

Skills for the Workplace

Module Assignment Submission

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Statement of Confirmation of Authenticity

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Communication

The process by which information is delivered and received is known as communication. Information includes facts, instructions, ideas, suggestions, statistics, and data, among other things. Attitudes, reactions, support, emotional climate, and worry are all examples of information that is part of our emotions. "Communication is the transactional use of symbols that is affected, guided, and understood in the context of relationships," according to a definition.

Duck & McMahan, (2015).

Communication can be various different ways which shows in below-

- Verbal.
- Non-verbal
- Written
- Face to face
- Sign languages for deaf
- In different languages
- Electronic
- Braille for the blind
- Instant
- Worldwide.

Texts, emails, Facebook, postings, blogs, letters, snapchat, WhatsApp, and Instagram are examples of current communication methods.

Communication elements- There are three types of communication elements, including:

1. Vocal—the voice with which we speak
2. Visual—this refers to our eye contact and facial emotions, for example. And third, verbal—what we said with words.

There are four different communication styles to choose from. They're -

Assertive aggressive behaviour—in this communication style, the emphasis is mostly on the individual's wants and the notion, which is "I win, you lose."

Assertive behaviour entails expressing one's own demands and ideas while also considering the needs and opinions of others, resulting in a "I win, you win" situation.

Passive aggressive behaviour is prioritising one's own beliefs and needs over those of others, resulting in a high likelihood of "I win, you lose" scenarios.

Passive behaviour—in this situation, one's own needs and opinions are less significant than the needs and opinions of others, therefore I lose, and you win.

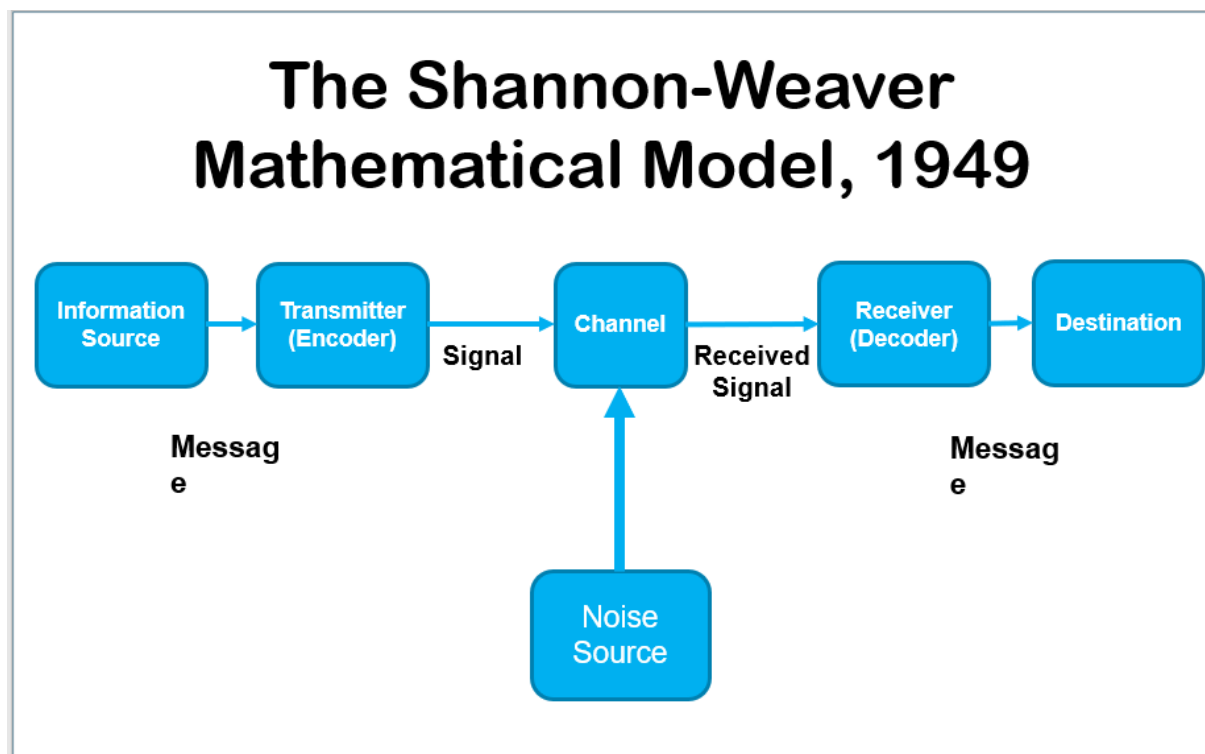
After completing a Communication Style Questionnaire, the report writer discovered that he has an assertive personality since he values both others and his own opinions and wants. Which shows in

