

Workplace Effective Team Working and Communication

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**Workplace Effective Team Working and Communication
(BMSW4002_LON)**

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Introduction

I work as an assistant manager at Hilton hotels. I faced various problems regarding communication and other things. Maintaining proper communication is very important progressing positively in the workplace. Communication is the name link between the Managing body and the other stakeholders of the organization. Different models and theories of communication can be effective for maintaining communication in the workplace. In some case studies, we can explain the type of communication problem faced and their solutions. Misunderstanding is one of the biggest threats of communication. Translation and problems are one of the biggest issues faced by companies that are trying to spread or have established their business globally. It may happen that people who have grown up according to Western cultures have different ways of expressing some emotion. It can be represented as aggressive to the people belonging to other cultures. Language difference is one of the factors, which can hinder communication highly. A manager should look at various ways for maintaining two-way communication as that benefits the organization by solving some issues from the roots. The manager should listen to the issues of the workers in a patient way which will be used in them are a faith that the administrative body is working for their welfare along with the company. Communication theories and models have been given in detail in this assignment for presenting an idea of how and what techniques of communication will be effective in the workplace. Communication is such an important thing that involves proper functioning of leadership, relationship with the stakeholders and many more.

Theories

Shannon theory in brief

The paper of communication theory introduced by Shannon has a belief that the mathematical theory of communication can be explained through Cryptography. Shannon is working on the development of this theory from 1930. This should also be noted that the work of cryptography was built according to the communication ideas of Shannon. The main problem faced by communication is that producing sound at a point represents approximately a particular message selected at the other point. These particular aspects of communication, which are semantic, are proven very irrelevant to the problems of Engineering. Shannon designs the source of information as the probabilistic device, which selects among the possible messages. According to the view

of Giles (2016), the message is considered to be a sequence of symbols that makes it a stochastic process. Shannon's model of the probabilistic devices is very non-intuitive to the students until now. Shannon decided to dedicate some space and tried to explain the model by giving a number of examples. According to the view of Adler *et al.* (2016), his latest example is the Markov sources, which are in the order makeup show and have been generated by the successive symbols one by one. It should also be noted that statistics of the generation of the next alphabet are dependent solely on the most recent letters which have been already generated.

Free pass theory

According to the view of Carbaugh and Boromisza (2015), it can be said that the main framework of this theory is according to the scenario of England in 17 century in which it was made possible by the printing press to print in numerous copies of a particular book or a pamphlet at a very cheap rate. It was thought that the state is a major source of the interference on the individual's right and their property. People who follow this theory have considered taxation as the theft practice done by the institution.

Development communications theory

Another theory is the development of communication theory. According to the opinion of Cornelissen *et al.* (2015), this theory says that self-development along with the development of the organization is only possible if the well-communicated circuit is there in the workplace. No development is possible without proper communication.

Developing a communication needs two-way communication and the head of an organization should maintain a high patience level in order to address the issues of different stakeholders. This will result in getting a profitable outcome from the business processes of an organization, as the problems will be uprooted. The administrative body or the managerial body can gain proper insight into the different manufacturing processes of the organization and political issues raised during the workplace. This will let them take actions according to the requirement.

Communication accommodation Theory

Communication accommodation theory helps to describe the People's accommodation for adjustment for matching their style of communication to others and the styles can vary from verbal to nonverbal style. According to the opinion of Waisbord (2018), it can be said that the changes in both styles are done by two methods such as divergence and convergence. The divergence method is mainly applied for highlighting the Identity of

the group through touting the group difference with the help of which they have been identified. Divergence style is usually applied by the strong ethnic groups or is the groups, which have high racial Pride. On the other hand, the theory of convergence is mainly used by the individuals who do not have much power for getting social approval and mainly emphasizes adjusting their communication styles with the other person. According to the view of DeFleur and DeFleur (2016), racial discrimination is one of the major negative points of this style of communication theory. Convergence and divergence in styles of accommodation theory are very effective in a workplace in the organization negatively. According to the view of McPhee and Canary (2016), the people belonging to various backgrounds or cultures can be sent to work in an organization who is trying to spread its business globally. Those employees should be given proper training in order to communicate with the employees of different cultures from them. According to the view of Karppinen (2019), it can happen that the behavior of a particular employee about expressing and emotion is not matched with the other one, which leads to conflicts within the workplace and automatically hampers the productivity of the organization.

Impact of Communication on workplace

Although I work as an assistant manager at Hilton, I need to improve my communication skills for myself and for my team. According to the viewpoint of Imran (2016), communication in the workplace is a procedure of exchanging ideas and information, both non-verbal and verbal among a person or group of an organization. I know that it also involves text messages, calls, emails, etc. Sometimes there are basic barriers that affect my communication skills at the workplace. They are like:

Physical barriers: In my workplace, the location, construction, and physical structure act as a barrier to communication. The workers do their work without interacting with each other.

