

EFFECTIVE TEAM WORKING AND COMMUNICATION

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SECTION 1: COMMUNICATIONS

Communication is a way of passing information from one person or place to another either in a workplace or academically and even in all aspect of life and it should be pass through the proper system. The system or component of communications are the sender, encode, decode, message, channel, and receiver. Communication needs to be well understood for the completion of the message to be carried out effectively. A good communication increases the productions of a company and it improves the morale and knowledge of students. Communication comes in two types verbal and non-verbal, this will be discussed later (SKILLSYOU NEED, 2011- 2020).

Communication is important in our day to day activities and it must be clear and effective. A communication must be properly transmitted by the sender for the receiver to give feedback on the message. All management or student involved must be on the same level for the completion of the message such as the language, attitude, symbols, opinions, and ideas that they use.

In management it is important to have good and effective communication because they would need to pass on information to employees, which they need to carry out their daily activities. Managers that communicate well are believed to be good problem solvers, which is needed in a workplace to keep diversity and help employees be motivated to work to the best of their ability. In a business the importance of using the correct communication channel is that it allows stakeholders in the business to understand the message that is being passed on. At a workplace when communicating with employees it is important to use the simple and understandable grammar, so to understand the message that is being passed across. Communication is important in management in order to improve the service being provided by the employees to the customers (Heibutzki, 2018).

SECTION 2: METHODS OF COMMUNICATION

Verbal communication: This is a way equally known as oral communication. It is a communication using the tongue (spoken words). This type of communication involves listening and making appropriate spoken response. It gives you the feedback immediately, there is no delay for reply, it can be face to face or over the phone and any terminology use must be explained. (example, if a colleague walks in to ask for the time for a meeting, this colleague tells him/her instantly and this makes him/her feels valued as the answer is given immediately).

Non-verbal communication: This is communication through body language, sign languages, written (e. g emails, letters, text messaging, signs and signals), essays, reports, facial /eye contacts and memos. It can also be referred to as a way of communication without using words. Different culture has different ways of interpreting and understanding. Non-verbal communication symbols can be found everywhere. It is widely used by many in the world; it contains 93% of communication. It has a huge effect on whether someone has got what the communication is.

Written communication: This method of communication is performed through any written document. It a way of passing information around through emails, letters, and posters. If message is poorly written it causes a lot of problem and it will be wrongly be interpreted. In health care sectors it very important to keep records of the service user and the service given to him/her like the medicine they took, or shopping done. Written report of a service user helps the service provider to know what to do and when to do it. Written communication can be both formal and informal in an organisation (Willkomm, 2018).

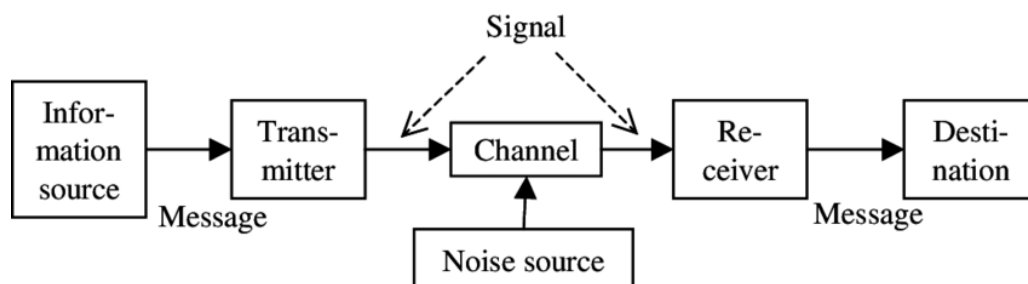
Formal communication is communication that is usually passed through proper, predefined channels and routes. For good communication, there should be no contractions, no personal pronoun, no slangs, no phrasal, no exclamation words and no exaggerations language. It is more dependable because there is element of event such as email, letters, memos and presentations. For example: During a job interview the candidates would need to communicate formally in order to show that they are suitable for the role and it would be an easy way for the interviewer to understand them effectively.

Informal communication is written to known people such as your friends and families. Informal communication is different to formal communication and it just happens naturally. This sort permits individuals to work together with one another openly and can discuss a various scope of points, frequently reaching out outside of their work obligations. In several cases informal communications do turn to formal correspondence on the off chance that they are added into the proper correspondence data stream of an organization (Garvey, 2019).