Appendices A and Appendices B

There are numerous communication models and theories to choose from. Often, communicators blame the audience for not understanding the messages that were presented, however this is most likely due to incorrect encoding.

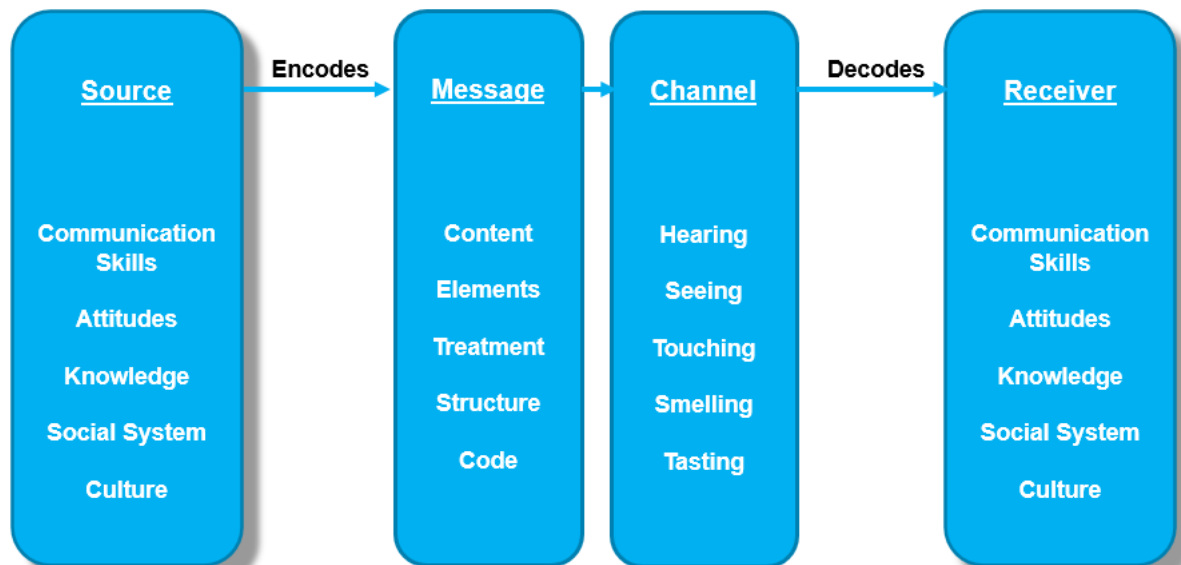
Few different communication models described below-

The Shannon-weaver mathematical model-



The Shannon and Weaver Model of Communication is a mathematical theory of communication that argues that human communication can be broken down into 6 key concepts: sender, encoder, channel, noise, decoder, and receiver.