Language barriers: Workers with their local language works in an organization just like the organization I work for. According to the opinion of Puncheva-Michelotti et al. (2018), people are not comfortable with the other local languages of other employees and for this, people are unable to understand what others are trying to inform or share. Thus, language cause a barrier for communication in the workplace (Deepa *et al.*, 2016) like if an employee use slangs in his own language the other one cannot understand and do the same thing and create difficulties in the working environment.

Cultural barriers: People from different culture works in an organization like Hilton where I work too follow other practices while working (Douglas *et al.*, 2016). The diversity of culture create problem in the workplace, which I need to solve by improving my communication skills.

Emotional barriers: This barrier deals with the shyness, fear, lack of self-confidence and those skills that put a pause on the communication power of a person. This is an important problem because as an assistant manager when I try to solve the problems of the employees or colleagues they cannot share it properly for this barrier

Perception barriers: The worker has various values, attitudes, preference, and experiences. It creates different assumptions, causes the problem, and hampers my works too.

According to the viewpoint of Travis (2017), communication is being effected for the growth of productivity as it is affecting the behavior of the employee and their performance. The main factors for the communication between the employees and managers are quick message delivery, proper instruction, and explanation. These are the most important way of increasing the productivity of the departments (Farley *et al.*,

2015). However, because of some steps, it develops the communication issues. I will mention those steps that I have faced in my workplace regarding communication skills, which are as follows:

Poor communication- This affects the production of work, as the employees may not receive the proper information for completing the assigned works (DeFleur and DeFleur, 2016). It might start an entire chain of destruction of events when the worker forgets to inform about the important information, and as a result, it will delay in completing the project, which will be a threat to the implementation. This is why it is important to perform communicating with the employees even for me it is necessary to improve this.

Productivity in the workplace- Communication is efficient when the message is understood by the receiver after the sender sends it. According to the viewpoint of Stich *et al.* (2018), a business, which uses communication skill with their employees, has lesser levels of turnover of labor. Like if we fail in finishing off a project in its given time it can charge us a lot of amounts and also reputation. This is the reason why communication is related with time management because it helps the team in completing the project and delivers it in the given time. Communication between employees and the manager is a crucial factor in the company (Jia *et al.*, 2017). Without proper communication, success cannot be achieved.

Improving time management- the usage of time management seeks proper communication among the employees that is advantageous for the company. It is needed to make sure that my employees must understand all the needs and listen to all the problems in regards to the project, which they have.

Trying to the best- The successful organization and mediocre get marked by a thin line from the time management. It provides extensive advantages for a refined workplace with the workers who are satisfied. There is some processes where the tracking of the working time affects positively and develops productivity (Usadolo and Usadolo, 2019).

As a manager, I can use the software of time tracking for prioritizing the works.

Working under an appropriate schedule with a suitable time management gives me to manage the tasks and helps to maintain distance from the unnecessary distractions at a similar time on that deals with unexpected circumstances that may prevail.

Conclusion

Based on the above study it can be concluded that I faced various problems regarding communication and other things. Maintaining proper communication is very important progressing positively in the workplace. Communication is the name link between the Managing body and the other stakeholders of the organization. Communication theories and models have been given in detail in this assignment to present an idea of how and what techniques of communication will be effective in the workplace. The impact of effective communication is also mentioned in the assignment. Communication is such an important thing that involves proper functioning of leadership, relationship with the stakeholders and many more.

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= GROUP 4 =



Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 1

Student Name: ARGENTINA ANICA SONOC Student ID: 1906235

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

positiv

DEAR MS. MARY DECEMBER

I HOPE YOU ARE DOING WELL!

I WRITE THIS EMAIL TO INFORM YOU I OBSERVE YOUR ATTITUDE AND YOUR COMMUNICATION WITH THE TEAM IT'S NOT THE BEST AND I WOULD WANT TO MAKE A NEW TRAINING WITH YOU ABOUT EVERYTHING. ALSO I WANT TO TELL YOU ARE A GREAT PERSON ALL THE TIME AVAILABLE AND I WANT TO THANK YOU FOR THIS

WE WILL DO THIS TRAINING JUST TO EXPLAIN FOR YOU ONCE MORE HOW WE SHOULD WORK AND WHAT I'M EXPECTING FOR YOU. SOMETIMES YOU NEED TO LISTEN ALL THE STAFF, WHAT EACH PERSON HAS TO SAY TO SUPPORT YOUR STAFF AND IF YOU DON'T KNOW SOMETHING JUST TO INFORM ME OR IF YOU HAVE SOME PROBLEM TO UNDERSTAND SOMETHING JUST ASK.

