

EFFECTIVE TEAM WORKING AND COMMUNICATION

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INTRODUCTION

Communication refers to a phenomena that is included in a day to day activities that are related to the living beings. In this an individual person use the communication in various conversational practices that is helpful in exchanging information between the people. It is an essential concept that is used in all over the universe for interacting and sharing the ideas and thoughts from one person to another. It involves different barriers that can create blockages in transferring information to the other individual. Therefore, this concept of effective communication is a significant term for developing the personal and professional growth in future terms. This report is based on the proper understanding of the models of communication by using the Shannon and Weaver, Schramm communication models that helps in showing the procedure that was followed by the person to avoid the issue of poor communication. Further in doing the assessment different communication skills helps in gaining the advantage of fulfilling the task in a timely manner. At last this report helps in analysing the situation that was create at the time of work within the organisation that create hindrance in transferring the information properly. Also it helps in recovering the problems by adopting proper practising so that goals can be achieved(Cardon and Marshall, 2015).

MAIN BODY

PROCEDURE

Communication means to conveying the messages from one individual or group to another by using the various signs, symbols, rules, semiotic etc. so that work can be done effectively. There are several ways of transferring the information that are adopted by various culture people in sharing their ideas and views. In this project a person is working at their friends workplace and there are many employees working who are belong to different culture and due to this fulfilling the task cannot be done effectively because there is a lack of communication or poor communication is leading. To understand the information effectively this report includes

the various communication models that was proposed by an experts which are explained below(Boies, Fiset and Gill, 2015).

Models of communication

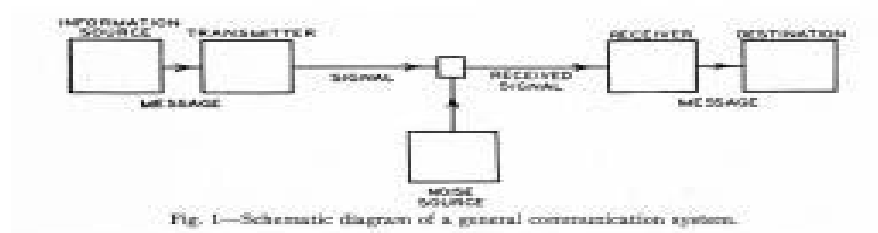
Shannon and weaver (1948)

This communication model is proposed by Shannon and Weaver where First one was an American Mathematician and Weaver was an American Scientist. This theory suggest that the communication that be placed between the human are broken down into the several concepts like Information source, Noise, transmitter, encode, decode, sender and receiver. After some time this was modified and in this one stage also included that shows the feedback from the listening party after the message was delivered. This model is a linear model of communication that is designed to develops the effective communication between the sender and receiver. This model is an appropriate model that helps in easily understand the efficiency of messages and share information to be misunderstood by the other and understand by the other(Marlow, Lacerenza and Salas, 2017).

This model explaining the situation at the working place where I can work. In this one person supervise the task every morning and set the schedule for the whole day. This superior person tells the information and orders very quickly in English due to this information cannot understand properly. I prefer the British language due to this understand Speedy English is somewhat difficult for me. And in my working place after conveying the message by the supervisor he leaves the room and with the lots of confusion that don't effectively understand the orders and messages. And at that time I will also not clearly understand the task and due to fear I don't get to ask for clarification. This place an failure of the work.

For properly understand this case this project adopted this Shannon and Weaver model that helps in shows the area of problem i.e. is the sender and receiver language difference. Along with it this model is also helpful to understand the volume and speed of delivered message. It is very high and fast that will create hindrances and it could reflects by using noise element in this theory. It also present the problem of supervisor that does not ask any cross question for taking the receiver follow up. Due to this I can face many issues in completing the task.

This model helps in knowing the proper facts and figures that will create hindrances. To overcome this issue I can practice a lot by seeing the high volume and speedy videos that helps in solving the problem. Further I can also share my problem with the supervisor so that they can focus on their communication part and taking follow-ups so that misunderstanding can be reduced.



Schramm model of communication

This model of communication was developed by the Welbur Schramm in 1954 that shows in communication encoding and decoding is the essential part that take place between the sender and the receiver. In this sender the one who share the message to the another person who called the receiver. AS per this model it is very essential to accurate communication can be done between sender and receiver so that task can be completed in an effective and efficient way in the team. In this theory, it is reflected that an individual person knowledge, culture, values impact more on the communication because people are come from different background and culture. It includes the various parts such as(Brewer and Holmes, 2016):

Sender - A person who convey the message.