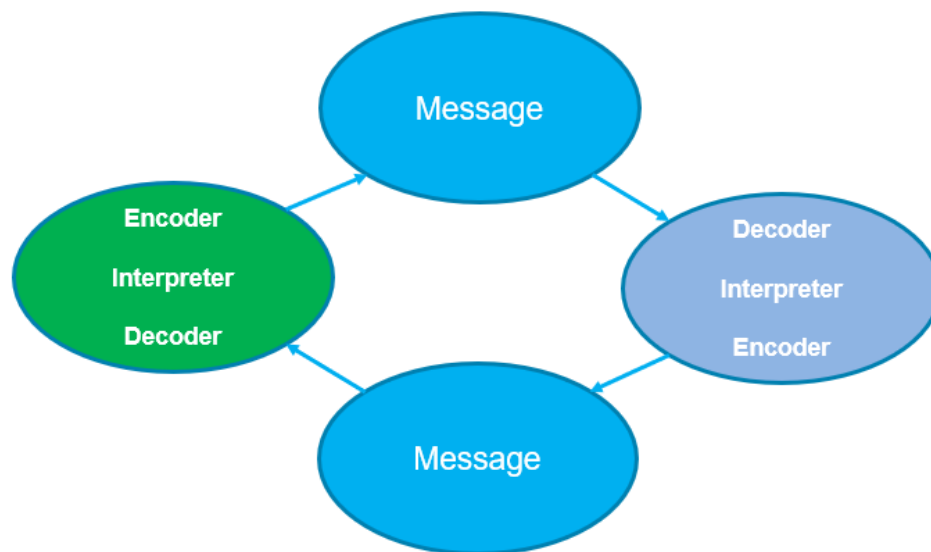
Berol's Model of Communication



David Berol's SMCR Model of Communication represents the process of communication in its simplest form. The acronym SMCR stands for Sender, Message, Channel, and Receiver. Berol's SMCR Model of Communication (1960) describes the different components that form the basic process of communication.

Schramm's Model of Communication-

Schramm's Model of Communication, 1954



The model of communication explained by Wilber Schramm was proposed by Wilber Schramm. Information is useless unless it is carefully written down and communicated to others. Encoding is crucial since it starts the communication process by transforming the thought into material. When information reaches the recipient, it is up to him to figure out what the speaker is trying to say. The message is useless unless and until the second party is able to comprehend or decode the information that the sender wishes to communicate.

The report writer chooses the Shannon-weaver communication model for his assignment to discuss further because he thinks this model is very clear to understand and apply towards the effective communication process.

Management study guide, (2019).

The Shannon Weaver Model of Communication Theory

When considering communication difficulties in health and social care, it's helpful to break down the many components of the communication process. This allows you to think about all of the numerous processes that occur throughout every interaction with a service user or colleague, as well as all of the potential barriers or challenges that could lead to a communication breakdown.

(Cobley, 2013).

A multitude of models and ideas are used to study the communication process. We'll look at the Shannon-Weaver model, which is one of the most well-known. This model was first launched in 1948 and has since undergone numerous changes, modifications, and improvements. Claude Shannon was a mathematician and Warren Weaver was a scientist. They were particularly interested in "machine translation," or the conveyance of data via early computers, radios, and televisions. The concept, on the other hand, is equally applicable to human communication and continues to have a significant impact in modern social sciences. Because it is the foundation of most current communication theories, it is often known as "the mother of all models."

(Kovalchick and Dawson, 2004).

The Shannon-Weaver model divides the communication process into five stages:

The sender, the encoder, the channel, the decoder, and the receiver are all parts of the system.

The sender is the person, group, or organisation that comes up with the concept for the message they want to communicate.

The encoder converts this message into signals. To put it another way, this is how we communicate with one another. It could be stated verbally, in writing, or by signing or body language. Even animated gifs and emoticons are examples of encoding.

The channel refers to the mechanism by which the communication is conveyed. This could be sound transmitted through the airways during a conversation, or binary data transmitted via email or text. Depending on the channel, the broadcaster and recipient may require technology like as phones or laptops.

Once received, the communication must be decoded. This step describes how the recipient interprets and translates the communication. It might be a computer that accomplishes this electrically using binary data, or it could be human brains that pick up all of the language and communication data, including words, visuals, intonation, and other aspects that make up a communication transaction.

(Shannon and Weaver, 1998).

