

EFFECTIVE TEAM WORKING AND COMMUNICATION

(BMSW4002_LON)

NAME TAIYE PAUL KOLAWOLE (2014213)

LECTURE'S NAME TIMOTHY HOPKINS

Communication can be defined as the simply act of transferring information from one place, person, or group to another. Every means of communication involves a sender, a message, and a recipient.

The transmission of messages from senders to recipients can be affected by a massive range of things. It includes the cultural situation, the medium used to communicate, and emotions or locations.

The reason excellent communication skills are considered is because accurate, effective, and unambiguous communication is extremely difficult.

Communication has three parts.

Senders

message

And the recipient.

The sender encodes the message in a mixture of words and non-verbal communication .it is transmitted in some ways like speech and writing which the recipient decodes it.

For instance, people may read quite different things in their choices of words or body language. It is also possible that both will have quite the same understanding as the sender.

We also have face to face communication; the role of the sender and the receiver is not the same. The roles will be passed back and forth between the sender and receiver. Both can communicate with each other in another way through eye contact or a lack of body language, but the sender and the recipient are more distinct.

TYPES OF THE COMMUNICATIONS

Verbal and spoken communications.

Non-verbal communication

Written communication

VERBAL COMMUNICATION to my understanding of verbal communication can be defined or said to be a communication that uses words to share information with others. These words may be both spoken and written is also a two-way process which is about passing information from one person to another. Meaning both the sending and the receiving of the message are equally important. It includes face-to-face, telephone, radio, or television and other media. Verbal communication requires both the writer or speaker to transmit the message, and the listener or reader to make sense of the message.

EXAMPLES OF VERBAL COMMUNICATION

INTERPERSONAL COMMUNICATION

INTRAPERSONAL COMMUNICATION.

SMALL GROUP COMMUNICATION

PUBLIC COMMUNICATIONS

1) INTERPERSONAL COMMUNICATIONS is a form of communication which takes place between two individuals and is thus a one-on-one conversation. The two individuals involved will swap their roles as senders and receivers to communicate in a clearer manner.

2) INTRAPERSONAL COMMUNICATIONS is a form of communication that is extremely private and restricted to us, where in we juggle roles between the sender and the receiver who are processing our thoughts and actions. This process of communication when analyzed can either be conveyed verbally to someone or stay confined as thoughts.

3) SMALL GROUP COMMUNICATION is a communication which takes place only when there are more than two people involved. Here the number of people will be small enough to allow each participant to interact and converse with the rest.

For example,

Press conferences, board meetings, and team meetings.

These are the examples of group communication unless a specific issue is being discussed, small group discussion can become chaotic and difficult to interpret by everybody.

4) PUBLIC COMMUNICATIONS Is a type of communication that takes place when one individual address a large gathering of people

EXAMPLES ARE

The election campaign.

Public speeches.

NON-VERBAL COMMUNICATIONS it includes facial expressions, the tone and pitch of the voice, gestures displayed through body language and the physical distance between the communicators.

These non-verbal signals can give clues and additional information and meaning over and above spoken verbal communication. Some estimates suggest that around 70 to 80% of communication is non-verbal.

It also refers to the cover of body language, gestures, how we dress or act, even where we stand, and even our scents.

IMPORTANCE OF NON-VERBAL

- **CONVEY INFORMATION ABOUT THEIR EMOTIONAL STATE** —your facial expression, tone of voice, and your body language can feel, even if you have hardly said a word. Consider how often you have said it to someone.
- **REINFORCE OR MODIFY WHAT IS IN WORDS** – for example, people may nod their heads vigorously when saying YES to emphasize that they agree with the other person. A shrug of the shoulders and a sad expression when saying “I’m fine, thanks” may actually imply that things are not really fine at all.
- **DEFINE OR REINFORCE THE RELATIONSHIP BETWEEN PEOPLE**-- if you have ever watched a couple sitting talking, you may have noticed that they tend to mirror each other's body language. They hold their hands in similar positions, they smile at the same time, and they turn to face each other more fully. These movements reinforce their relationships and help them to feel more connected.
- **REGULATE THE FLOW OF COMMUNICATION** – there are several signals that we use to tell people that we have finished speaking, or that we wish to speak. An emphatic nod, and firm closing of the lips indicates that we have nothing more to say, for example. Making eye contact with the chairs of a meeting and nodding slightly will indicate that you wish to speak.
- **PROVIDE FEEDBACK TO THE OTHER PERSON** – smile and nods tell someone that you are listening to and that you agree with what they are saying. Movement and hand gestures may indicate that you wish to speak. These subtle signals give information gently but clearly.

