

Effective Team Work and Communication at the LSE

Introduction

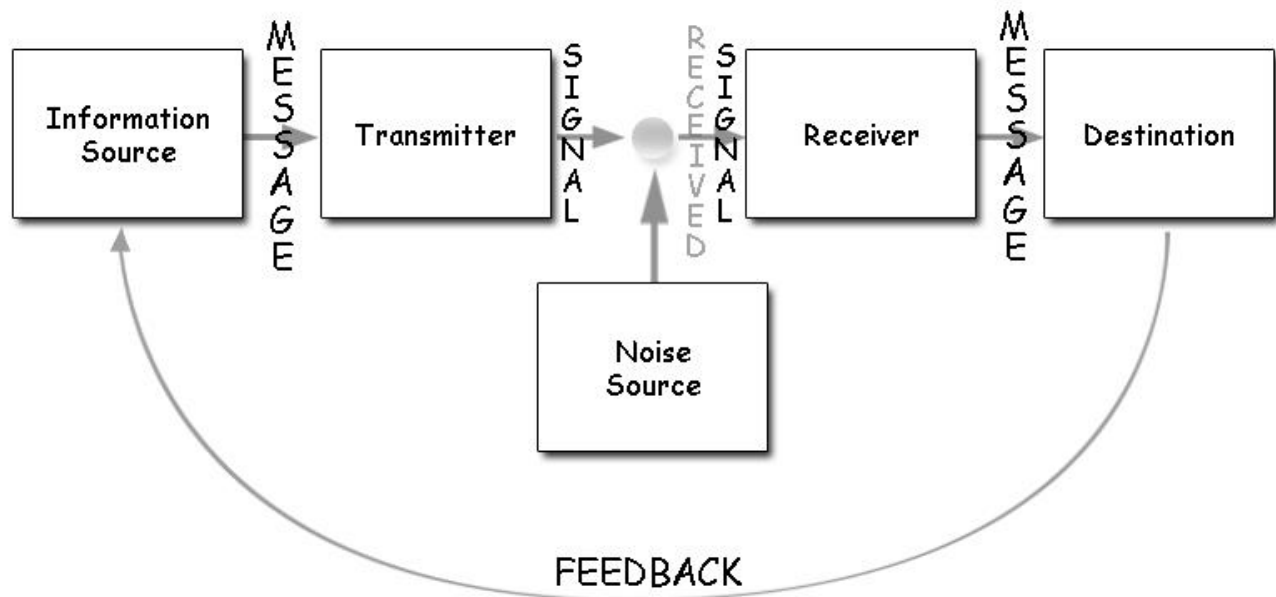
In today's work environment effective communication skills are critical. Teamwork requires co-operation, communication between Team members to achieve desired outcomes successfully and efficiently, without errors. Effective teams always, communicate with their peers and colleagues. They have Regular interactions between them and their managers this is all necessary for a team to function well. Team meetings is a good way to resolve conflict, discuss ongoing events and activities. when a problem arises, we should use. Email, conference calls which is a quicker way to respond rather than waiting for a meeting to discuss the issue. You can have brilliant ideas, and solution to problems within the organization but if you can't communicate them across, your ideas won't get you anywhere. The aim of this study is to describe the role of teamwork and communication at the London Stock Exchange where I work and in any organization in general and analyze effective communication in management and the relevance of the communication cycle in effective management.

“An organization with excellent internal communication will run smoothly, allowing its members to progress toward a mutual goal, which will ultimately affect the quality of external communication.”

Scribendi.com 2013

Communication Theory

Shannon Weaver Model of Communication



Sender (Information source) – Sender is the person who makes the message, chooses the channel and sends the message.

Encoder (Transmitter) –Encoder is the sender who uses machine, which converts message into signals or binary data. It might also directly refer to the machine.

Channel –Channel is the medium used to send message.

Decoder (Receiver) – Decoder is the machine used to convert signals or binary data into message or the receiver who translates the message from signals.