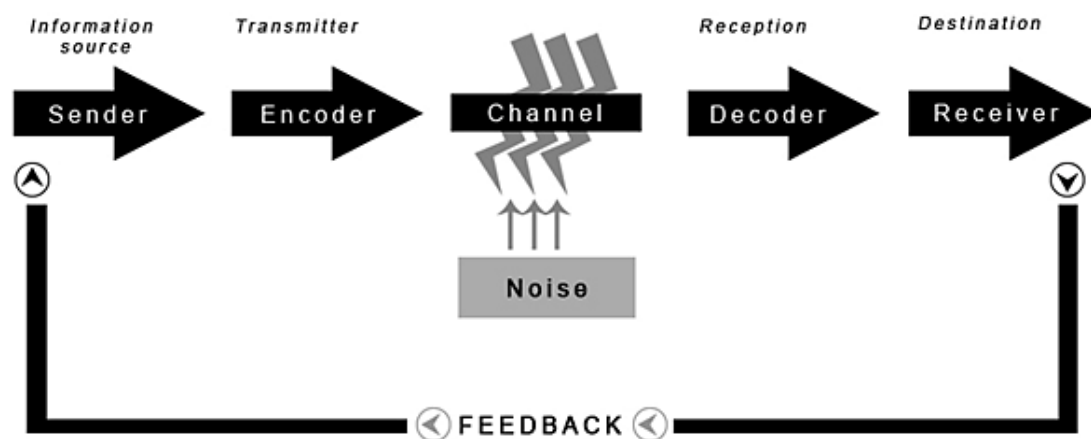
Finally, the communication reaches the recipient, who interprets it into something meaningful.

Of course, we all know that the process isn't always simple, and there are numerous communication barriers. As a result, the Shannon-Weaver model introduces the concept of "noise." Noise is defined as anything that interferes with the model's channel stage. This could be background noise that makes it harder for a receiver to hear a message or distractions that prevent them from focusing on the conversation. Imagine speaking with a service user who is in a lot of physical pain, stress, or

mental anguish. All of those experiences would be deemed noise, restricting their ability to focus on and interpret the message.

(Communication Theory, 2022).

Because the Shannon-Weaver model was designed for electrical communication, it ignores the human factors that can influence how a message is decoded. Language or cultural differences could be crucial in this situation, and they are distinct from any "noise" in the communication channel. These are all important factors to consider, therefore watch the individual video on communication challenges in this course.



SHANNON-WEAVER'S MODEL OF COMMUNICATION

Shannon and Weaver, (1949).

Communications in the workplace-

Listening is an important aspect of communication. Effective communication can be achieved by being a good listener. The report writer works for Lidl as a team leader, where he is responsible for 12 people who are primarily managed through communication. To be able to communicate effectively with his co-workers, the report writer schooled himself to be an active listener.

Effective communications-

- Transparency is a key component of effective communication because it reflects honesty and open communication. To be transparent, someone must be willing to give facts even when it is uncomfortable. Transparency refers to a person being honest with himself about his activities. The report writer, as a team leader, must have transparency abilities in order to grasp his colleagues' perspectives, viewpoints, and challenges.

Gabler, David (2011).

- Assertiveness is an effective and diplomatic communication style because it is based on mutual respect. Because you're willing to stand up for your own interests and voice your opinions and feelings, being assertive demonstrates that you value yourself. The report writer treats others with mutual respect in order to be treated with the same respect by his co-workers.
- Clarity- Workplace misunderstandings result in lost productivity, hurt feelings, and unnecessary conflict. Clarity in communication can help to avoid misunderstandings and keep things running smoothly and peacefully. It is the responsibility of each individual to ensure clarity in communication, especially since our capacity to communicate effectively is regularly evaluated. To ensure effective communication, the report writer always has a clear conversation with team members.

Deb Calvert, (2014).

Active listening- this is a vital aspect of your communication skill set since it promotes honesty, openness, and success. When you pay attention to your discussion partner, you demonstrate that you are paying attention to them, which builds trust and makes them feel as though their words matter to you.

Masterclass, (2001). How to use active listening to improve your communications.
<https://www.masterclass.com/articles/how-to-use-active-listening-to-improve-your-communication-skills>

precision- To improve communication, ask questions. The basic tool for collecting information needed for timely and effective decision making is the report writer's listening.

