

Effective Team Working and Communication

BMSW4002_LON

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Produce a portfolio of evidence, including any in-class activities you have done, which demonstrates an understanding of the communication skills discussed in class. Briefly analyse communication in your own or your friend's workplace and, using your findings from published literature (i.e. refer to theory), suggest how it could be improved. Your work can be in the form of an essay or a report.

Including scans of any in-class activities, own research notes and the feedback you received from the lecturer (in the form of an appendix at the end of your document) will contribute to the mark.

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Introduction

This report aims to analyse the communication skills and associate them in university and workplace environment. The objectives of this study is to investigate different theory and strategies and apply them in my context workplace, printing factory. In first stage this report will include an understanding of communication process: encoding and decoding messages whit three theories, followed by, understanding of verbal and nonverbal communication and posturing. Second stage will include a short summarize of four key skills in effective communication: active listening, assertiveness, virtual communication and leadership.

Communication

According to Griffiths and Dunham(2015) in Maund et al (2017) , the definition of communication is transfer of thoughts , information or ideas between two or more people . The process involve at least one sender , one receiver and a message that is transmitted by different channels. The communication can be verbal (face-to-face, telephone, radio, television or other media) , non-verbal (gestures, posturing, eye contact, body language, facial expressions, signs), written (letters, e-mails, social media, books, internet and other media) or visualisation (graphs and charts, maps , logos).

Communication process:

Encoding and Decoding messages

The encoding is the creation of the message and decoding is the process of receive and understand the message. The encoding and decoding process is simplified in different models of communication. In classes, I learn about three original models of communication: Shannon and Weaver (1948) , Schramm (1954) and Berlo (1960).

Shannon and Weaver (1948) was first model implemented , is one of the simplest models and involve information source, transmitter, noise, channel, message, receiver, channel, information destination, encode, decode and feedback. This model is described by sender encodes the message and sends it to the receiver through a channel. The receiver decode the message and interpret it. The channel can have noise and the receiver might not can decode the message which might cause problems in communication process.(Businesstopia, 2019)

Schramm's (1954) model, coding and decoding are the two crucial processes of an efficient communication. He believed that the communication is complete if the sender receives a feedback from the recipient. The knowledge, experience and cultural background play also an important role in and effective communication. Individuals must to be from same cultures, religion or background to interpret the message in same ways. (Jans B., 2019)

Berlo's (1960) is a complex model, this is an extension of Shannon and Weaver(1948) model. The model also focuses on encoding and decoding of the message. This model has primarily, four components to define the communication process. They are sender, message, channel and receiver. Each of the component is conditioned by many factors. For an efficient communication, sender and receiver need to share same communication skills, attitudes, knowledge, social system and culture. The message is might be transmitted by voice, audio, text, video and is affected by contents, elements, treatment, structure and code. The channel is affected by five senses of human as hearing, seeing, touching, smelling and tasting. The feedback and noise is missing in this model. (David Berlo, 1960)

In my workplace, printing factory, the following three models of communication are explained as: the Berlo's model is described by a complex process of communication. Encoder is manager and decoder are employees. We can communicate because we share same environment and knowledge, the messages are the responsibilities which the manager pass it to us. The channel is the air and this can be affected by hearing and seeing. Sometimes the feedback is not present in discussion, we just execute tasks without asking questions. The relationship between me and my co-mates is defined by Schramm's model. We, printers are on the same level and have same knowledge. Discussion is made very simple, we communicate most of the time face-to-face and the presence of feedback is essential. If, in process of work we meet "noise" as technological machine noise, the model of communication can be described by Shannon and Weaver model.

Verbal communication

Verbal communication is oral communication, the exchange of messages is made by spoken words. The thoughts, opinions and ideas are shared in form of speeches, discussions, presentations and conversations. An efficient verbal communication depends on the clarity of message, the tone of the voice, volume, speed, body language and quality of words used in conversations. A successful communication depends on speaking ability, good listening and feedback. (Businessjargons, 2020)

In class I learnt about verbal communication and how to use words correctly. The course helped me to develop my language vocabulary and improve my speech. Making research the quality of words increase and level of discussions growth. Making presentation and conversations with my colleagues made me to gain more confidence and improve my speaking ability. My language barrier and my motivation can be a barrier in my oral communication. The university gave me chance to work on my personal growth and improve these skills.

