

LCLM4003
Effective
Teamwork and
Communication

ASSIGNMENT 2: Group Presentation

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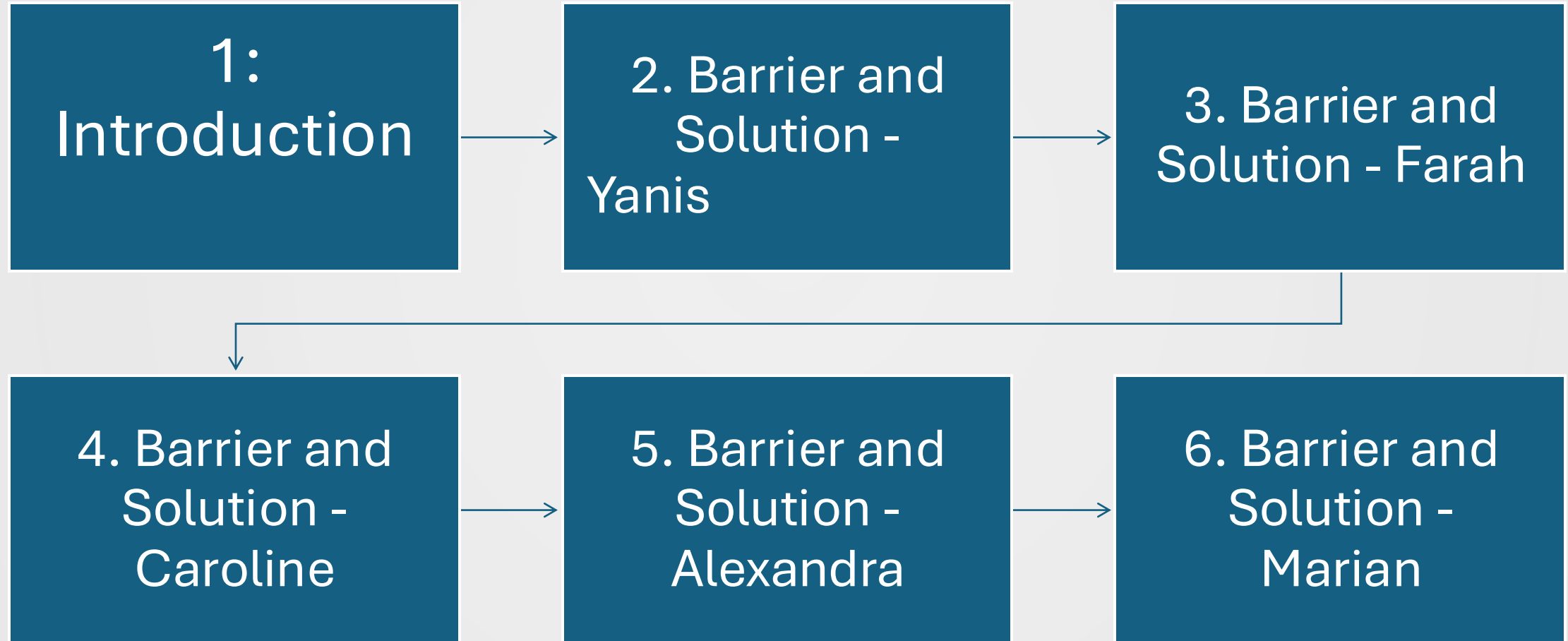
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Overview

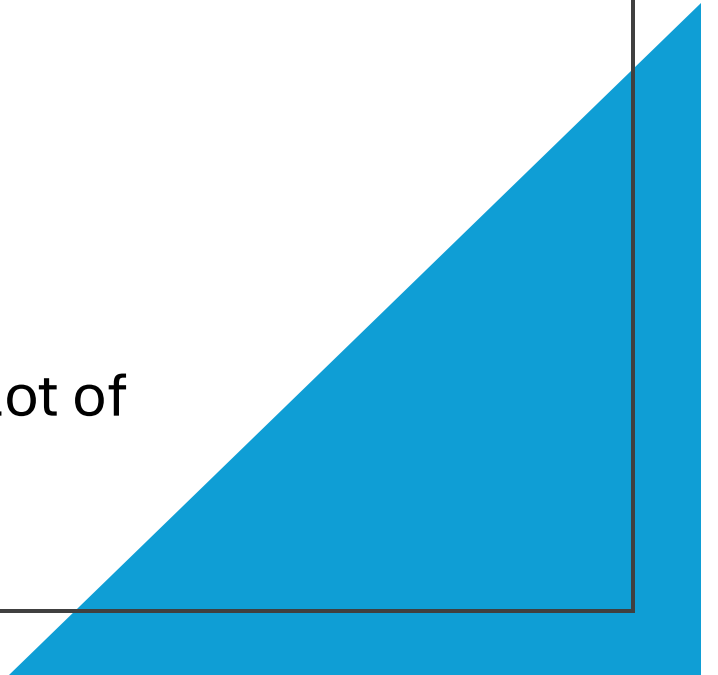


1.Introduction

- Flight Food LTD is a company that serves food on the airplane station. Currently they have been trying to increase its market shares ,however they have been slowly losing customers due to communication barriers and mistakes. Which led to many hygiene violations and negative feedback from airports, mistakes such as meat in vegan food and undercooked meat/food being .

