

Effective Team Work and Communication

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Executive Summary

In this report, certain models and theories of communications have been analysed for facilitating effective communication. Moreover, the different types of communication skills which should be present within an individual for enhancing teamwork and the spirit of communication have also been discussed. Certain theories relating to team working, communication and group dynamics have been applied to a workplace. Proper literatures have been studied in order to determine the situations which lead to poor communication. For the purpose of reducing the poor communication, certain theories have been applied.

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Introduction

This report provides a brief overview of the different models of communication which helps in smooth exchange of ideas and opinions among two or more persons. However, it also comprises of the different types of communication skills which have been learnt in the classes. Some examples have been provided relating to the poor communication which takes place in a workplace (Alyammahi, et al., 2020). Certain suggestions have also been provided in order to improve the poor communication prevailing in the workplace. All these explanations have been provided with reference to the theories and models of communication.

Models of Communication

Aristotle Model of Communication

Aristotle's model of communication is the first model of communication which is based on a linear model and is considered to be very simple and straight forward (Back, et al., 2020). This model mainly lays emphasis on five elements namely speaker, occasion, speech, audience and effect. The three components of Aristotle's model comprise of ethos, logos and pathos.

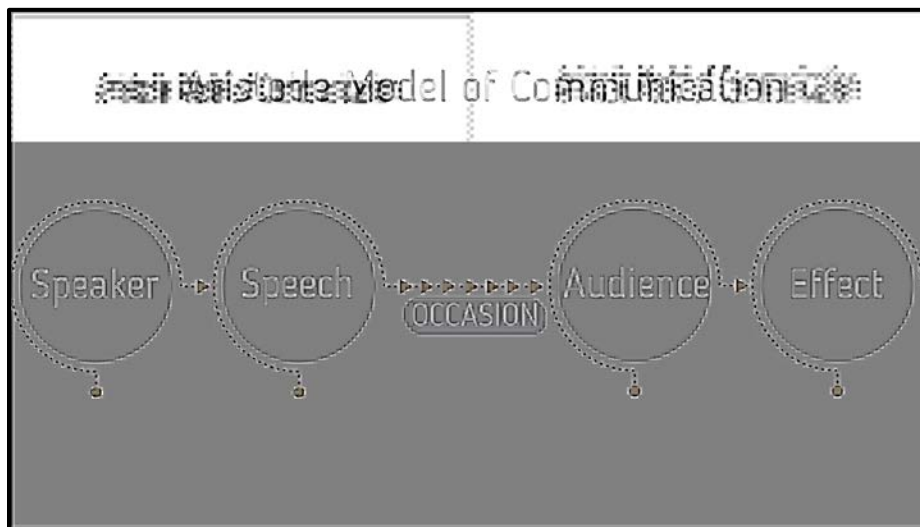


Figure 1: Aristotle Model of Communication

Source: (Candrian, et al., 2020)

Ethos generally refers to the feature which defines the credibility of the speaker in a communication model. It mainly lays emphasis on the fact that without credibility, the words of the speaker will have no power over the audience and hence, it will fail to impress the audience (Maloney, et al., 2020). The speaker plays a very essential part in a communication process and there must be a proper eye contact so that the speech can be delivered to the audience effectively. On the other hand, pathos refers to an emotional

bond and connection which is established between the speaker and the audience. There are various emotions such as happiness, anger, confidence, sadness etc., through which the speaker can create a connection with their audience. Another essential element of Aristotle's model of communication is logos. This element many lays emphasis on the logic behind the speech. It is observed that, an audience is not only impressed by the speech but also the logic behind the speech.

Berlo's Model of Communication

David Berlo's SMCR model of communication mainly lays emphasis on sender, message, receiver and channel (Mishra, and Mishra, 2020). A proper sender-receiver framework is created by Berlo for the purpose of smooth sending of information and ideas from the sender to the receiver.

Sender: The sender is the individual who creates and sends the message. He is the main source for initiating a communication process and is the person who encodes entire message.

Message: The package of information which is sent from the sender to the receiver through various forms such as speech, audio, video, other media is known as the message (Mukaromah, and Wusqo, 2020). The message mainly comprises of the content or information which is to be conveyed to the receiver.