In my workplace, I communicate with colleagues face-to-face giving feedback. The message is very clear because we have same knowledge. The quality of jobs in workplace involve a good communication and good listening. The feedback must be present in all dialogs. Managers make all the time briefings to discuss with us the tasks and expectations. These meetings make us to understand clear our responsibilities giving chance to express ourself and make performance.

Nonverbal Communication

According Quintanilla and Whals (2017) and Maud et al (2017) nonverbal communication involve all ways of communication without words, in essence nonverbal communication refers to body language, gestures, facial expressions, eye contact, posture and many other ways when people can communicate without using oral communication. Nonverbal system represent 65% from the total of meaning of communication.

In classes I have learnt about nonverbal communication and importance of it in people communication. We learnt about the power of body language and people behaviour. I learnt how to understand and interpret body language and how to improve my daily behaviour and use it in my advantage. I learnt how to use positive body language as body position, eye contact, relaxed and open facial expression, upright posture, and how to read negative body

language as tense facial expressions, folded arms, body turned away from me, poor eye contact avoiding difficult and uncomfortable conversations. I studied how important is nonverbal communication to make a good impression and be confident in public speaking, interviews, and negotiations.

From my experience of work, printing factory, people are using tone of voice high and a positive posture to be understood. Eye contact is essential in reception of a message and give feedback. My team leaders and managers impose a serious face when they share the responsibilities. They have a positive posture for inspiring confidence and professionalism. In work breaks people are friendly and smile. Sometimes we meet tense situations as deadlines or poor performance and the manager show us a negative body language, his face expression show us angry or stress. The power of body language is to know how to control the behaviour in my benefit and achieved performance.

Posturing

According Maund et al (2017) cited by Polzer (2003) the use of posturing is common, individuals use both verbal and nonverbal communication to be understood and respected. Posturing and use of identity markers (physical appearance, personal office or room decoration, body posture, demeanour, explicit statements)’’ are used to influence the perception , opinion, and approval of others and to bolster one’s status within the team.’’

In classes I learnt about posturing and how to use it in interviews or public speaking. Positive posturing gain trust , respect and admiration from others. I learnt about power posture and how this can change my mental health , making me more powerful and gain positivity and confidence.

At work, managers and team leaders use posturing for gain trust , recognition and admiration from employees. In printing factory the leaders use a positive posture, the body and head is straight and eye contact is made all the time . Dialog is relaxed, friendly with a positive attitude.

Active listening

Active listening is the ability to understand and interpret the speaker behaviour and body language. This skill involve focus, comprehend the information and give a meaningful response. (Goodwill Community Foundation, 1998-2020)

From my point of view the practice is learnt in university environment. I, as student I develop my active listening during classes. Active listening is about the way how I understand the lessons and how I engage in giving responses or do assignments. Summarise and paraphrase the information, show interest, signal encouragement, avoid interruption and distraction, and respect are keys for a good active listening. In workplace is important for me to develop this skill. This skill can build relationship between co-mates and their leaders and help develop others soft skills as critical and analytic thinking and problem solving.

Assertiveness

Assertiveness is the ability to express thoughts, ideas and opinions in a calm and positive way and respect others.(Maund et al, 2017) . In my opinion ,this skill, help people to control anger, be confident, have positive mind and minimise the conflict. In classes I learnt about how to develop an assertive behaviour. Doing assignments I learnt how to be calm and how to reduce the stress. During classes I gained knowledge and this help me to develop my confidence, to understand me and believe in my values. From my experience, my manager treat employees with fairness and respect and give us chance to express our opinions. This skill will help me to work at my confidence and make me a good candidate for employability.

