

Effective Team Working and Communication (BMSW4002_LON)

Write a **report** of 2000 words demonstrating your understanding of **the models of communication** and **the communication skills** discussed in class and **refer to any case studies** done to show how these helped your understanding. Give **examples of poor communication** in your own or your friend's workplace and **suggest how it could be improved** by using your **findings from published literature (i.e., refer to theory)**.

University of Wales Trinity Saint David (London)

Lizbet Halison Munteanu Gamboa
2019783

Lecturer: Rita Ukachi-Lois

Date: 26/08/2021

Contents

Introduction	3
The model of communications	4
Communication of skills	8
Conclusion	10
References	11

Introduction

If we start to think about what it means communication, we can be surprised about how many answers we could receive.

Before to start this module, I thought I had a general idea about the meaning “communication” and my idea, very simple, was “communicate means transmit to another person what you want to say or show” but I understood that behind this easy word there is a complex world.

After I followed this module, I realised that we have 2 types of communication and inside of them are present other subsets.

Martin Heidegger says that “the interhuman relation belongs to the existence of man, but communication is limited to the level of care for one another. It is not understood in terms of the social nature of man.”

What Heidegger in some way is right, but especially in the workplace is not good as most of the times we need to deal with conflicts and problems and in these moments is very important the communication.

If we imagine, for example, at work when we need to deal a problem, we can see that on the same time we can use different types of communication.

The model of communication

On our daily routine it's impossible to communicate to the others and we learnt to communicate in some many different ways.

When we go to work, we know that our way to speak and communicate to our colleagues has to be different than we do usually with our friends.

It's very important as well to understand what our colleague are trying to say to us, decode the message and most important reply to them to have a proper communication.

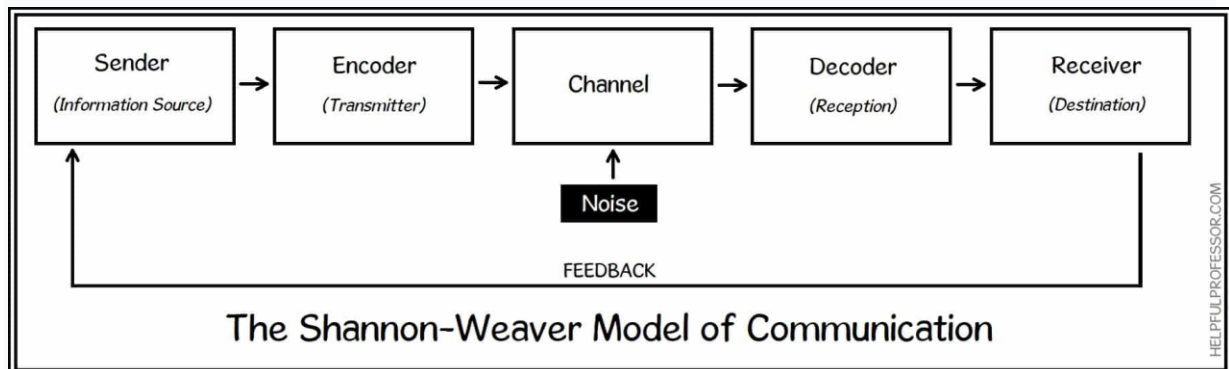
When this doesn't happen, we will have problem or lack of communication as one of the two sides can't or doesn't give a reply so the sender cannot be sure if the receiver understood what he is trying to say.

During the years there were a lot of theories of communication and during our lesson we examined three and in some how they are similar but different at the same time.

During the lesson the lecturer spoke to us about 3 theories of communication.

The 1st theory we talked is:

- Shannon-Weaver.



They analyse the communication and they broken that in 6 key points.

The 6 key points are: sender, encoder, channel, noise, decoder, and receiver.

So, their theory is the sender transmit a code through a channel and receiver decode the message. Between the transmission and the reception of the message there is the noise. Analysing the concept Shannon and Weaver saw the 4th point, the noise, is the problem when we have some misunderstanding.