- The weak point for the report writer is that he is not a good listener. He will take six steps to become an active listener. Communication refers to the process of sending and receiving information. Facts, instructions, ideas, suggestions, statistics, and data are all examples of information. Information that is part of our emotions includes attitudes, reactions, support, emotional climate, and worry. According to one definition, "communication is the transactional use of symbols that is affected, guided, and understood in the context of relationships." Below-
- Pay attention to who is speaking and refrain from speaking.
- inquire about it
- adhere to the instructions
- Consider what is being said.

Assessing Own Communication Skills

A communication plan can assist you in focusing your message and reaching your target audience. Your communication methods' efficiency and simplicity might also be influenced by a plan. In order to build good communicational interactions between oneself and others, the report writer creates a communication plan for himself. A gap analysis and a PDP are included in the report writer communication plan.

The report writer provides a lesson plan example on **appendices C**.

Gap Analysis

For any type of organisational performance, a gap analysis, also known as a requirements analysis, is critical. It enables businesses to assess where they are now and where they want to be in the future. A gap analysis is a quick and easy technique to see if your efforts are working. If they aren't, it will be possible to figure out why they aren't being optimised.

Strategic plan, (2021).

The report writer GAP below-

Current Position		Deficiency	Action
What do I want to do?	What can I already do?	What am I lacking?	How do I fix this?
Improve listening skills to able to understand others.	Able to pay attention and respond appropriately.	Interrupt the speakers with counter arguments.	Allow speaker to finish each point before asking questions.
Improve confidence while speaking.	Able to speak with others when needed to raise a point of view.	Get very nervous while presenting something.	Keep practising in home front of family members first as presenting something.

Keep Time management as a main objective to finish everything before deadlines.	Offer as much as possible to finish by deadlines.	Most of time forget about it because of family commitments.	Plan and offer importance to everything which in their own places.
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The report writer PDP below

Objectives	Tasks	Success Criteria	Time Frame	Resources
List your Goals	<i>What do you need to do to achieve these goals?</i>	<i>How will you identify your success?</i>	<i>When do they need to be done by?</i>	<i>Who or what do you need to help you?</i>
1.Improve listening skills	Don't interpret while others speaking.	Ask for feedback from tutors and peers.	20.06.2022	Research and practise online listening tools.
2.improve presenting skills.	Keep practising in home front of mirror or family members to able to overcome from this barrier.	Ask for feedback from tutors and peers.	20.08.2022	Select a mentor to help with presenting skills.
3.Time management.	Always plan ahead and leave extra time for emergencies.	Keep monitoring the plan timeframe.	20.05.2022	Arrange one to one team meeting if needed with the tutor.

Appendices A

Communication Style Questionnaire

This questionnaire is designed to help you assess your *preferred communication style*.

Thinking about your behaviour at work, write a score against each statement to represent which best typifies your behaviour where

4 = agree strongly, 3 = agree somewhat, 2 = disagree somewhat, and 1 = disagree strongly.

As with all questionnaires, the level of your honesty and self-awareness will impact on the accuracy of the outcome...so, be truthful to yourself!

1. I express my opinions in an honest and appropriate manner. 4
2. I can get angry and let this show. 4
3. I find it difficult to say 'no'. 1
4. If I do not agree with a task that my boss has given me, I find a way of dragging my feet on it.
4
5. I feel comfortable in asking for help from someone if they know more than me. 4
6. I feel guilty if I leave on time for a valid reason and other people are still working. 4
7. I can be sarcastic. 2
8. I think my way of doing things is better than other people's. 2
9. If someone takes advantage of me, I find a way of evening the score. 4
10. I feel I have a right to say no to other people's requests and to negotiate a compromise. 4
11. If I am in a large meeting, I find I do not speak up. 3
12. I like to be in control of a situation. 2
13. I stare people down. 1
14. I make good eye contact with other people. 2
15. If I am unsure about a task that I have been given, I find it uncomfortable to ask for help. 2
16. I talk about other people behind their backs. 1
17. When I have to deal with someone in authority, I find it difficult to look them directly in the
eye. 4
18. I am a good listener and equally other people listen to what I have to say. 4

Self-Assessment: Results

To assess your preferred communication style, transfer the scores you have given to each statement to the boxes below.

