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**Module title: Effective Team Working and
Communication BMSW 4002 ETW1**

Assignment Title: Practical portfolio of set in-class
exercises or equivalent

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1. Introduction

What is the meaning of the word communication?

Communication comes from the Latin word 'communicare' which literary translated means 'to share' (Harper, D. R., 2001). It is the way people share their beliefs, thoughts and emotions, and the way they express themselves verbally or non-verbally.

In the work environment, communication is a vital skill needed for helping and maintaining the flow of information between co-workers, a means of expression, management and coordination, easing the decision-making process by allowing people to explain and negotiate, giving the ability to give guidance to other, determination and identification (Cheney et al. 2004; Miller 2009). The most important feature of communication skills in team working and work environment, however, is that thanks to co-workers, employers, and employees, build good and trustworthy relationships between themselves. In this way, when there is a strong communication built between the workers in the same place, the team is stronger as well. Thanks to the interactions between co-workers the sharing of information helps to create better working environment and better intercourse in the workplace (Myers 2009; Sias 2009).

What is more, good communication results in having common interests, shared point of views and similar goals. Which by itself leads to cohesive working team of co-workers with the same ambitions and successful ideas which contribute to a positive and beneficial working environment (Herriot, 2002). Having said all that, communication and interpersonal skills are playing an important and key role in the workplace and work relationships.

The aim of this report is to outline and analyse communication within the workplace and its impact by implementing relevant theories to workplace examples.

In terms of being successful and achieving the full potential of the workplace, there has to be a good working environment and in the core of that lies the good communication. If this is achieved, it means that you have one of the most important things, especially because good communication reduces the chances of misunderstandings and arguments. On the other hand, it maintains a friendly, peaceful and healthy atmosphere in the workplace. Precisely this leads to well-organized, successful and effective teamwork. What is more open communication between colleagues increases the reliability and trust amongst them.

2. How communication can be made effective in a business organisation?

The first option which is highly widespread and famous amongst employers is the teambuilding activities. These could be a day out of the office, activities in the office which are not related to work and are meant to be fun and relaxing or work trips in order for the team to unite. The exact type of team building activity depends on the employer. Sometimes because of the workload and the many commitments, people tend to forget how important is to actually have a friendly talk with someone, which unfortunately turns us into something similar to robots. It is surprising how relationships change once you have the opportunity to see your colleagues outside of their normal serious behaviour as a worker, with his eyes glued to the monitor and the only reason that you are talking is that there is some important work matter that you have to discuss. It is important to remember that before anything else we are human beings and this means that we need human interaction in order to feel good and to do our best and perform in our full potential.

Another alternative is the One on One meetings with each one of the staff. This is helpful when it comes to discussing more private matters and if the person you are talking to is more of the introvert type of people. It also builds trust and reliability.

Sometimes it is the less considered option but the change of scenery and making the workplace more welcoming and attractive also helps the communication between co-workers.

3. Relevant theories

3.1 Shannon and Weaver model

The aim of Shannon and Weaver communication model is to create communication which will be efficient for both – the sender and the receiver (Al-Fedaghi, S, 2012). Furthermore, the communication model of Shannon and Weaver examines also the “Noise” which represents the different reasons why the communication process can be influenced or affected. It also consists of Sender, Encoder, Channel, Decoder and Receiver.

According to this model, the problem with communication can be three types: Technical, Semantic or Problem of Effectiveness. Technical problems are caused by channels, semantic problem is when there is a change of the meaning of the transferred message and the problem of effectiveness is measured by how effective is the impact of the message.

An advantage of this model is that shows communication as a two-way process which makes it easier to use in common situations. Another perk of using this model is that once removed, the problem considered as “Noise”, the communication process is effective again.

On the other hand, Shannon and Weaver have the disadvantage of burdening the sender with all the responsibility for the interaction and the sent message. Whilst the receiver has a passive role in the communication process.

To conclude, models are commonly used for studying the process of communication and for its explanation which is really useful when trying to understand the problem in the workplace. Sometimes the “noise” can be physical like the noise from the building site in case scenario with Pedro and Maria from the class exercise. The noise prevents the flow of communication between the two of them. In other cases, however, the “noise” can be everything else, from emotional to the language barrier. Such example is the case scenario between the professor and the village people from the class exercise. Where if the professor had expressed himself appropriately and in a simple way in which the village people would understand, they would have helped him save his house from the flames.

4. The importance of effective communication - experience example

My friend started working in an office with fifteen more people. The time he joined was a very busy period for the company he joined. Everyone sitting at their own desk, barely having time to move their eyes away from the screen. The whole office was quiet and only the noise of the fingers tapping on the keyboard was echoing throughout the room. Sometimes the background sounds were changing to the continuous ringing and answering of phones. This was a typical day at the office my friend works at.

My friend has his induction period, did his best to learn everything and listen to every advice for each one of the people he met. The time when he had to step in and be an independent individual had

finally come. He was going to work, sometimes greeting people but they were too busy solving their next big issue, so sometimes they did not even notice. Not because out of rudeness, just from pure busyness. And because my friend was new, he did not have the chance to build any work relationship with his colleagues, he did not feel confident to speak to any of them. Due to the lack of communication he felt isolated and separated from the group. Whilst no one had such intentions and no one actually thought about it, my friend had to answer emails. He was not sure about the required information but because he did not want to disturb or distract any of his colleagues, he decided that he will show responsibility and will handle the problem. However, he made a mistake and he was really worried about it. What is important in his situation is that he made the right choice to speak with his manager and ask for help.

This example depicts the problems employees and managers could face if there is a lack of communication between them. It also shows the importance of making the first step towards open communication between co-workers. Even if no one does it, it does not mean it is not right.

5. Methods of communication

Communication is a fundamental part of building a good work environment. In general terms the different types of communication are verbal, non-verbal, written and visual. However, in terms of communications in the workplace the types that companies use can be specific and they can be used for both – internal and external interactions.

When it comes to verbal communication in the workplace it can be accomplished by the widespread methods of business meetings. They can be meetings in large groups or One on One meetings.

The example of written communication is the traditional use of emails, phone calls and the newly developed apps where in work environment co-workers can text each other.

A good example in terms of visual communication used in the workplace is video conferencing which is becoming more and more popular and is a combination of visual and verbal communication.

Non-verbal communication, in general, has the same methods inside and outside of the workplace. It consists mainly of the body language people use when they express their emotions and reactions to different things.

6. How does communication works between Management and Employees and to what purpose?

Communication between management and employees is the core process of every team, company, and enterprise. What is more, communication is critical for the cohesion, understanding, and unity of the work team. When it comes to building trust between management and employees, communication is the key step in order to do so. Especially if it is verbal and face-to-face. It is easier to earn the trust if you do it in person rather than staying the person behind the emails. When interacting with people and actually seeing their facial expressions and hearing their intonation then people get the impression of knowing the person who stays in front of them and builds a work relationship easier. Also, communication between management and employees works especially well when it is straightforward and simple. It is also important to know how to have a formal conversation in a polite matter. The manner of speaking must be positive, however it should not be too friendly because in this way it crosses the limit and becomes impolite.

The main purpose of establishing good communication between the different levels of job positions is that the flow of information will not be impeded. It is also important because if there is a problem it will be resolved easy and quickly if the communication in the workplace is good. The interaction

between employees and management is also significant for performing the daily routine tasks and for successful planning. In addition, it influences the way co-workers socialize between themselves and in this way it also impacts how fast newcomers adapt to the new working environment. Last but not least, communication is important when controlling the different processes in the workplace. To conclude, communication is crucial when it comes to reaching the full potential and performance of the working team.

7. References List

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