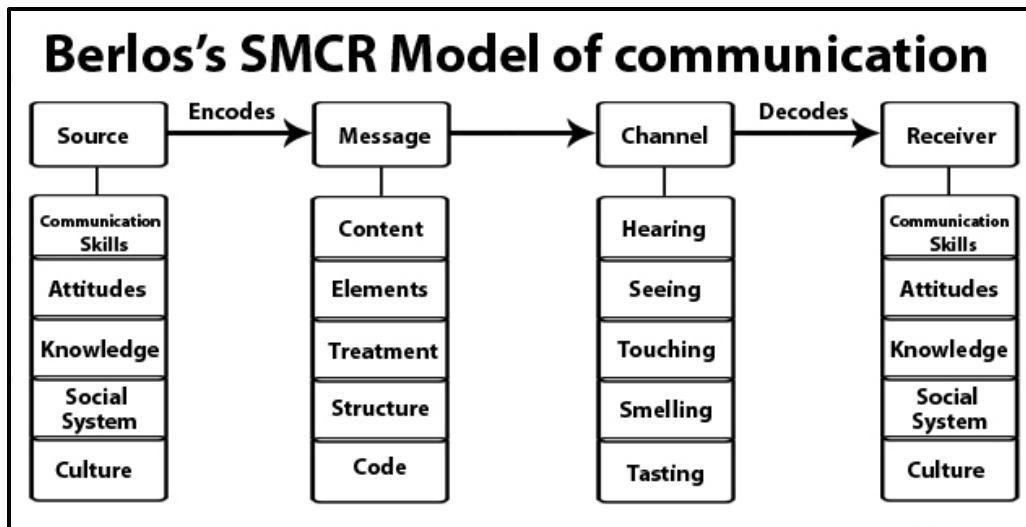


Figure 2: Berlo's Model of Communication

Source: (Mukhiddinova, et al., 2021)

Channel: The medium which is used for sending the message from the sender to the receiver is known as the channel. The selection of a proper channel of communication plays an essential role in making the communication process effective.

Receiver: An individual to whom the message is to be sent is known as a receiver. He is the person who decodes the entire message which is sent through a linear communication process (Puscas, et al., 2021). For the purpose of making the communication process effective, it is very essential that the thinking pattern of the receiver should be according to the thinking pattern of the sender.

Shannon and Weaver Model of Communication

This model of communication is designed for the purpose of developing effective communication between the receiver and the sender. The several factors which affect the smooth movement of the communication process have been considered, this factor is

known as a noise factor. This model was basically developed for the purpose of improving technical communication (Robles, 2020). This model is associated with various concepts such as information source, noise, transmitter, channel, receiver, message, information destination, encode and decode.

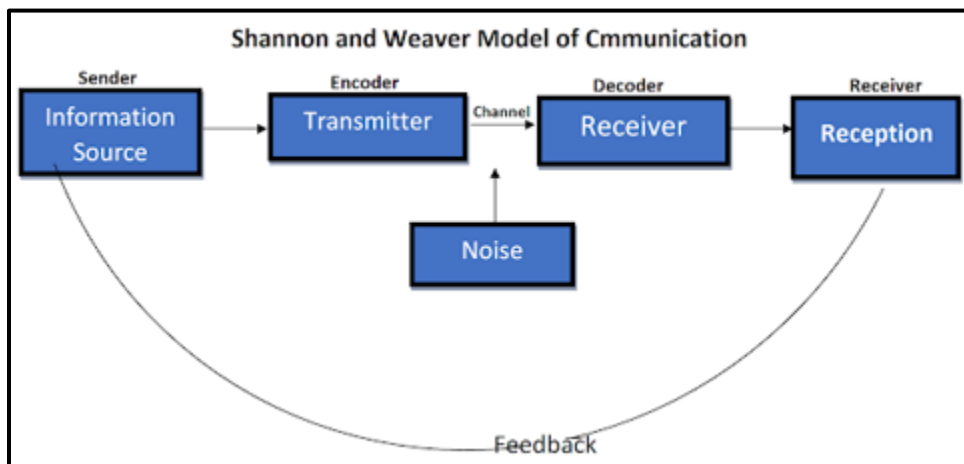


Figure 3: Shannon and Weaver Model of Communication

Source: (Schrage, et al., 2020)

Information source: This is basically the person or an information source who initiates the communication process. This information source comprises of choosing a particular message for sending, selecting a person to whom the message will be sent and the channels for conveying the message.

Transmitter (encoder): This step mainly deals with converting ideas into certain messages for sending it to the receiver. This model was basically designed for communicating

through computers and telephones by using binary digits (Sonnenschein, and Ferguson, 2020).

Channel: The channel is an infrastructure through which the message is sent from the sender to the receiver. The channel is also known as a medium of communication.

Noise: Noise refers to the risk factors which creates an interruption at the time of sending the message. There are basically two types of noise namely external noise and internal noise. Internal noise refers to a mistake at the time of encoding a message or a mistake which is made at the time of decoding the message (Sun, et al., 2020). External noise refers to the mistakes which are made from external sources which are not in the control of the sender and the receiver.

Decoder: This refers to a communication device which is used to decode a message from the binary digits into a format which is understandable by the receiver.

Destination (receiver): Destination refers to the area where the ultimate message is to be sent. In this case the message is decoded by the receiver.