Receiver (Destination) –Receiver is the person who gets the message or the place where the message must reach. The receiver provides feedback according to the message.

Noise –Noise is the physical disturbances like environment, people, etc. which does not let the message get to the receiver as what is sent.

The Importance of Effective Communication in Management

The success of any business depends on effective communication. It takes place among our business our staff, business partners and managers supervisors Team leaders and between individuals within the organization. Communication is transmitting information and making oneself understood by other side. The responsibility of the Managers, supervisors and Team Leaders is to maintain a communication process within the organization.

Effective communication is necessary to facilitate improvements and meet deadlines. In my organization the information that is shared between our team members resolves many conflicts by bridging these gaps we also reduce stress levels at work and solves any issues staff may have. mistakes can also be corrected improves staff morale and job satisfaction. Effective communication is an important component in our organization to accomplish our mission and Goals. Our managers and supervisors have strong communication skills which helps growth and success of the London stock exchange group. Communication is a process which involves 95 % of our workforce.

The transmitting of information within the communication cycle is a major part of our success .by understanding the steps in the communication process it has lead the LSE to be an effective an effective communicator.

For example, in my organization effective internal communication is so important for exchanging of ideas, information, plan events make decisions ready to be executed and suggestions keeps coming which keeps us all involved and informed. It increases motivation to perform well, increases commitment to the organization, builds better relationships and understanding between managers supervisors and staff, colleagues and individuals. When we are communicating we try to select the appropriate language, tone, and level of formality. we have to be, courteous and professional at all times and communicate with confidence. Dealing with problems calm body language, self-control and active listening is also important. In my

organization the important component of the communication process is selecting the appropriate communication channel It is the means by which messages are transmitted.

Verbal and non-verbal communication

Verbal communication is that what we speak, we share with others such as in our Team meetings. In my own organization we try to speak clearly and concisely with a friendly and professional manner to our leaders, clients, and colleagues and staff.

Non-verbal communication is sharing information without using words. It allows us to complement, the meaning behind a non-verbal communication. their body language, gestures. Expressions of the face, and eye contact can be used as powerful tools to aid successful communication, making your communication more effective to your audience. Nonverbal communication allows you to read the emotions and feelings others might have which they are not expressing verbally. makes them know you care.

“People may hear your words, but they feel your attitude”. John C Maxwell

Our attitude and the words we use results in an action. When we speak, people do not just listen to what we are saying, but they also focus on with what passion and determination you say those words. Your true attitude can be felt in your words and seen in your eyes. Powerful speakers are able to capture the minds and hearts of the people they are talking to because they not only say the right words, but they say it with the right attitude. Tone is important aspect of communicating in our organization we realize the importance of grammar, spelling, and punctuation in both general and professional vocabulary. our ability to explain complex matters. to understand not only what is said but also unspoken and indirect information, tone and point of view can lead to persuasive arguments. Not many people realize how loud their expressions really are.

Written communication which includes reports, emails memos, we make sure that it is simple and easy to understand, we avoid discriminatory language and slang. The tone of a written

message can affect the reader just as one's tone of voice affects someone else in everyday exchanges. As a writer, it is essential that we learn to control our tone according to the circumstances. While our business communication is more formal, we should know when to be assertive depending on each situation.

To be an effective communicator within the LSE or any other organization you must be able to talk with your staff and team members and communicate with them with clear, concise, accurate, well planned communication. In formal and informal settings, you should know the importance of using precise vocabulary and to express meaning and show great fluency and ease of speech with confidence. To have effective communication in the work place team members must communicate well with each other and engage in active listening and have a clear understanding of what is expected from them project tasks deadlines and goals. Active listening is one of the most important of the skills to have. Active listening involves note taking, asking relevant questions when you don't understand the matter and repeating what the other person says to verify clarity.

