

Module code- BMSW4002

EFFECTIVE TEAMWORK AND COMMUNICATION



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In this assignment I will define communication and give examples of it. I also write about the models of communication and write about communication skills referring to case studies and give examples of it. Give examples of poor communication in a workplace and find a way too improve it by using published literatures.

What is communication?

Communication is a way of sharing, receiving, and giving information with others. Also defined by a progress to contact others to understand people needs. and it could be use anywhere for example: in the workplace, with family friends. Communication is important because it helps us to keep in touch with people and update them with news, problems, or anything else needed. Good listening skills, speaking and writing clearly is important so we do not give the wrong information to others, or they do not get a different information.

Different types of communications. For example:

Verbal communication

Verbal communication in health and social care setting happens when someone speaks and the other person listens and understands, also when the person can share feedback from the same conversation or meeting.

- **Non-verbal communication**

Non-verbal communication is when you use eye movements, facial expression, body language, gestures, and tones to communicate when others. By this way we can always understand how people are feeling during any situation.

- **Written communication**

Written communication is used while we communicate with others by text messages, emails, letters, contracts, faxes and more. In health care settings written communication is important to report an accident that happened during the work. Could be an incident with the patient and by reporting they could save the patient. For example: every time the patient has medication the nurse has to document it if the nurse does not the patient could have an overdose because any other nurse could give the medication to the patient by thinking that he did not have it. That's why everything must be documented when working in a health care setting.

- **Electronic communication**

Electronic communication is when the information is sent between the phone calls, text messages, internet messaging, emails, videos, or internet connection. This way of communicating is quicker to contact someone far away. It also helps a lot with companies to contact with their customers. In the health setting electronic communication can be used to inform the patients about their appointments, cancelations, or anything else relating to them.

Those communications skills are very important in our life to communicate with others and be able to understand and give good feedback when is necessary. When good communication is used, we can understand each other

There are different levels of communication

- Societal communication
- Institutional communication
- Group communication
- Interpersonal communication
- Interpersonal communication

All these different communications are needed in our daily activities and help us to communicate with others.

The most important communications skills are:

- Active listening
- Adapting your communication
- Respect
- Confidence
- Offering and taking feedback

Those communication skills are important in a business to be successful while working and always keep a good environment around others.

Example of poor communication:

I am a support care, and, in my workplace, I must always show a good communication skill with the clients and to others while I report incident reports. While I report incident reports, I must explain everything detailed to them can help me to sort it out or they will know exactly what to do. If the incident is not detailed reported, and they end up understanding something that does not lead to the problem, it can make them do something that does not resolve the problem. All the information must be transmitted clearly so everyone can be able to understand and be able to help when help is needed. If the information is not clearly in my workplace it can lead to lose the patients.

Poor communication can lead to low morale. It could lead to low morale is because ineffective communication can lead to misunderstanding, have conflicts in the workplace, miss opportunities, miss information, and make the employees feel overall defeated. This made me understand that I always must give the information to others.

All the problems with my workplace could be improve by using Schramm model. The message is always needing feedback and to get analyse before responding back to the sender. This model would help a lot if my workplace put it I n practice and use with the staff. And always make a good communication with others. Passing clearly communication is very important.

Models of communication

Shannon and weaver (1948/49)

Shannon was an American mathematician, electronic engineer and Weaver was an American scientist both join to write an article in "bell system technical journal" in 1948. The article was called "A mathematic theory of communication" and was later named as "Shannon-weaver model of communication" after eventing it and is known by "the mother of all models" and became the most popular methods of communicating. It was created to with the objective to help more efficiently preform their jobs and make the transmission of the information quicker. Also, to make the engineers jobs easier.

The objective of Shannon was signal transmission from source to destination through transmitter and receiver across the channel with minima interference. The information theory initially developed to separate noise from signals carrying the information. After some time, Weaver prolonged and applied Shannon's information theory for different kinds of communication. Shannon was more focused on engineering side while Weaver developed the philosophical aspects of the theory related to human communication.

The 7 main elements of Shannon and weavers' model are:

- **Sender (information source)**

The first element is the information element "sender". It is the person/ object that has the first information to begin with. It is necessary for someone to choose a message to send. It could be sent orally, writing, through music or body language. It does not need to be send online through a phone or online.

For example: the sender might be reading an advert and would like to share his ideas about the advertise with a friend from another country. By sending a message or making a call he is already transmitting information.

- **Encoder (transmitter)**

Encoder "transmitter" is the person/ object that converts the idea into signals that can be sent from the sender to the receiver. It could be through a phone, computer, radio or by using words. Encoder can also be a person that turns an idea into spoken words.

For example: The encoder might be a phone, which coverts the voice into binary 1st and 0s to be sent down the phone lines (channels) also the radio which converts waves to be sent via radio to someone.

- **Channel**

Channel is the after encoder model. Is the infrastructure that gets information from the sender and transmitter trough to the decoder. It also can be sent face to face via online, radio or messages.

For example: when someone is sending and emails or using the landline phone to communicate with someone else.