Virtual communication

According to ezTalks (2020), virtual communication refers of using technology audio and video for communication. This involve telephone, webcams and video conferencing. In this century is vital to have this skill. This ability make life much easier the communication is can be made much faster, saving money and time. The negative part of this type of communication is lack of nonverbal communication, people can meet challenges in understanding the messages. Complex of information can not be communicate by phone or e-mail. The trust can be difficult to accomplished, people can be reticent in sharing their opinions. (Maund et al, 2017)

Living in this generation, I have this skill. University help me to improve my ability in working with technology. Mode of virtual communication are video lessons and university platform. In work environment, because In factory the virtual communication is made by telephone or e-mail between employees and manager.

Leadership

Leadership is ability to control and lead a group of people or an organisation. This skill involve a good active listening and the power of managing a dialog. According to Griffiths and Dunham (2015) in Maund et al (2017) a leader need to encourage a professional, clear, concise and quality dialog. An good leader need to have an assertive behaviour, respect and encourage other to share their opinions. Effective communication between leader and others, involve an open dialog and an effective listening.

In class I learn about communication in leadership. Working in team help us to develop this skill and make us to take decisions. Communicating in group help us to improve our oral communication and to cooperate and respect others opinions. In my workplace, the leader detain this ability, his knowledge help to have an professional and clear dialog, he has hight expectations from employees and let them chance to express their opinions.

Conclusion

This report aims to understand communication process and introduce me in success communication skills. In general in life is essential for a person to detain the speaking art, power of posturing , to observe and interpret the nonverbal communication, to have active listening, assertive , virtual communication and leadership skills. This knowledge can be achieved with academic support and research. My motivation play an important role in develop my communication skills. I learnt how to understand me and how to control my expressions and use it in my advantage. I learn how posturing and assertiveness make people powerful and confident. I still need to work on my confidence, motivation, and oral communication. This skills, I can improve it if I continue to study in university environment, improve my public speaking and make presentations. To became a skilled person, and to achieve my career goal, is vital to know how to use and practice an effective communication.

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THE PROFESSOR and THE VILLAGE PEOPLE

Lloyd b. 7/19

A Professor of English at a well-known Welsh University lived in a large house not far from a little village. He never went into the village, but shopped in the town near the University because he had nothing in common with the village people, who were largely uneducated and did manual jobs.

One night, the professor fell asleep while smoking his pipe and the pipe fell onto the carpet and started a fire.

When the professor awoke and saw the house on fire, he rushed into the village, screaming:

'The edifice is being consumed by a great conflagration!'

'The edifice is being consumed by a great conflagration!'

The village people looked at him and continued doing what they were doing

'Don't you understand?' He said. "The edifice is being consumed by a great conflagration!'

They ignored him.

When the Professor returned home, he saw that his house had been destroyed. He sat down on the ground and wept.

The next day, he went into the village crying. 'Why, oh why didn't you help me? My home has been destroyed by the fire. I came and begged you last night.' He wept.

'But Professor, why didn't you say that your house was on fire? We would have helped.'

Q: Why didn't the village people help the Professor?

Q: What should he have done to get them to help him?

Q: Whose model of communication do you think can explain this situation?

Q: Why?

1. The people didn't help the professor because the message was unclear. The professor language was too professional. The knowledge and social system is different and the receivers can't decode the message because they came from different backgrounds.
2. The professor should speak in people village language. He should transmit the message very clear and poor in words.
3. I think the best model of communication which can explain this situation is Berlo's Model.
4. The dialog of communication in this case study is hard to be done because sender and receiver are not on the same platform. The difference between them is the social class and knowledge. Berlo's Model explain this type of communication and he said that for a better understanding of a message the both sides should be on the same social and cultural background.

MARIA and PEDRO

Pedro works on a building site and Maria is his wife.

One day Maria phoned Pedro.

'Hello, Pedro, when you're coming home, see if you can get me a chicken.'

'Okay,' replied Pedro.

When he got home, Pedro took off his boots and coat and went into the kitchen.

'Maria, where are you?' He said.

'Here - in the sitting room,' she said.

When Pedro went into the sitting room, Maria said, 'Where is the chicken?'

'What Chicken?' Asked Pedro.

The one I asked you to get on your way home.'