Effective communication determines the success or failure of any organization. When team members communicate well between them with an open mind, and ask questions when they don't understand rather than making assumptions, this will build trust and harmony and a stress less working environment. These elements will impact success of the business and job satisfaction for the staff and managers. For example, in my organization at the LSE Individuals at every level must communicate with in a variety of ways. Types of communications like e-mail, face-to-face exchange of business ideas, traditional letter writing, phone conversation. Each platform has its own set of etiquette rules and skill set. Leader must identify signs of poor communication among employees like missing deadlines and slow progress toward solving a mistake or a problem in the department This can indicate communication issues. To lead others, you must demonstrate effective communication skills at every level.

As a leader you have to guide and motivate the development of your group and department. by learning about what your team or department goes through as it develops through different

stages of the business you will have a clear understanding of the issues they face you will be able to avoid any problems that could arise, including issues with poor group dynamics.

True leaders guide others to success ensuring that every member of their team is performing at their best and they are motivated at all times. A true leader knows all of his followers he is like a shepherd guiding and is responsible for his flock he understands the feeling of others and above all is a good communicator.

“Leaders must be close enough to relate to others, but far enough ahead to motivate them.”

John C. Maxwell

Managers and leaders who communicate well are also are good problem solvers, these skill set is essential to function well in any workplace. Effective communications skills can break down barriers, which in return promotes the collaborative atmosphere that an organization needs to thrive. Conflicts are likely, if not inevitable in any organization, communications skills are needed for managers or department heads wanting to succeed in this hostile environment. Effective communication and problem-solving skills go hand in hand Employees who struggle on the job and find it hard naturally look to managers and supervisors for guidance to solve their problems. A leader who lacks discretion, is unlikely to gain the trust of his staff and who cannot deal with their needs and. Failure to address these issues will jeopardize the organization's productivity.

Feedback from employees which can facilitates two-way communication is important. For managers and supervisors, it gives them an opportunity to gain new ideas and listen to their concerns, as well as insight into employees and the issues they are having to go through. Listening is a great communication skill to have. We at the London stock exchange we ensure that we set aside time for our employees, Let the them speak without interrupting, even if we know we are going to disagree with their decision.

“The most important thing in communication is to hear what isn't being said.” Peter F. Drucker

Employees need to know that their managers supervisors and leaders are credible and will follow through on what they have promised. To establish credibility management should only promise what they can deliver; and admitting when they're wrong and made a mistake

In my opinion listening is key to all effective communication. Without the ability to listen effectively to your staff and coworkers this will impact the messages being misunderstood. communication breaks down and the sender of the message can become irritated. If there is one communication skill we should try and aim to master, in my understanding listening is it. Many successful leaders and entrepreneurs around the world credit their success to effective listening skills. listening is one of the main factors behind the success of the London stock exchange group.

Conclusion

In conclusion, managing communication in the organization is important so as to perform the daily tasks. Leaders should be an effective communicator with level of professionalism and fluency and must be aware of the communication cycle to achieve their goals. Effective communication within the workplace will increase job satisfaction commitment to the organization. Some with these skills understand the communication process using the appropriate channel of communication such as non-verbal, and verbal. As an effective communicator you should discover problems before they arise and take effective preventive steps to avoid those problems. At the LSE we try and get regular feedback, from staff clients this also helps us evaluate and improve the process of communication. To be an effective communicator you should have a personal and professional development plan in which you identify your departments strengths and weaknesses and highlighting any opportunities for improvement

“Developing excellent communication skills is absolutely essential to effective leadership. The leader must be able to share knowledge and ideas to transmit a sense of urgency and enthusiasm to others. If a leader can’t get a message across clearly and motivate others to act on it, then having a message doesn’t even matter.” — Gilbert Amelio, President and CEO of National Semiconductor Corp