- **Noise**

Noise is the one after channel. The is called noise because it interrupts a message while is being delivering. There are two different types of noises:

1. **Internal noise**

Internal noise is when the receiver misinterprets the message, or the sender misspell a word in the text and affects the sentence. In Maria and Pedro key study when maria was asking Pedro to buy a chicken and misunderstood it.

2. **External noise**

External noises happens when the sender or the receiver has no control of the information given. It normally happens when there is too many noises and the receiver has difficulties to understand the message when the sender is passing it.

- **Decoder (reception)**

Decoder also known as the reception is when a device that decodes the message from binary digits or waves back into a format that can be understood by the receiver.

For example: it includes mobile phones that turn bits into readable messages and written or listenable.

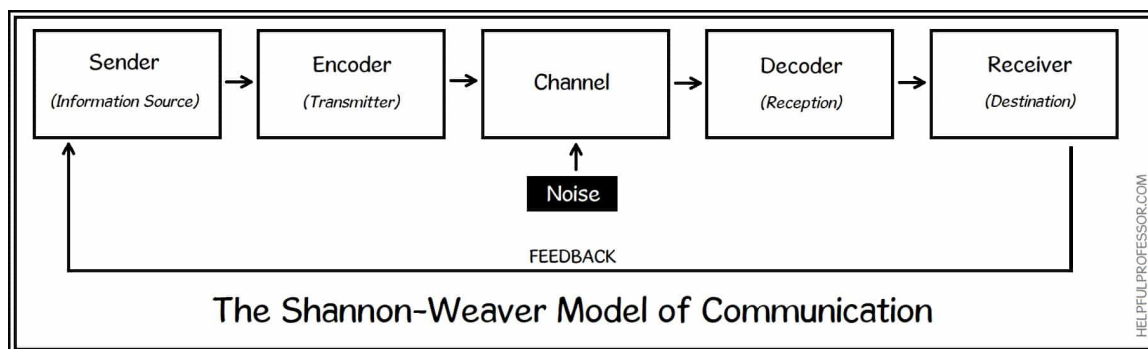
- **Receiver (destination)**

The receiver also known by destination is when the receiver receives the information or what is left of after the messages is send.

For example: it is the person on the other end of the phone reading an email that was send to them.

- **Feedback**

The final step is the feedback when the receiver responds to the sender. the feedback was not created by the Shannon and weaver. It was created by Norbert Weiner in 1948.



For example: feedback can be received when we are talking with someone on the phone but does not occur when we are watching tv because we do not let the people know what we are thinking about.

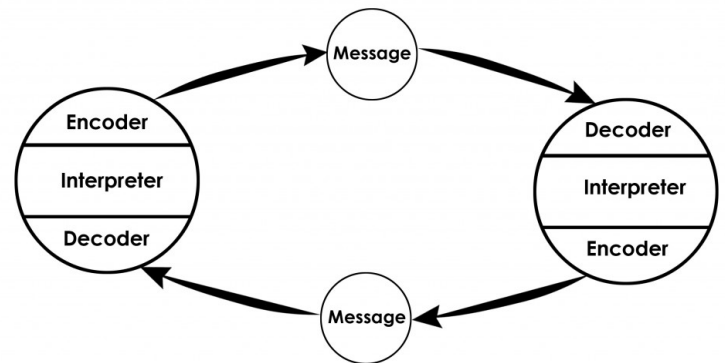
In my workplace miseducating happens a lot because most of the times while people are trying to give an information the sender is always in a noisy place and always end up getting other information. So, is very important when the sender uses good writing communication so that the receiver gets the messages and have a good understanding of it.

Schramm (1954) model

Schramm model is known as the Osgood schramm model of communication. This is a cyclical model that consists of all the essentials elements pf communication. It was created in 1954 and origins in the Shannon weaver model.

The schramms model is different from the Shannon and weaver because it is circular, and the Shannon's and weaver is only a straight line which the first one is sender and the last receiver. The shcramm model starts from sender and goes to receiver and from the receiver back to the sender.

It is a continues sequence and goes from encoder to decoder to the interpreter.



Definition of each face:

Encoder- is the person or the object that sends the first message.

Decoder- is the person who receives the message.

Interpreter- is the person who analyses or interpret the message.

In the Maria and Pedro key study, Pedro should have used this model so he would make sure if Maria meant kitchen instead of chicken. Also, could have used written communication skills.

Berlo's (1964) model

Berlos model of communication (1960) describes the different components that form the basic process of communication.

Berlos communication model is not very different from Shannon and weaver. The difference between them is that berlos model includes four components that describes the communication process. Also, the components in the model are influenced by various factors:

Sender- the person who creates the message and includes:

- Communication skills
- Attitudes
- Knowledge
- Social system
- Culture

Message- is the information send from the sender which includes:

- Content
- Elements
- Treatment
- Structure
- Code

Channel- is the one uses the send the message and includes:

- Hearing
- Seeing
- Touching
- Smelling
- Tasting

Receiver – is the person who receives the message after all the components and includes the same factors as the sender.

Conclusion

In this assignment I gave the definition of communication and talked about the different types of communication in the any place. I have also talked about 3 different models which are: Shannon and weaver, schramm and berlos model. I have explained the three of them and gave examples. I have also put references down from the sites and key studies I have taken information.

In this assignment I have seen how communication is very important in the workplace.

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