2. Noise attitude

- Noise is one physical barrier that affects communication by interfering with the noise and making it harder for people to understand each other.
- The old machinery which prepares the food makes a lot of noise and as a result it makes it a unsittable.



Viabile solutions for noise would be:



MOVE TO A DIFFERENT PLACE WHERE ITS
QUIET IF YOU WANT TO TALK TO SOMEONE SO
THAT YOU CAN UNDERSTAND EACH OTHER.



CHANGE THE OLD MACHINES WHICH
MAKES A LOT OF NOISE WITH ONCE THAT ARE
NEWER AND QUIETER.

3. Language Barriers Culture (Berlo's SMCR Model)

- Language barriers are one of the biggest communication problems at Flight Foods Ltd because:
- the workforce is made up of a variety of different cultures, and many workers do not speak English fluently.
- Gary, the supervisor, only speaks English
- Safety posters, instructions, and signs in the workplace are written in English.
- As a result, employees often misunderstand instructions, which can lead to mistakes in meal preparation and poor hygiene practices. This also makes it difficult for workers to ask questions or give feedback, which increases confusion and reduces the overall quality of communication.

Potential solutions:

Translate	Translate safety signs, instructions, and posters into the main languages spoken by employees.
Use	Use visual aids such as pictures, symbols, and diagrams to explain tasks clearly.
Provide	Provide basic English language training for non-English-speaking worker.
Use	Use simple and clear language when giving instructions
Introduce	Introduce short practical demonstrations instead of only verbal instructions
Encourage	Encourage workers to ask questions and confirm understanding

4. BARRIER 3

(Psychological Barriers in the Case)

The communication problems at Flight Foods Ltd. are significantly influenced by psychological barriers such as stress. When analysed through the **Shannon–Weaver model**, it becomes clear that **stress and inappropriate channels**, are preventing accurate communication.

To solve these issues, the company would need to introduce formal training in food hygiene, cultural awareness training for managers, and clearer communication systems.

Stress and Emotional State of the Sender (Gary)

Gary arrives at work tired, stressed, and disorganised.

- His lack of sleep and poor mood affect how clearly he communicates.
- His frustration (“I pulled my hair and screamed”) suggests emotional overload, which reduces his ability to encode messages calmly and clearly.

Psychological impact:

Employees may perceive his tone as aggressive or confusing, making them anxious and less likely to ask for clarification.

Link to Shannon–Weaver:

Gary delivers the message through body language. For example his appearance at work (stained uniform) also when he arrives to work he is already

Possible solutions

Improve Gary's Leadership and Communication Skills: Gary would benefit also from training in managing diverse teams, giving clear instructions and stress management. This will help Gary deliver messages more clearly and reduce emotional stress.

Establish a Feedback system: Like short daily briefings, make workers repeat instructions back (teach back method). This ensures all workers understand Gary.

Gary needs to also focus on his wellbeing like going to bed on time, washing uniform or even making time to groom himself



5) Problem: Attitude Barrier

Problem Description (Bullet Points):

- Team members show negative attitudes such as:
 - Unwillingness to listen
 - Impatience
 - Dismissive behavior
 - These attitudes prevent effective communication.
 - Personality differences (introverted vs. extroverted communication styles)
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Possible solutions:



Possible Solution (Bullet Points):



Introduce regular team check-ins focused on improving respectful communication.



Encourage team members to discuss challenges, clarify misunderstandings, and express communication preferences.



Promote awareness of different communication styles within the team.



Use check-ins to correct negative behaviours early and encourage positive attitudes.

6) Organization problems:



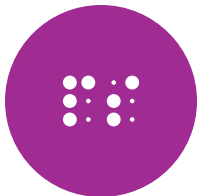
Gary gives instructions randomly on the factory floor while workers are busy.



Because of the noise, many workers cannot hear him clearly.



There is no structured system for communication messages.



Instructions are not repeated or checked for understanding.



This causes confusion and inconsistent work.

Possible solutions:



Hold short briefings at the start of each shift in a quiet area.



Use bilingual team leaders to pass messages clearly to their group.



Provide written and visual instructions (pictures, signs) to avoid confusion.



Repeat important messages and check that workers understood the m.



Create a structured communication process instead of giving instruction randomly

7. CONCLUSION

- In conclusion we suggest that they change the machinery so that it does not make so much noise and communication will be workable along with making a hierarchy which makes the oldest person/the one with more experience and has enough time to explain to everyone to be the leader or a group of colleagues.



8.

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