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Effective Teamwork and Communication Report

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Introduction:

In this report we will be reviewing what communication skills are, the different factors that act in communication and we will be reviewing the evolution of the different communication models, we will also be looking at the advantages and disadvantages of communication technologies.

Models of communication

Communication models are concepts or theories that try to explain the process and the different ways that human beings have to communicate. In the communication models we can distinguish the different steps or process that we can find between the sender and the receiver so that the communication is successful.

In communication models we try to explain the different factors that act in communication such as: the sender, the receiver, the message, the code and the channel.

In communication models it is also about finding the answer to different questions as they are; What is communication? What processes are necessary for good communication? When and where does communication take place? and above all how we can improve our communication.

Model of communication's Shannon and Weaver.

In 1949 an American mathematician wrote an article that was published in the Bell Electrical Journal. This article was titled "A mathematical theory of communication". Years later Shannon partnered with an electronic engineer named Warren Weaver to share ideas and skills to create the communication model known today as the Shannon and Weaver model or also as mother of communication model.

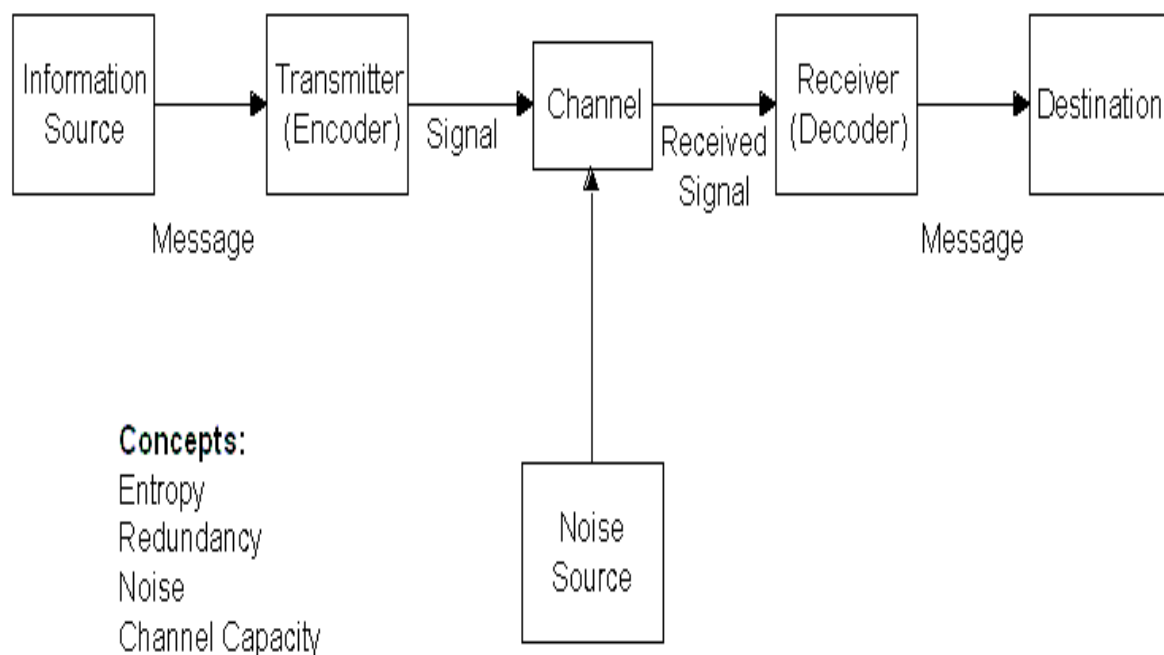
In this model we can find different elements which intervene in the communication as:

1. Sender (source): The sender is the source of the message, it is the one who generates the message and also who encodes the message. The sender can be a person or a group but its function will always be to transmit a message.
2. Encoder (transmitter): It is the encoder of transforming the ideas or conceptor of the source (emitter) into a format in which the receiver can understand.
3. Message: It is the information that the sender wants to transmit to the receiver.
4. Channel: It is the means to transmit the information. It can be verbal, written, audio, image, electric etc.
5. Decoder: It is the process with which the receiver interprets the sender's message.
6. receiver: It is who receives the message sent by the sender.
7. Noise: Noise is the physical disturbances like environment, people, etc. which does not let the message get to the receiver as what is sent.