References

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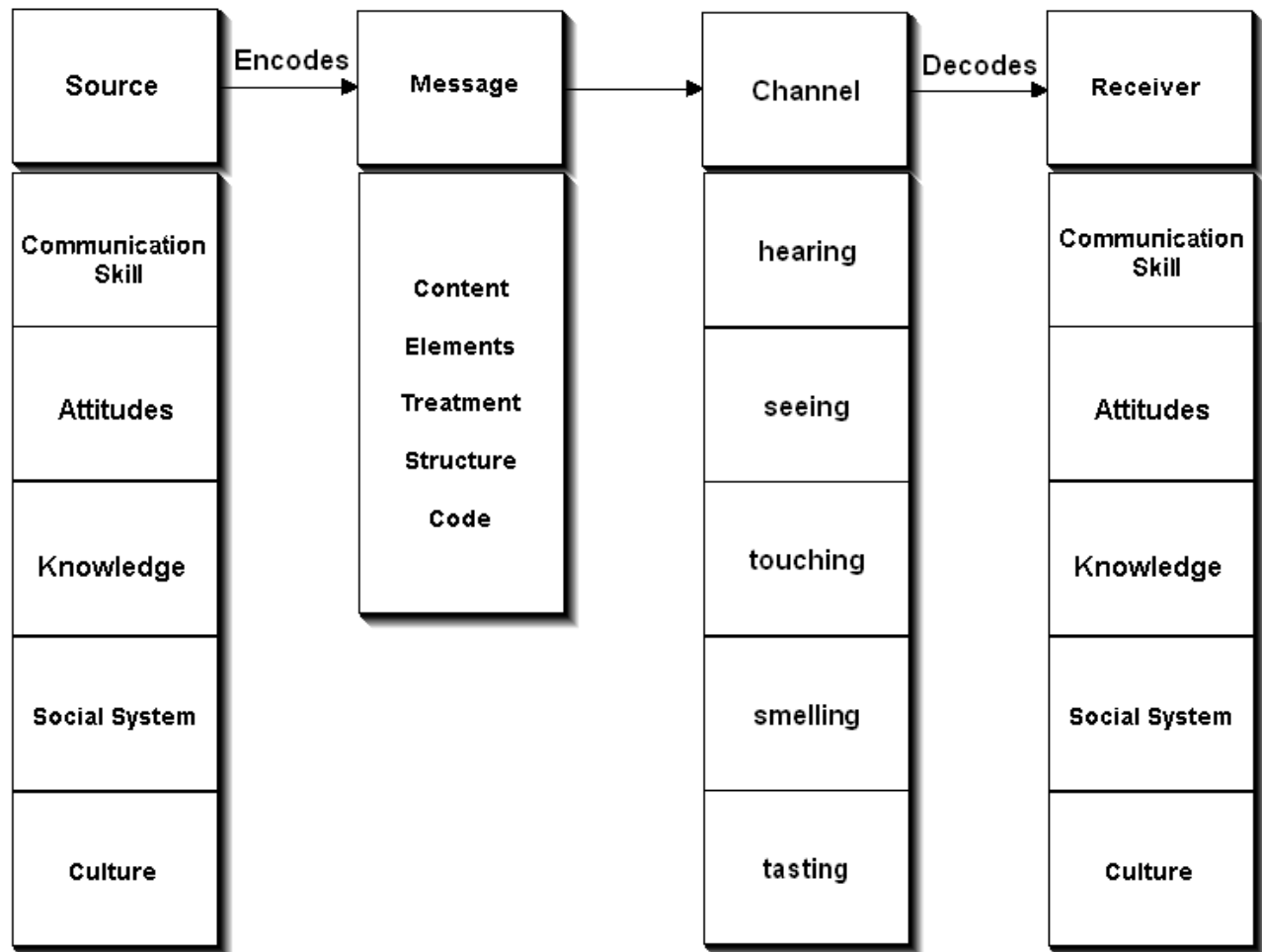
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"You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere" Lee Iacocca

Berlo's Model of Communication



A Source encodes a message for a channel to a receiver who decodes the message:
S-M-C-R Model.