Encoder - An individual who provides the information into the codes. This helps in clearly understanding the right way of the message that was communicating.

Decoder - This is the person who converts the encoded information into a understandable language that is easily understood by receiver.

Receiver - This Person get the message and he is the person for whom sender send the message.

Message – It refers to that data that was send by the send and receive by the receiver.

Feedback - It is the process of reviewing the receiver that he/she understood the message clearly or not.

This model helps in solving the problem of non effective communication in the team at my working place. Because using this model at working place helps in following the various steps for which issue related to poor communication in the team can be solved. This also helps in getting the successful results in he working task.

Both these model considered as a helpful model in solving the issues related to poor communication. First helps in understand the issues and problem area in transferring the information where as second one helps in solving it by proper and systematic way.

ASSESSMENT

Communication skills

This assessment includes the communication skills that is helpful in gaining the personal and professional developments for future perspectives. This includes varieties of skills that can be shown below(Akhtar and et. al., 2019).

Listening skills - It refers to that skills which shows the ability to receive and interpret message in the process of communication. To making the any other communication skill strong it is very essential to improve the listening skills. And to improve this I can involve in the various activities like ask the open ended questions, summarize what understand, request for clearing the thoughts, participate in the seminars, debates etc. all this term helps in becoming a active listener. In this I can focus on the supervisor language very carefully and listen it effectively so that I can prepare notes for future terms. This helps in solving the issues related to poor communication within the working place.

Non Verbal skills - It refers to that skill of communication in which information is transfer through non verbal platform like eye contact, facial expressions, gestures, postures etc. In this to improve my non verbal skill and remove the poor communication problem within the working place facial expressions is the best one that is used in day to day routines. In this a person can use various facial expressions to make other understand what they feel. Enhancing the knowledge related to this field helps in making the effective team(Bui and et. al., 2019).

Para verbal skills - It refers to that communication skill in which message is transfer by using a tone, pitch and pacing of the voice(Demir, McNeese and Cooke, 2016). By using this communication tool a person can stabilize their pitch and tone that helps the receiver to understand the sender message effectively. In this an individual can speak politely, softly and at a desirable pitch. Due to high tone and pitch of the supervisor I can face the issue of not to understand the task effectively. Due to this many problems can be faced in accomplishing the goals.

Verbal skills - It refers to that communication in which a person use of sounds and words to express the feeling. By using the Verbal communication sender send their message to the receiver by using speech, presentation, debate, discussion etc. It also includes some drawback that sometime sender convey their message very fast this results in misunderstanding. At the working place I can face the issue of fast receiving message that does not provide a clear understanding. Due to this poor communication conflicts may arise and to solve this problem I can use the recorder as a evidence for future and reduce the problem of misunderstanding.

ANALYSIS

This project report reflects the case study of poor communication at the working place. And it can be arise due to the supervisor. As they convey their message and orders in a very speed and in English. Due to this it is very difficult for me to understand the rules and orders that is essential for completing the task. At this time the manager can leaves the room without analysing that the information is clearly understand the members or not, this will create lots of confusion in mind and due to this conflicts may arise and also the task cannot be completed effectively on a specified time period. To solving this poor communication problem this study analysed that for making the effective team at the workplace and eliminating the problem of poor communication within the working environment communication models i.e. Shannon and Weaver & Schramm model is very effective because these both theory helps in examine the area of problems and provides the solutions to it. In this I can enhance my different communication skills so that maintaining the good relations and effective team can be done successfully. That is more essential for personal and professional development(Pozin, Nawi and Romle, 2016).

CONCLUSION

From the above study it is to be concluded that the effective team working and communication is an essential term in this a team become an effective when there is a proper communication. In this every people can share and transfer their ideas and thoughts in an effective way. It helps in developing coordination and cooperation between the team members at the working place so that goals can achieved in an appropriate manner. It is the tool that is used by the human being in their day to day lives to achieves their personal and professional goals. In this project models of communication and their use helps in making the good relations between the people that will helps in making effective team and conversations. In this communication skills helps in identifies the formal and informal way to communicate with the people in different situations. In this skills are divided into verbal and non verbal communication and mainly on the effective listening. These knowledge and skills helps the individual person to effectively interact with their team members and become a effective team at the working place that gives successful results in the individual personal and professional context.

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