. It features several key models:

- Communication is not linear, it comes in circles
- Communication is clear and reciprocal
- It requires 3 main steps in order to work: encoding, decoding and understanding a message



With the image up above, it is shown that communication is circular and happens between two people, which are both sending and receiving at the same time. They can communicate with one another, rather than only linear (in one direction).

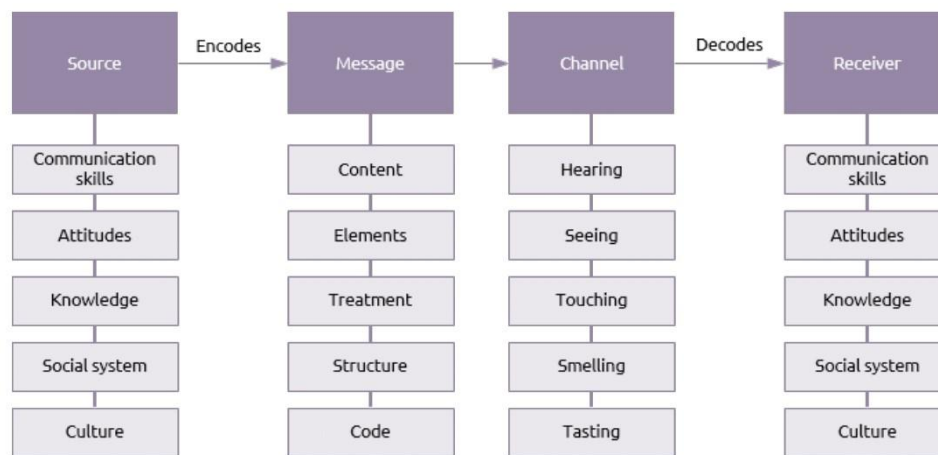
In my workplace this happens when I am asked to do something like call a client and offer them our new product and I must agree and disagree and explain why I want to do this by using interpretation.

David Berlo's SMCR Model of Communication

The Source-Message-Channel-Receiver idea, or SMCR for short, was invented by David Berlo in the 1960s. The source, message, channel and receiver are all key elements in any communication model.

It is a common belief for the Berlo's model that both the source and the receiver should be on the same level. That would allow for proper and correct communication, implying that both parties should be similar.

It requires both the sender and the listener to have skills to match each other in order to reasonably understand each other. Otherwise there could be misunderstanding, which could potentially result in further confusion and problems.



Types of communication:

Communication can be verbal- spoken or written and nonverbal- facial expressions, body movement, gestures, eye contact, touch, space etc.

Verbal Communication

Verbal communication is a type of communication where the messenger sends a message through speaking to the listener. It means we express ourselves through our usage of words. But it is important to remember that the listener is also important as the messenger. For instance, the messenger asks the listener a question, the listener has to listen to him in order to answer the question and then answer, so it goes both ways. If both of the sides want to understand each other properly, they have to speak clearly, not use slangs if they do not know each other and also speak in a normal tone.

Written Communication

Written communication is sending messages or instructions, which are written through social media, letters, reports, or office memos. The advantage of written communication is that you can be anywhere in the world and still reach the receiver any time you want as if they are in front of you. Written communication is the most effective communication in a business, because you use it to write emails, proposals, advertisements, new release of products.

Non-Verbal

A fairly complex method of communication, usually in the form of body language, and in some cases – morse code. For example smiling when you see your friends means you are glad to see them. It is very important to be able to read, or rather perceive, this type of information correctly, as it may give insight to a person's feelings, or it may be used to share information without alerting others.

For example when I see that my facial expression turns from smiley to sad, I am aware that they are upset about something and they need my support.

Skills

Effective communication is a key skill, much needed during the lifetime of a person. In many companies, being able to communicate properly, under pressure and with as few words as possible is considered very advantageous.

In the Case study 'A day with the Chief' that we have learned this semester we can understand from the story about Mark being rewarded with a free trip to the company's head office so he can meet the CEO- Mrs. Brown. He was really nervous about meeting her, because he thought that she was the person the other colleagues described- the Wicked Witch of the West. But when he met her, she was behaving like a good CEO and she was also smiling and being nice to him. That changed when Mark changed his entire body language from nervous to relaxed and from pleasing her to saying the truth to her, what is wrong with the London office, how his manager behaves, and that Mark should be paid more.

I think she showed him out of the office, because at the end he was not behaving respectfully towards her, and the company and he was also greedy about his salary. As I have mentioned when he was more comfortable, he showed his true face to her. I believe everybody calling her the Wicked Witch from the West, is just afraid of her, because she expects her employees to have good communication skills like good eye contact, good interpretation, being honest and reliable and also everything should come naturally- not being rehearsed.

In conclusion- what I learned from this case study is that you should never pretend to be this amazing employee in front of your employer or CEO because at the end of the conversation they will know if you are being honest with them or not. Also behaving appropriately in front of them is a must, because at the end of the day they expect from you to be a good employee that they trust.

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