KIND REGARDS ARGENTINA SONOC

Lecturer's signature: SufDate: 15/11/2019

1 | Page

TH

21.11.19

good

- a positive offer to Mary.
Some language issues?



Effective Team Working and Communication – Term 1
BMSW4002
In-class exercise 1

Exercise2: COMMUNICATION: A CASE STUDY

As you read their case, think about how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case and, wherever possible, say whose communication model is relevant.

BARRY AND HIS STAFF

Barry is a 27-year old who is the manager of a restaurant. He is responsible for supervising and managing all employees in the kitchen. Employees working there range from 16 years old to 55 years old. In addition, the employees come from varied cultural and ethnic backgrounds. For many, English is not their primary language.

Barry has a Health and Safety (Food) Certificate and tries his best to keep up with food safety issues in the kitchen, but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often hurried, and some new employees are put right into the job without training if it is a busy day.

One day Barry overslept because he had been working on his car until 2 a.m. He was rushing around and realized that he didn't have a clean uniform. However, he managed to find one that was not very dirty. As he dressed, he realized that he needed a haircut and a good hand scrubbing, especially after working on his car.

When he arrived at work, he dashed into the kitchen and noticed several trays of uncooked meat on the work tops. They appeared to have been sitting at room temperature overnight. He called one of the kitchen staff and asked: 'Why did you leave the chicken out when I told you to put them in the fridge?'

The man replied: 'I heard you screaming but I thought you were trying to talk to the chef above the noise of the food mixer he was using. I didn't know you were talking to me'. Barry is frustrated and doesn't know what to do. He felt like he was beating his head against a brick wall in trying to get his employees to practise food safety.

He has made many efforts to get them to learn how to handle food safely. He has put large signs all over the kitchen: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS OFTEN.

Questions:

- 1. What are the communication challenges and obstacles that Barry faces?**
- 2. Which communication models can you use to explain Barry's problems?**
- 3. What solutions might Barry consider in addressing each of these challenges or obstacles?**



Effective Team Working and Communication – Term 1

BMSW4002

In-class exercise 1

1. BARRY IS STUCK BY COMMUNICATION WITH HIS TEAM BECAUSE OF BARRIERS FROM DIFFERENT COUNTRY DIFFERENT CULTURE AND THEN FOR MANY OF THEM THE ENGLISH IS NOT THEIR PRIMARY LANGUAGE OTHER POINT COULD BE NOT ALL OF THEM HAVE THE PROPERLY TRAINING BECAUSE THEY ARE - ALMOST ALL THE TIME SUPER BUSY AND THEY ARE IN RUSH ALL TIME

2. FOR ME THE BEST MODELS OF COMMUNICATION IS BERLO, BECAUSE HE HAS COMMUNICATION PROBLEMS WITH THE STAFF BECAUSE ARE FROM DIFFERENT COUNTRY, DIFFERENT CULTURE ALSO THE IMPACT IT'S CAN BE ALSO ALL THE STAFF WITHOUT TRAINING, IF ALL THEY WILL HAVE TRAINING MAY BE THE COMMUNICATION CAN BE BETTER.

3. BARRY CAN CONSIDER A LOT SOLUTIONS

- LANGUAGE BARRIERS - (HE CAN PUT SIGNAGE WITH VISUAL PICTURE)
- CULTURAL AND ETHNIC (BARRY SHOULD IDENTIFY CULTURAL BELIEFS AND WORK TO UNDERSTAND THE ETHNIC BARRIERS RELATED TO FOOD SAFETY)

Lecturer's comments:

— some good ideas!
WUM done!

Lecturer's signature:

Date:

15/11/2019

21.11.2019

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Effective Team Working and Communication – Term 1
BMSW4002
In-class exercise 1

OTHER SOLUTION CAN BE TO FOUND ONE
PERSON TO DO PROPERLY TRAINING FOR ALL
THE STAFF

11

Lecturer's comments: _____

Lecturer's signature: _____ Date: _____

ARGENTINA ANICA SAWOC

ETW

TH

1906235

GROUP 4

TH 16.12.19

Q1- Because Mary was working and she didn't pay to much enough attention to her on her daughter she just kept typing when the daughter spoke with her and she didn't listen to much enough.

Q2- She just finish to work for 10 min, speak or listening what the daughter had to say to her and after to make sure she answer for her daughter she will be ok. attention listening.

Q1- Sally was upset because Steve said to her it's too tired to speak with her

Q2- Steve at ~~last~~ can listen Sally maybe for 10 min and after to tell her nicely his tired, to speak tomorrow.