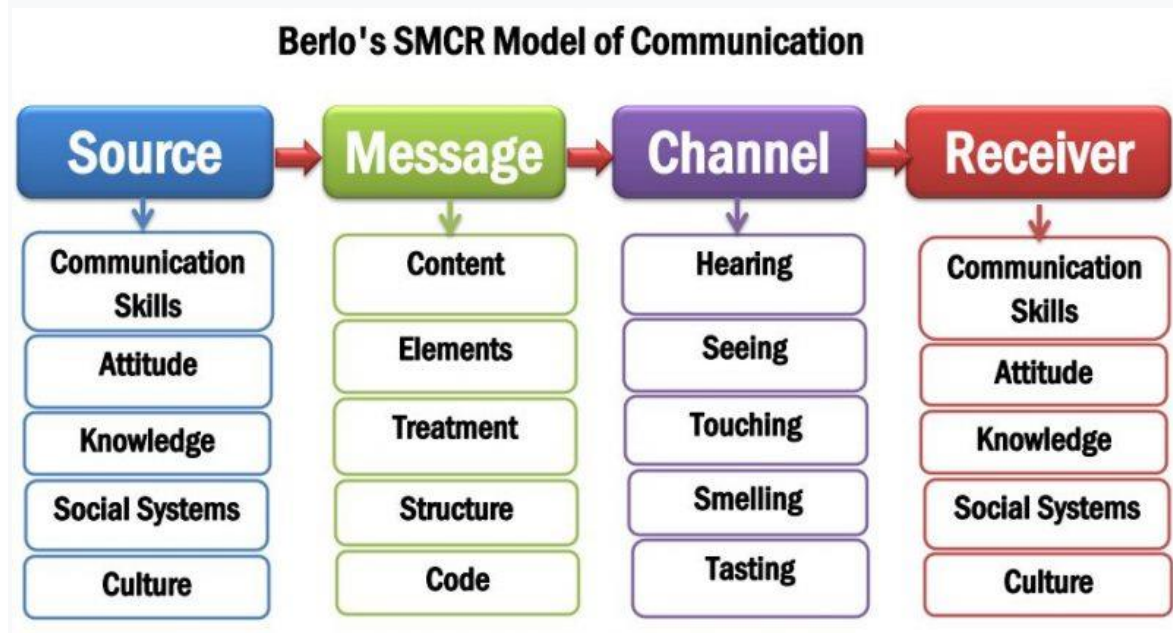
In an article “A mathematical theory of Communication” Shannon says, **“The fundamental problem of communication is that of reproducing a message sent from one point, either exactly or approximately, to another point”** (Shannon, 1948, p. 379).

We had in our lessons the example of Pedro and Maria, where she was asking to him about dinner, but he was working, and he couldn't hear properly so he misunderstood.

This is exactly the example when the noise is the cause of bad communication.

The 2nd theory is:

- Berlo.



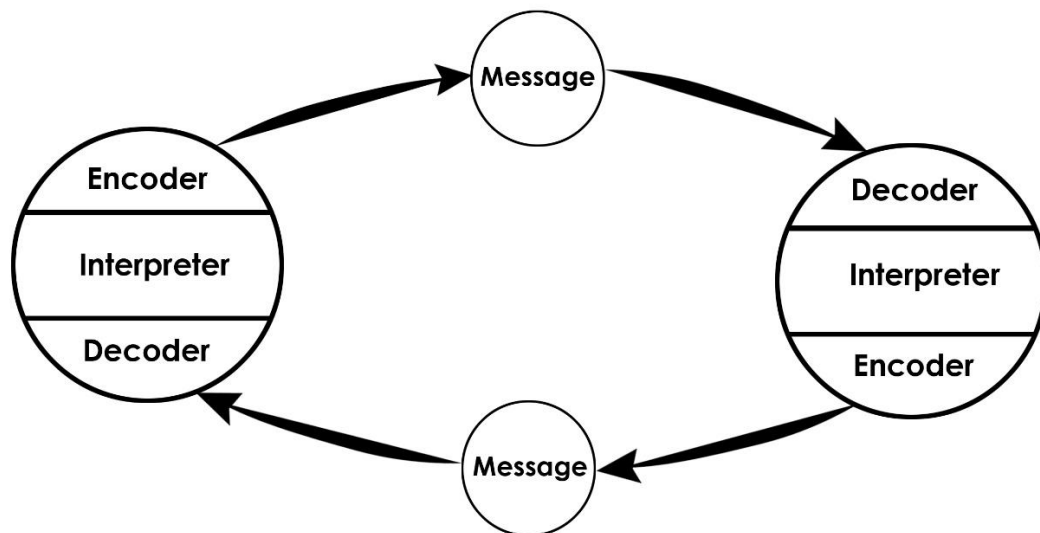
Berlo's model of communication is very similar to Shannon-Weaver.

The source, so the sender sends the message, encoding, through a channel and the receiver decode the message but in this case what it changes from the other model of communication is the effect the message does.

There is just one way of communication, from to sender to the receiver, trough the channel so the receiver doesn't reply back to the sender. As the sender doesn't receive back the reply, through channel, from the receive he can't know in which way the message is taken.

The 3rd theory is:

- Schramm.



The 3rd theory we studied during our lesson is Schramm.

This theory is very similar to Berlo's theory, but the difference is the message back.

So, in this case the message will be decoded, the receiver will send another message and the sender will decode again the message, so it is like a circle.

This type of communication is completed as between sender and receiver there is a full communication and reply back.

As there is communication between them, it will be rare to have misunderstanding as it is not a one-way communication and then one of the best theories of communication.

Models of Communication

As already mentioned, we can divide the communication in two large sets and within them other subsets.

The types of communication are:

- VERBAL;
- NON-VERBAL.

Inside of these two categories we can find the different types of verbal and non-verbal communication.

On verbal communication we can find:

- Verbal (spoken and written),
- Non-verbal (Eye/facial expression/body/signs/signals).

What is the verbal communication?