In this communication model, it is theorized that the sender encodes the message before it is sent to the receiver through a channel that can be

technological or non-technological. Once the receiver receives the message, the receiver has to decode the message in order to understand and interpret it. In this model, it is also theorized that the channel could have some noise that could hinder the encoding of said message, which could cause problems in the communication process.

The Shannon-Weaver Mathematical Model, 1949



For example, a restaurant manager sends a message to his entire staff through WhatsApp to report a meeting on Wednesday at 12:30 p.m., but the message was not sent correctly and the staff only received the following message: dear staff, I am writing to you to inform you that we have a meeting on Wednesday (at 12:30 it was not received due to noise).

Here we can see the following elements:

Sender: The manager of the restaurant.

Encoder: Whatsapp

Channel: Mobile Phone Network

Noise: The lack of text

Decoder: Mobile phone

receiver: workers

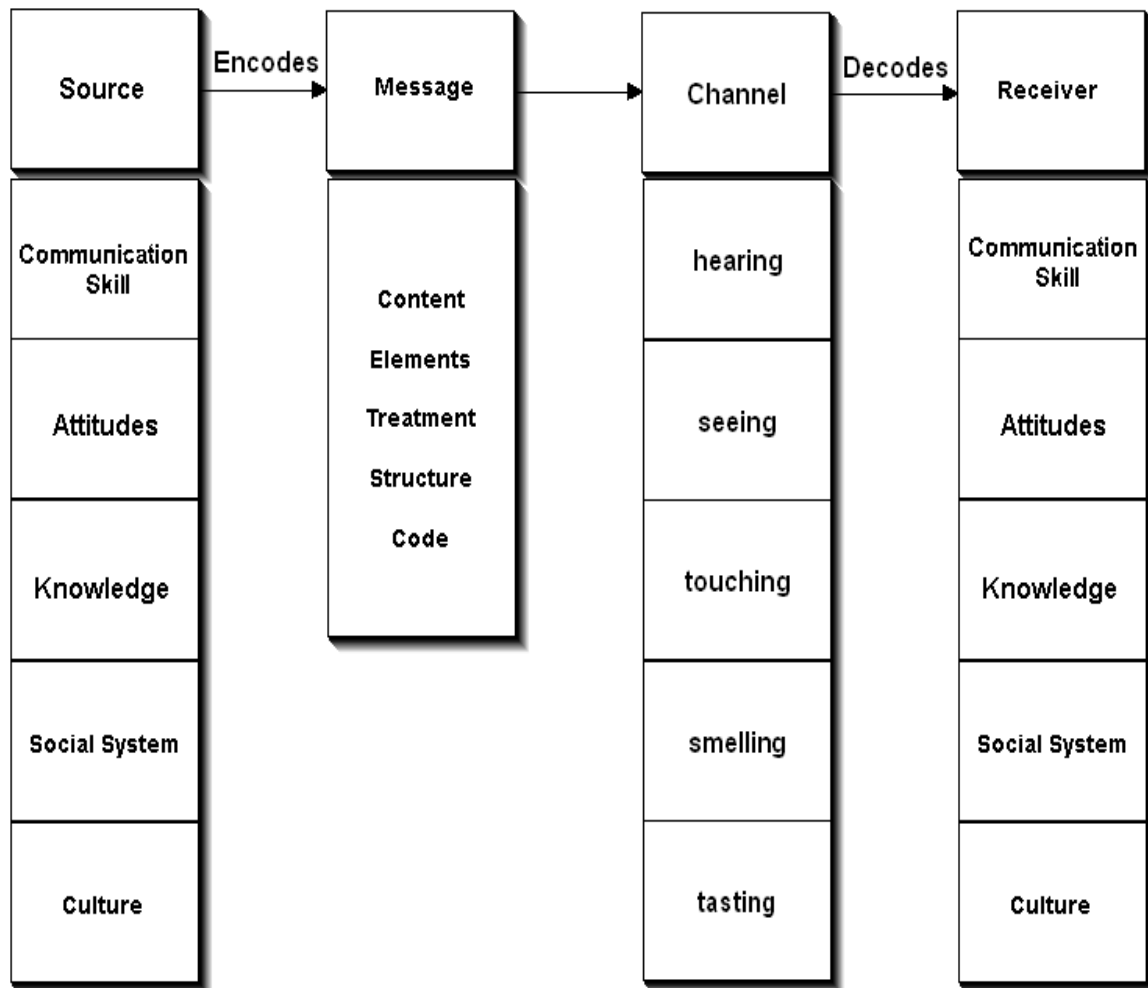
Berlo's model of communication

The SMCR (sender, message, channel, receiver) communication model was developed by David Berlo in the 1960s based on the earlier Shannon Weaver communication model. This model clearly describes the different factors that can affect the individual components that act in communication, thus helping to make communication more efficient.

This model focuses on the encoding and decoding that takes place before the sender sends the message and before the receiver receives the message.