TYPES OF NON-VERBAL COMMUNICATIONS

- Eye Contact
- Posture.
- The Body movement
- Facial Expression
- Paralanguage
- Closeness or personal space
- Physiological Changes

EYE CONTACT is when the amount of eye contact often determines the level of trust and trustworthiness.

POSTURE is how you stand or sit, whether your arms are crossed.

BODY MOVEMENT is when hand gestures or nodding or shaking the head, which are often the easiest element of non-verbal communication to control.

FACIAL EXPRESSION it includes smiling, frowning, and blinking, which are extremely hard to control consciously. Interestingly, the broad facial expressions that show strong emotions, such as fear, anger, and happiness, are the same throughout the world.

PARA LANGUAGE is an aspect of the voice apart from speech, such as pitch, tone, and speed speaking.

CLOSENESS OR PERSONAL SPACE it determines the level of intimacy, and which varies very much by culture.

PHYSIOLOGICAL CHANGES are almost impossible to control consciously and are therefore an important indicator of mental state,

for example, I may sweat and blink more when I am nervous, and your heart rate is also likely to increase.

WRITTEN COMMUNICATION is important because it allows you to communicate your message with clarity and ease to a far larger audience than through face-to-face or telephone conversations. Written communication should be re-read before sent to printing or hitting the sending button in the case of emails, as it is likely that there will be errors.

WAYS TO IMPROVE

- To Know your medium
- Always remember your audience,
- Structure
- Formal style or a more informal style
- Common mistakes.
- Gender neutral language.

MODELS OF COMMUNICATION

Communication is the process of creating, interpreting, and negotiating meaning. It can be verbal, non-verbal, or textual.

SHANNON AND WEAVER MODEL

Is a mathematical theory of communication that argues human communication can be broken down into 6 key concepts: sender, encoder, Channel, noise, decoder, Receiver? It is known as the mother of all models because of its wide popularity. The model is also known as INFORMATION THEORY or the SHANNON THEORY because Claude Shannon was the main person who developed the theory.

SHANNON AND WEAVER MODEL Is a linear model of communication that provides a framework for analyzing how messages are sent and received.

EXAMPLES OF SHANNON WEAVER MODEL OF COMMUNICATION.

- Telephone Conversation
- Listening to the Radio
- A face-to-face discussion

ADVANTAGES OF SHANNON WEAVER

- It explains barriers to effective communication very well.
- It breaks down communication to an understandable part.
- Transferable to multiple situations

DISADVANTAGES.

- It does not account for power relationships.
- It is a linear model/there's insufficient regards for feedback

- It does not address one-to-many communication.

BERLO MODEL OF COMMUNICATIONS

The Berlo's model of communication operates on the SMRC model.

- S- stands for Source.
- M- Message
- C- Channel.
- R- Receivers.

SOURCE is also known or can be called a sender is the one from whom the thought originates. He is the one who transfers information to the receiver after carefully puts his thoughts into words. It is done with the help of communication skills, attitudes, knowledge, social systems, and culture.

MESSAGE is when an individual converts his thoughts into words, a message is created. The process is also called as ENCODING.

EXAMPLES

Contents, Elements, Treatment, Structure, Code,

CHANNEL refers to the medium of how information flows from the sender to the receiver.

How does one know what the other person is saying? Through hearing

How will someone know if the pasta he has ordered is made with white sauce or not? Through the taste

How will you find out if the tea is hot or cold? Through touching

These are the senses of channels which help human beings to communicate with each other.

RECEIVER when the message has been delivered to the receiver, and he tries to understand what the listener was saying and then respond accordingly. This is called DECODING.

SCHRAMM'S MODEL OF COMMUNICATION

Wilber Schramm proposed the model of communication in 1954.

The information was of no use unless and until it is carefully put into words and conveyed to others.

Encoding plays a vital role because it initiates a process of communication by converting thoughts into content. The information reaches the recipients prime responsibility is to understand what the speaker intends to convey.

Thus, encoding and decoding are the two most principal factors of an effective communication without which information can never flow between two individuals. Schramm's model also revolves around the above principles.