Basically, the verbal communication occurs when we engage in speaking or writing with others. It can happen face-to-face, over the telephone, via Skype or Zoom, etc. Some verbal engagements are informal, between friends, while others are more formal, such as a meeting on the workplace. It's very important as well the communication is spoken as the receiver can codify the intonation, like tone and cadence, and understand more what the sender would like to communicate to him.

It's not easy separate completely the two types of communication as most of the time the people are used, for example, to use hand while they are speaking to emphasize the topic is talking about.

✦ **VERBAL COMMUNICATION**

The verbal communication is the common communication we have actually.

It's easy and quick transmit some message or communication through speaking and it can be face to face, vocal text, Zoom, Skype or written.

On the verbal communication is very important the effective speaking. What does it mean?

The effective speaking has three main areas: the words you choose, how you use and say them and how you can reinforce them with other non-verbal communication.

The use of words, like I said, depends on a lot from where you are in the moment and with who and in quality of what.

The active listening is a very important skill. However, when we communicate, usually we spend more energy to think about what we are trying to say than listening to the other person.

This point is very important and central for a good verbal communication.

Some advises to have a good communication.

Examples:

- ✦ Be ready to listen, and not on how you are going to reply;
- ✦ Try to keep an open mind and try to avoid judgement about the speaker;
- ✦ Concentrate to the main direction of the speaker's message;
- ✦ Try to avoid distractions and focus on the speaker and to the topic
- ✦ Be objective
- ✦ Don't stereotype the speaker.

When you are at work maybe, there is the opportunity to enforce the verbal communication and one of the keys to do this and try to encourage others to participate to the discussion, show interest about what other people have to say.

Another important tip for a good team and communication on the workplace is do question to others, to understand better their point of view.

After the active listening is coming the moment of the reflecting and clarifying.

It's very important this step as is the moment to take all the ideas and try make them clear and in order.

After that there is the summarising, which is the overview of the main points or show the issue raised.

At the end there is closing communication so is when the communication is finished at all or in part. Usually, the people use both types of communication in this case.

As verbal signals the last phrases may include "thank you" or "it was helpful" or "it was interesting"

NON-VERBAL COMMUNICATION

Non-verbal communication is the things we don't say, but communicate through our body language, signs, and signals.

These non-verbal signals can give additional information and meaning over and above spoken (verbal) communication. Indeed, some estimates suggest that around 70 to 80% of communication is non-verbal!

Why is so important the non-verbal communication?

- ✦ Reinforce or modify what is said in words. A shrug of the shoulders, or unhappy face when saying “yes, is fine” may show that the words doesn’t respect the reality.
- ✦ Convey information about their emotional state. The expression on your face, tone of the voice and as well the body language can show, most of the time, to the people exactly how you feel even if with the words is hard or you are saying the opposite.
- ✦ Give feedback to the other person. Smiles, sad faces, angry faces can show to the other person what you think about the topic and about his opinion.
- ✦ Regulate the flow of communication. There are types of signals to show when the person finish to talk so the other one can talk or maybe when there is nothing else to say.

Types of Non-verbal communication

There are so many different types of non-verbal communication, like:

Body movement;

Posture;

Eye contact

Physiological changes, like sweat or touch your hair when you are nervous;

Facial expressions.

Non-verbal communication can be conscious and unconscious. The facial expression is in general harder to control because we can’t see ourselves to know what we are doing. It is a normal part of how we communicate with other people, and most of us both use it and interpret it quite unconsciously, like in a lot of culture they use to use the hands to emphasize or to talk in general.

This can make it harder to interpret consciously. However, if you stop thinking about it, you will probably find that you have a very good idea of what someone meant.

The bad news is that non-verbal communication can be very culture specific.

CONCLUSION

This module, for me as person and as worker, was very helpful and constructive.

I understood what means a real communication with the colleagues, which types of words to use to avoid or try to fix the conflict can come during the working time.

It was a constantly a nice surprise discovers the theories of communication and the importance of the verbal and non-verbal communication which I took always as granted, for example my gesture with the hands, as it is for me a culture gesture from the country I am from.

I understood what I should to avoid and improve as a person and colleague.

For example, my goal now at work will follow Schramm's theory as I want to speak, give feedback to my colleague, and receive back the message, receive back some feedbacks (hopefully not too many) so this can help each other to grow up as a person and team.

but for the moment I want to focus to a key very important that something I don't do enough and is start to try to listen more the person in front of me, be neutral without any prejudice and focus about what the person in front me is trying to communicate and not about my next reply.

I really do appreciate the course as like worker in a business with a lot of people will definitely help me to be a better colleague and in future a better manager and boss for my future team.

References.

<https://helpfulprofessor.com/shannon-weaver-model/>

<https://www.skillsyouneed.com/ips/what-is-communication.html>

<https://drexel.edu/goodwin/professional-studies-blog/overview/2018/July/Five-types-of-communication/>

<https://www.skillsyouneed.com/ips/nonverbal-communication.html>

<https://www.skillsyouneed.com/ips/communication-skills.html>