SECTION 3: THEORIES OF COMMUNICATIONS

Shannon & Weaver's communication model:

The Shannon & Weaver communication model: This was created in 1949 and is one of the communication theories used in a workplace, it refers to people sending message using a transmitter through the channel. When using the Shannon and Weaver communication the sender encodes the message through the channel and receiver decodes the message but the receiver did a different decode because of noise within the channel. The receiver of the message is the machine or the person on the other side that receives the message. This type of communication could be like an email, telegram or a text message being misinterpreted because of network disruption and then the receiver gets a different message to what the sender is sending. In this model there is no element of feedback (Models of communication, 2018).

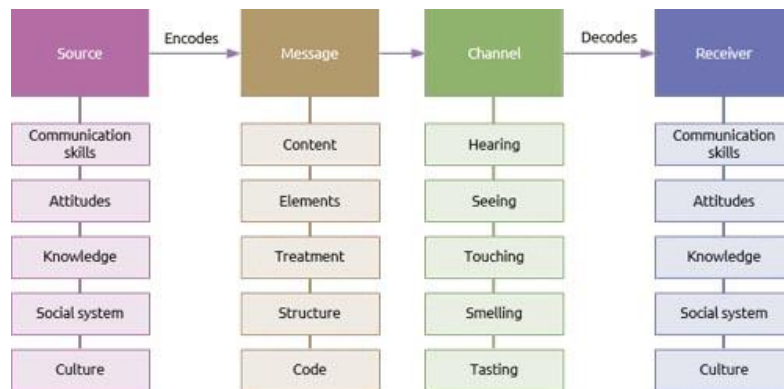


Picture from: <https://www.researchgate.net/figure/1-Communication-model-of-Shannon-Shannon-and-Weaver>

Berlo's communication model:

This model of communication will process the communication in a simplest form, it was created in 1960 by David Berlo to support businesses, and it's mostly about the relationship between the sender and the receiver. This communication model has four components to describe the communication process. **Sender, Message, Channel and Receiver**, also the encode and decodes. This type of communication has no feedback because there is a lot of factors that affect it, for example the sender and receiver are not on the same level for reason like communication skill,

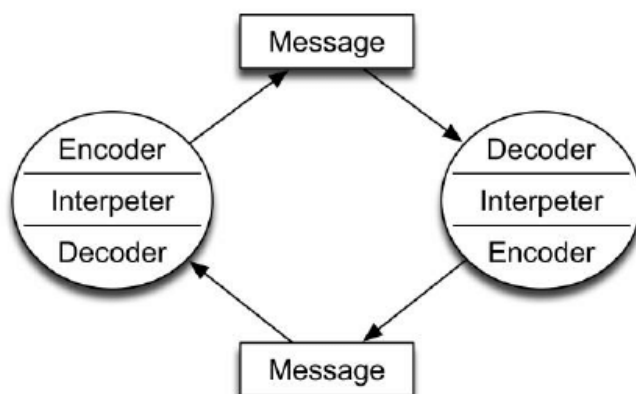
attitudes, knowledge, social system or culture. This is a model whereby they encode the message, it may be in written, music, face to face, symbols or even pictures but is the channel that the message gets to the receiver and then the receiver now have to decode it from whatever form the sender uses. The receiver now decodes out of the channel to his own meaning into the brain for what the sender wants. This model needs people to be on the same level for communication to occur. Otherwise called linear model of communication.



Picture from: <https://qsstudy.com/business-studies/berloas-s-m-c-r-model-communication>

Schramm communication model:

This model was created in 1954. Schramm's model sees messages as a cycle between an encoder and a decoder. In particular, this model records for how individuals translate the message. This works linking individuals (an encoder and a decoder) who connect information or facts. Schramm accepted that the messages are sent through a medium. Likewise, the decoder will have the option to send input about the message to show that the message has been gotten. In the Schramm communication model, the recipient plays an important role throughout the process. This is because the way the message is received would determine how the recipient would respond to it and carry out instructions given effectively (Models of communication, 2018).



