LCLM4003 Effective Teamwork and Communication

- ASSIGNMENT 2: Group Presentation
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LCLM4003
Effective Teamwork and Communication

1. Introduction - Cesar Perea
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6. Barrier and Solution 5 - Mylene Delosata

Introduction



Flight Foods Ltd Quality Issues Operational Findings

Flight Foods Ltd

- Medium-sized company producing ready meals for airlines
- Recently facing customer complaints about food quality

Quality Issues

- Poor packaging
- Overcooked meals
- Meat found in vegetarian dishes

Operational Findings.

- Lack of staff training
- Poor hygiene practices
- Ineffective communication system

Impact

- Damaged company reputation
- Decline in business performance

ENVIROMENTAL NOISE



Environmental Noise

- High machinery noise disrupts communication
- Workers struggle to hear instructions clearly
- Supervisors must repeat tasks frequently
- Noise reduces accuracy and coordination

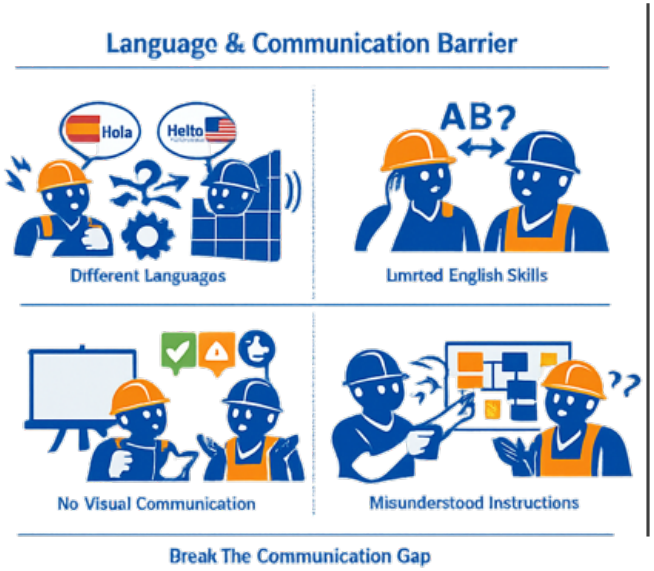
ENVIROMENTAL NOISE



Solutions

- Install sound-absorbing panels and noise barriers
- Create low-noise “communication zones”
- Use visual signals for key instructions
- Implement visual workflows to reduce verbal dependence

Language & Communication



Language & Communication Barrier

- Workers speak different languages
- Limited English proficiency
- No visual communication system

Verbal instructions lost due to noise and unclear delivery

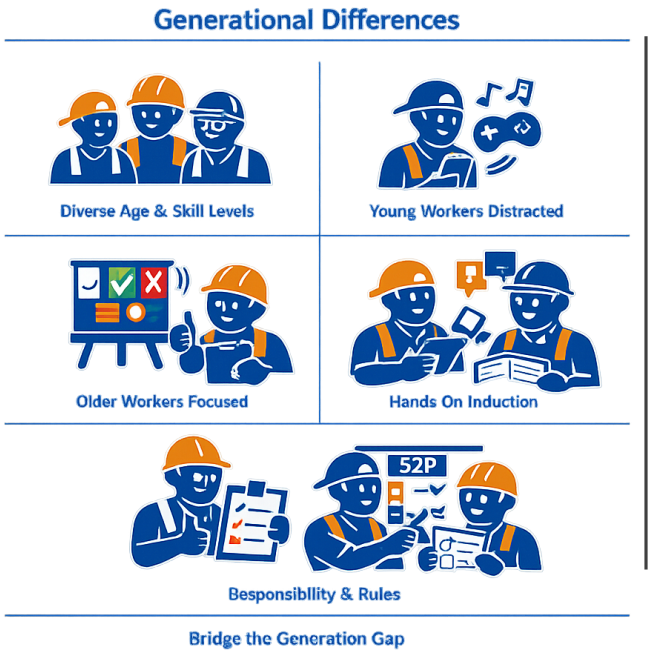
Language & Communication



Solutions

- Introduce a visual communication system (pictograms, colour codes)
- Provide basic English training focused on factory tasks
- Use multilingual posters for hygiene and processes
- Deliver practical, hands-on induction training
- Standardise instructions using visual SOPs

Age/Generational Differences



Generational Differences

- Workforce aged 16 to 60 with different skill levels
- Younger workers: less experience, more distractions
- Older workers: follow instructions more accurately

Differences in responsibility and understanding of rules

Age/Generational Differences



Solutions

- Provide regular food-hygiene training
- Offer practical workshops on cooking and packaging
- Assign a quality supervisor to check products
- Use mentoring between experienced and new workers

Cultural Differences



Cultural Barrier

- Workers come from diverse cultural backgrounds
- Different hygiene standards and views on authority
- Limited English causes misunderstandings

Lack of clear, visual training

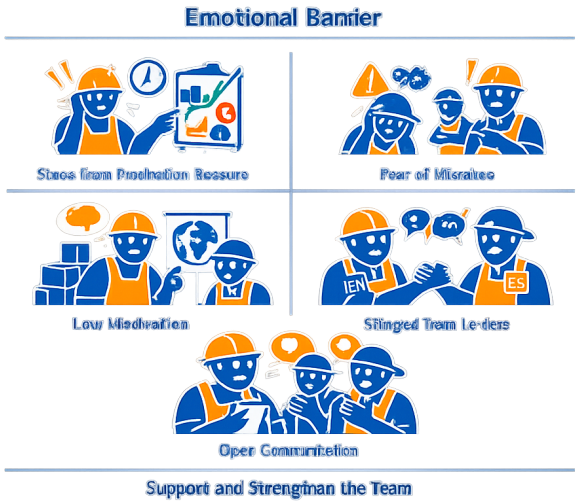
Cultural Differences



Solutions

- Use culturally neutral visual communication
- Implement visual SOPs for hygiene and processes
- Train managers in cultural awareness
- Appoint bilingual team leaders and peer mentors
- Encourage open communication without fear

Emotional Barrier



Emotional Barrier

- Stress due to production pressure
- Fear of making mistakes because of limited training
- Low motivation caused by complaints and workload
- Emotional tension affects teamwork and communication

Emotional Barrier

Solutions



Provide positive feedback and respectful communication



Offer proper training to reduce insecurity



Hold short meetings to clarify doubts

Solutions

- Provide positive feedback and respectful communication
- Offer proper training to reduce insecurity
- Ensure supervisors are approachable and support
- Hold short meetings to clarify doubts

Conclusion



Conclusion

- Barriers affect quality, safety, and teamwork
- Solutions focus on visual communication, training, and leadership

Implementing them improves efficiency and customer satisfaction

References

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