In Berlo's communication model we can differentiate four important elements that act in communication as they are; the sender, the message, the channel and the receiver and each of them can be affected by many factors.

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.

For example, in this model it is theorized that the sender and the receiver can be affected by different factors such as;

- **Communication skills:** This factor is very clear because obviously if the sender and receiver have good communication skills, communication will be easier and smoother than if either of them has poor communication skills.
- **attitude:** The words are only part of the message that we want to convey, the other part of the message is the attitude, because depending on the

way or the intonation with which we transmit the message, it can completely change the meaning of said message.

- Knowledge: Knowing or having information about what is being talked about greatly facilitates communication and, on the contrary, if you do not have knowledge on the subject, it is almost impossible for communication to be successful.
- social systems: according to religion, values, beliefs or even laws can alter the way in which the sender creates his message.
- Cultural: according to the culture, the same message can have several meanings and even according to the culture, the same message can be offensive to one person and completely harmless to another.

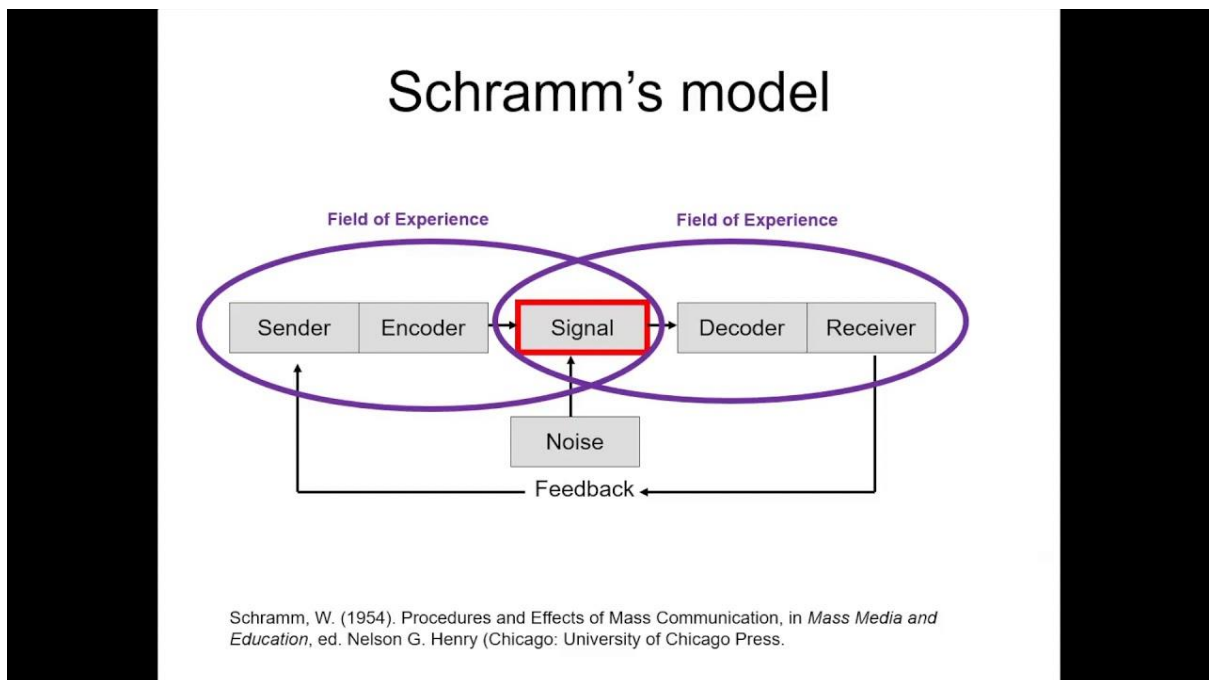
The message is what we want to convey and this can be affected by other elements such as:

- the content: It is the body of the message is what we want to say.
- Elements: They are the non-verbal parts of the message, such as; gestures, tone, signs or language.
- Structure: The way a message is created can affect mutual understanding.
- The code: It is how we send the message as it can be spoken, written or in video form.

The channel is the means we use to send and receive the message, despite the fact that technology is very installed among us and we use a lot of mobile phones, computers or radio to communicate with each other, the factors that most influence the channel in the communication process continue to be our senses, such as: hearing, seeing, touching, smelling and tasting.

Schramm's communication model.

Schramm's communication model is based on the previous communication models and it is also focused on encoding and decoding of the message since it is the most important part of communication, but this new model adds some fundamental elements in a successful communication as it is feedback, feedback is a very important part of communication, it is the response from the receiver to the sender to notify that the message has been decoded correctly and thus be able to close the cycle of communication since without feedback you cannot know if the communication was successful or if the receiver decoded the message correctly.



Communication skills

- What do you mean with communication skills?

Communication skills are the ability to transmit and receive types of information such as ideas, feelings or simply a message that you want to convey. In communication skills we can find different formats such as; spoken, written and even with our gestures we can transmit a message.

- What are some elements of good communication skills?

In communication skills we can find different very important factors to develop a better communication skill such as; a good ability to speak, to listen, to understand, to empathize and to develop ideas.

- Provide examples to show how you can improve communication in the workplace based on what you have learnt in the model.

Based on what I have learned in this model and on my experience in my job, I have observed, analyzed and come to the conclusion that there are basic communication factors in my job that we can improve on. In my opinion these are the three most important points of communication and on which we have to work the most.

- **Listening:** This is the most important point in order to have good communication skills, because in order to communicate properly, you have to know how to listen properly. In my workplace I think that many times they don't listen to you, they just let you speak and then they speak and this can cause some problems.
- **Confirm:** After listening to the sender never take for granted what the sender meant, if you have any questions ask, no one will get angry about it. From my point of view, I think it is the point that I have to improve the most personally because many times they tell me something and because of the language or the noise I could not understand the message well and sometimes I do not ask again just because of embarrassment.
- **Share:** After listening and confirming it is time to share your ideas and this is when we sometimes have in my work because we work in a work sector that is very stressful and therefore sometimes the way to share ideas or messages is not the right one.

Advantages and Disadvantages of technology in communication

With the rise of technology in recent decades, the way we communicate has changed and evolved more than ever in history, thanks to the growth of the internet we live in a totally interconnected world and this gives us the opportunity to be in constant contact and being able to communicate with

anyone practically instantly. This like everything has its advantages and disadvantages. Below we will be analyzing each of them from my point of view.

- **Advantages:** Thanks to technology we have the ability to communicate at any time, either by calling, over the internet (whatsapp, twitter, instagram or telegram) or face to face via a video call. These have given us the possibility of being able to transmit a message very easily and very quickly.
- **Disadvantages:** Although technology has been created to connect us more, I believe that the opposite has happened, we are increasingly divided, due to technology, human contact and direct communications have been lost, now anything you want to communicate It's easier to do it through a social network than to do it personally or directly and I personally think it's a bit sad.

Conclusion

In conclusion, communication skills are one of the fundamental skills to be a successful person, the ability to receive, develop and communicate ideas undoubtedly makes a difference in all sectors of life because it is very important to know the different models of communication and know how they work in order to develop better communication skills.

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