He can ask Sally the next morning how was her day at work not start talking about him self. good

ARGENTINA ANICA GONOC

ETW

1906235

GROUP 4

PART 2:

A good effort.

(14)

16.12.19 *Check
your diagram!

Dear Lucy Mars,

The communication is the imparting or exchanging of information by speaking, writing, or using some other medium.

Means sending or receiving information

The Shannon-Weaver model is specially designed to develop the effective communication between sender and receiver. Also they find factors which affecting the communication process called "noise"

The model deals with various concept like information source, transmitter, noise, channel, message, receiver, channel, information destination, encode and decode.

Non-verbal communication is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, postures and the distance between two individuals.

Non-verbal communication is important because it increases understanding of messages.

When verbal and nonverbal communication are similar, it establishes better perspective on the message being sent. →

The sender of message as well as receiver ^{THAT IS} gets what is the intended meaning of the message and can act accordingly.

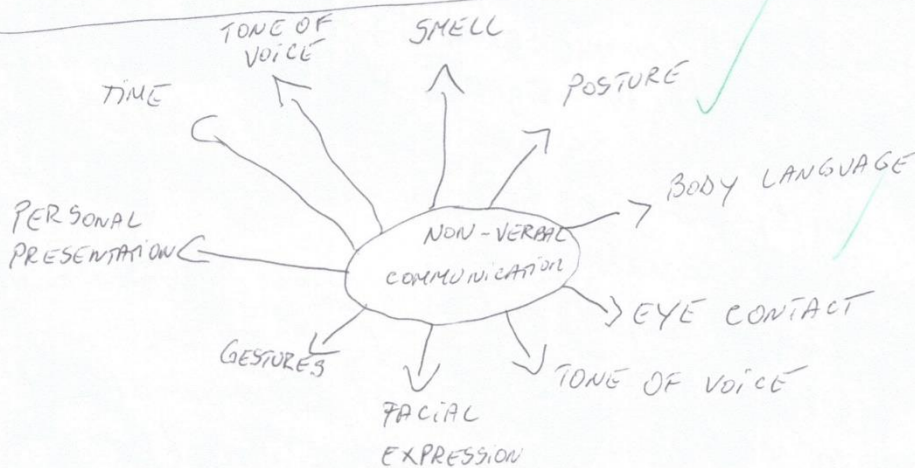
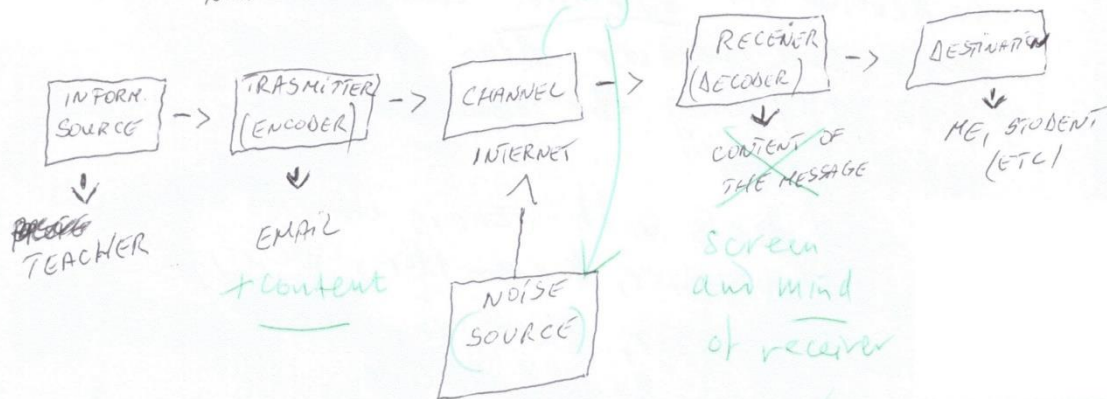
with this email I hope you can have more clearly ideas.

I wish you all the best

Kind regards

ARGENTINA SOROC!

PS. I WILL GIVE SOME EXAMPE FOR SHANNON MODEL, AND NOW-VERBAL COMMUNICATION



ETW

08-11-19

MARIA and PEDRO

Page 1

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here – in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

Q1: Why do you think Pedro misunderstood Maria? (channel,)

Q2: Which Model of Communication explains this confusion and why? A, B or C? (see Page 2) A

Q3: How could this have been prevented? ~~FORMULATION~~ FORMULATION IN OTHER WAY.

Q4: Which Model of Communication explains how it could have been avoided? A, B or C? B

Q5: Is there anything missing in Models A and C? FEEDBACK

Q6: Can you name each of Models?

A:

B:

C:

☒ A

☒ B

☒ C

☒ FEEDBACK

He was distracted, or maybe busy. (noise)