Oh, no! I thought you said when I come home I will see you in the kitchen!

Q: Why do you think Pedro misunderstood Maria? *Noise*

Q: Whose Model of Communication explains this confusion and why?

Q: How could this have been prevented?

Q: Whose Model of Communication explains how it could have been avoided?

I think Pedro misunderstood Maria because of the noise from ~~the~~ building site. The message was unclear.

The model of Communication ~~whose~~ explains this confusion is Shannen and Weaver model.

The message was sent by phone channel and because of the noise this got ~~got~~ through unclear. Pedro didn't understand very well and his feedback was vague, as an "Okay".

This could be prevented if Pedro went in a quiet place to speak on phone, or ~~rem~~ by

sending a text message.
model of communication which explains
how it could have been avoided is Berke's
model. if Pedro would have heard better the
message ~~get~~ would was more clear.

* Schram's model 1954
~~Schram's model~~ is the solution
because of the feedback.

Hi, Maria,

I'm contacting you because I want to borrow a book from you. Mine, I have lent to book to my colleague. I promise to return to you very soon, next week maybe.

Yours sincerely
Zorodana

Dear Mr. Wilson,

We are contacting you in the name of Apple company. We want ~~to~~ let you know that we cannot deliver your Iphone because the product is not available at the moment. We are very sorry for this inconvenience but we are working to increase the stock ^{as soon as} ~~very~~ soonest possible.

The iphone will be available next week.

With regards,
LOREDANA CIUREAN
Customer Management



All three models ^{have} ~~has~~ a source and a receiver. ~~This~~ In addition in all three the source communicating the message. ~~though a channel.~~

The contrast between them is that (Shannon and ^{also} Weaver) ~~and~~ Schramm have feedback and Berlo's does say anything about feedback.

The Shannon has the noise ~~including~~ which ^{disturbs} ~~perverts~~ the message, and can interrupt the discussion.

The Berlo's model is more complex. He say that the sender and the receiver need to have the same knowledge, social system, culture, attitudes communication skills to can communicate. but the feedback is missing. The channel is content signs and signals or body languages.

The Schramm's not have channel. ✓
Shannon + Weaver include channel but this is characterized by elements (~~phone~~, telephone, letter etc.) ✓

5/3/20

Style and Appropriateness

1. Written academic English will not normally contain the following:
- a) Contractions (i.e. 'it did not' would be used instead of it didn't; 'they have' would be used and not they've.)
 - b) Hesitation Fillers (i.e. er, um, well, you know ... which might be common in spoken language are omitted.)
 - c) Familiar Language that would not be appropriate in the academic context. For example:

FORMAL
conduct
discover
investigate

INFORMAL
carry out
find out
look into

2. Personal pronouns I, you, we tend not to be used in more formal writing (except in letters etc.). Instead the style may be more impersonal. An introductory *it* or *there* may begin sentences; passive tenses may also be used.
- a) Compare the following explanations or definitions of economics: the first informal and spoken, the second formal and written (from an economics textbook).

Informal/Spoken

Economics? ... Yes, well, um ... economics is, I suppose, about people trying to ... let me see ... match things that are scarce – you know – with things that they want, ... oh yes, and how these efforts have an effect on each other ... through exchange, I suppose.

Formal Written

Economics is the social science that studies how people attempt to accommodate scarcity to their wants and how these attempts interact through exchange.

Exercise

The following sentences are mixed formal and informal. Write F (formal) or I (informal) next to each sentence.

- a) The project will be completed next year. F
- b) I showed that his arguments did not hold water. F
- c) I wonder why he put up with those terrible conditions for so long. I
- d) Five more tests will be necessary before the experiment can be concluded. F
- e) It is possible to consider the results from a different viewpoint. F
- f) It has been proved that the arguments so far are without foundation. F
- g) He'll have to do another five tests before he can stop the experiment. I
- h) It is not clear why such terrible conditions were tolerated for so long. I
- i) There are a number of reasons why the questionnaire should be revised. F
- j) We'll finish the job next year. I

contractions

phrasal verb
not use in formal