Communication Skills

There are a lot of communication skills which have been learnt in the class. Communication skills generally refer to the ability of giving and receiving different kinds of information. With the help of communication skill, it becomes easier to exchange ideas and opinions between two or more individuals (Alyammahi, et al., 2020). Proper communication skill enables an individual to understand themselves and to express the ideas and opinions. There are different types of communication skills such as- active listening, verbal communication skills, nonverbal communication skills, written communication skills etc. With the help of all the skills, it becomes easier to express the opinions of an individual towards others.

Active Listening: This method of communication involves paying close attention at the time of communicating. Continuous practicing of active listening helps in building respect with the colleagues and increase the understanding in the workplace (Back, et al., 2020).

Verbal Communication Skills: This skill usually involves using appropriate language for expressing and communicating the ideas and opinion. Moreover, it is observed that, a proper mode of communication should be used which is understandable by both the sender as well as receiver. Proper form of language helps in removing the barriers in communication.

Nonverbal Communication Skills: These skills generally comprise of friendliness, confidence, volume, clarity, empathy, respect etc. With the help of these communication skills, it becomes easier for an individual to carry out an effective communication process (Candrian, et al., 2020). For an individual, it is very essential to respect the parties in the communication process.

Writing Skills: Proper writing skills also plays an essential role for effective communication. With the help of proper writing skills, it becomes easier to share the ideas of the sender with the receiver. Proper modes of communication are very essential in order to make the communication process effective and successful.

Observation Skills: One of the most vital communication skill is observation power. A proper observation power helps in proper sending of the message from the sender to the receiver. Moreover, teamwork can be effectively conducted with the help of proper observation skills (Mukaromah, and Wusqo, 2020).

Examples of poor communication

The presence of poor communication in the workplace create certain problems for the organisation. Some of the examples of poor communication can be listed as follows:

- Passive Aggressiveness is one of the poor practices which has a negative effect on the people about themselves as well as the workplace. It is observed that in XYZ limited, the leaders and the employees refuse to speak directly to the co-workers as a result of passive aggressiveness. It is seen that; they are purposely avoiding a particular project without providing a proper reason behind their avoidance in the form of a passive aggressive behavior. This leads to poor communication (Mukhiddinova, et al., 2021).
- In ABC limited, it is observed that, a task has been distributed among 5 team members. There is no proper communication between the five team members relating to the distribution of the roles and responsibility of the particular task. All are carrying out the work as per their own wish. This is a situation of poor communication in which there is no proper communication takes place among the five team members regarding their responsibility and roles to be performed for the particular task.
- In a particular organization, it has been observed that, all the policies and procedures are formulated by the top-level management (Sonnenschein, and Ferguson, 2020). These policies are then delegated by the top-level management to the lower-level management. But it is observed that, due to an improper mode of communication, all the policies are not conveyed to the lower-level management. This has led to a lot of confusion and misunderstanding among the subordinates at the time of delegating their responsibilities to the organisation.

- In XYZ limited, it was seen that, for communicating the official works, email was used in order to inform all the employees about their roles and responsibilities. But due to failure in the internet connection, it was observed that, some of the emails had not been effectively received by the receiver (Mishra, and Mishra, 2020). This is a situation of poor communication which has been taking place in the organisation and had led to the reduction in the business productivity.

Suggestions for Improving Poor Communication

There are certain strategies which have been adapted for the purpose of improving poor communication prevailing in the organisation. These suggestions can be illustrated as follows:

- **Giving undivided attention:** It is very essential to provide focus on all the activities equally. This helps in improving the level of communication. Undivided attention can be provided by maintaining a proper eye contact during meetings and conversations. This will make the entire communication process effective and encouraging for both the sender as well as the receiver of the message.
- **Providing sufficient time for listening:** It is essential that the conversation should not be monopolize (Mukaromah, and Wusqo, 2020). This will lead to losing of the main idea behind the message. For an individual, it is very essential to provide sufficient time for listening to the message. This will help to create a proper relationship between the sender and the receiver and reduce the level of poor communication prevailing within the organisation.
- **Being mindful at the time of communicating:** It is essential that, an individual should have a proper body language and it should provide his maximum effectiveness in improving the communication process. Proper emphasis should be laid on the communication process so that the message can be easily conveyed.
- **Proper use of models of communication:** It is very essential to use Aristotle's communication model for maintaining a proper flow of communication between the sender and the receiver. With the help of this model, it becomes easier to maintain

a linear flow between the speaker and the audience (Sonnenschein, and Ferguson, 2020).

Conclusion

From this report, it can be concluded that, for the purpose of effective communication, there are certain models and theories of communications which should be considered. Moreover, there are different types of communication skills which should be present within an individual for enhancing teamwork and the spirit of communication. Certain theories relating to team working, communication and group dynamics have been applied to a workplace. Proper literatures have been studied in order to determine the situations which lead to poor communication. For the purpose of reducing the poor communication, certain theories have been applied to the communication process.

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