Then total each column downwards.

Look at the column where your score is the highest.

This is the communication style you use most of the time.

Q1 4	Q3 1	Q4 4	Q2 4
Q5 4	Q6 4	Q7 2	Q8 2
Q10 4	Q11 3	Q9 4	Q12 2
Q14 2	Q15 2	Q16 1	Q13 1
Q18 4	Q17 4	Q19 4	Q20 4
Total 18	Total 14	Total 15	Total 13
Assertive	Passive	Passive Aggressive	Aggressive

Appendices B

COMMUNICATION EFFECTIVENESS QUESTIONNAIRE

1. I maintain good eye contact and give people my full attention

Rarely	Occasionally	Sometimes	Frequently	Always
		X		

2. I smile warmly at people when they appear to want to talk to me

Rarely	Occasionally	Sometimes	Frequently	Always
	X			

3. I let people finish what they are saying without interrupting

Rarely	Occasionally	Sometimes	Frequently	Always
		X		

4. I show genuine interest when people are talking to me

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

5. I encourage people to speak their minds openly and share concerns

Rarely	Occasionally	Sometimes	Frequently	Always
	X			

6. I appear in the right frame of mind for all important discussions

Rarely	Occasionally	Sometimes	Frequently	Always
				X

7. My body language is conducive to attentive listening

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

8. I listen enthusiastically and positively

Rarely	Occasionally	Sometimes	Frequently	Always
	X			

9. I do not trivialise the ideas or views expressed by other people

Rarely	Occasionally	Sometimes	Frequently	Always

10. I am calm and patient in conversation and discussion

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

11. I am well prepared for meetings

Rarely	Occasionally	Sometimes	Frequently	Always
X				

12. I avoid making the other person feel as if they are being interrogated

Rarely	Occasionally	Sometimes	Frequently	Always
		X		

13. I communicate feelings as well as ideas and facts

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

14. I speak up when I am confused or unsure

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

15. I summarise what I have heard to make sure I have understood clearly

Rarely	Occasionally	Sometimes	Frequently	Always
				X

16. I give people time, attention and encouragement so they can get the message across

Rarely	Occasionally	Sometimes	Frequently	Always
		X		

17. I communicate clearly when giving information and instruction

Rarely	Occasionally	Sometimes	Frequently	Always
				X

18. I openly demonstrate that I appreciate feedback from other people

Rarely	Occasionally	Sometimes	Frequently	Always
				X

Rarely	Occasionally	Sometimes	Frequently	Always
		X		

20. I am able to get complicated ideas across clearly

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

21. I deliver my communication at a pace and way that is comfortable for others

Rarely	Occasionally	Sometimes	Frequently	Always
				X

22. I demonstrate that I am helpful and genuine in conversations

Rarely	Occasionally	Sometimes	Frequently	Always
			X	

23. My written communications are clear and concise

Rarely	Occasionally	Sometimes	Frequently	Always
X				

24. I keep everyone informed where appropriate

Rarely	Occasionally	Sometimes	Frequently	Always
		X		

Please provide any further details on what I do well:

The report writer definitely has to improve his communication skills as he listens to others but does not offer full attentions also, he interrupt peoples while they are speaking.

Please provide any further details on what I could do better:

The report writer will practise to listen others and wait until they finish their point then raise the question if needed.

Appendices C

Examples of lesson plan

Lesson Plan

Teacher		Date		Venue	
Subject/level Syllabus ref		Time and duration		Number of learners	
Aim of session					
Group composition					

Timing	Objectives or <i>Learners will:</i>	Resources	Teacher activities	Learner activities	Assessment

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