Picture from: <https://www.researchgate.net/figure/Schramm-Model-of-Communication>

SECTION 4: THE IMPORTANCE OF EFFECTIVE COMMUNICATION IN AN ORGANISATION

Effective Communication is a basic need in any organisation; it would allow them to be able to run their day to day activities effectively. It is noteworthy for directors in the business to carry out the basic duties of administration using successful message, i.e. Development, Arranging, and Directing. Using effective communication in an organisation helps managers to perform their jobs and responsibilities in order to keep the organisation functioning well.

Communication serves as a base for planning. In an organisation all the necessary information must be transmitted to the managers who must then communicate the plans to execute them. Managers offer a lot of their time to communicate well with people within the organisation so they can carry out their task effectively. They spend good time on facially or telephonic communication with their bosses, assistants, colleagues, customers, or suppliers. It can be said that effective communication is the foundation of winning organisations.

For instance, in a hospital, effective communication is what really helps the doctors and nurses to carry out their daily duties to care for the patients accurately. When the nurses and doctors are treating patient or handing over, there must be an effective communication between them to know the necessary step of care needed for the patient. If there is any miscommunication it might affect the patient, and the situation might get worst which is why effective communication is important (Juneja, 2020).

SECTION 5: HOW DOES COMMUNICATION WORK BETWEEN MANAGEMENT AND EMPLOYEES AND TO WHAT PURPOSE?

Managers assume a key role in setting up of correspondence inside the organisation. Executive's competence include making plans for organization, and directing skill inside and outside the firm, for example, every one of these limits need correspondence, or the job would not complete adequately. The manager needs to talk or communicate with staff, so that success and more productivity can be gained.

Day to day running of organisation require regular communication between manger and his staffs in order to achieve adequate objective. Management would need to find ways in which they can communicate regularly with their employees without making it tedious as some employees might find it difficult to follow routines. Once the management is aware of the employee's characters it would be easy for them to be able to hand out task because they know who would be able to complete it effectively. Helping employees feel engaged with the company is another way the management could communicate with the employees as it would make them feel valued and it would motivate them to work hard while at work. The management could even email the team to thank them for their hard work and this could encourage the employees to do better while at work as they would be appreciated.

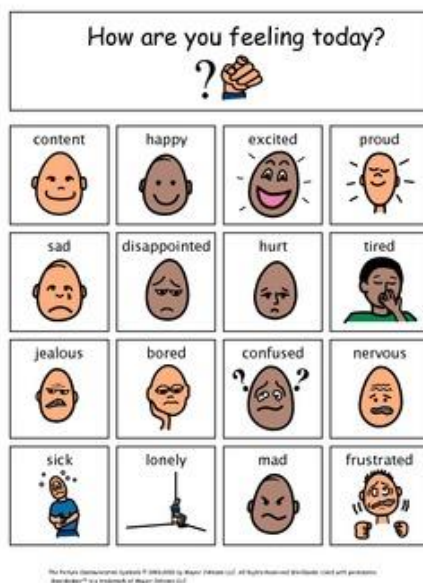
There could be a two- way communication system in place where the employees can give management feedbacks on what they could better and what they are doing well. This would make the employees feel that their opinions are valued within the organisation. This type of two-way communication would require management to be good listeners even if they disagree with their

employees, they can always meet somewhere in the middle so that they all feel comfortable with the end result. Employees need to know that the management will follow through when they make a promise to them. Therefore, it is important for management to only promise what they know that they can deliver, and they should be admit when they are in the wrong. In an organisation, it is important that management communicate to the employees that their ideas are welcome if it is something that would help the organisation increase productivity and reach their goals. Management and employee's communication can happen in different ways such as verbal, non-verbal, formal and informal. It is important to understand the communication styles that work well in an organisation so that people can be able to voice out their opinions comfortably.

SECTION 6: Conclusion

In conclusion, communication plays a vital role in any business and it worth communicating very well. Effective communication brings positive result to the organisation. Any forms of communication use should be appropriately explained and interpreted because it will enhance better interaction and communication. Service users must be protected and respected in respective of their colour and culture and provider must show an active listening and attitude. Also, the organisation or individual involve must protect their name against any negative comments.

Here are some signs and symbols for children with special education needs.



Pictures from: <https://www.teacherspayteachers.com/Product/Teach-Emotions-to-Kids-with-Autism>



Pictures 2 from: <https://hsseworld.com/the-meaning-of-safety-symbols>

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