

Effective Team Working and Communication(BMSW4002_LON)

Report

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INTRODUCTION :

This report is to discuss the three models of communication , communication skills , as well I will include the and disadvantages and advantages of the modern technology. I will refer to different aspects of communication based on different case study's , and I am going to explain why communication is very important and how it can have a bad impact at the work place based on my experience .

Communication is one of the most important factors in a team that's why it can be the biggest problem in the workplace . With this said I am honestly going to say that this is also the major issue at my work place ,and it is literally the reason I thought so many times of leaving that place or at least not work on the same position at office . I find communication the key , everywhere we go , we need to know how to send the message and how to communicate back when we receive an information . Even when we go to the store and buy something or in the class and also at home with our family . Communication can be the most efficient when everyone has knowledge about their job , if everyone is informed they will perform effectively and job will be done correctly and safely . The bad part of this term is that there are situations when communication it is not seen an important factor and that is why people often get stressed at work , can get their job done as they are supposed to because of other people miss communication and all this may lead to these employees quitting their jobs even if that's why they love to do .

MODELS OF COMMUNICATION :

There are 3 different types of models to communicate and these are the models introduced by Shannon and Weaver , Berlo and Schramm .

SHANNON AND WEAVER'S MODEL

Shannon and Weaver model of communication was presented in 1948 while Claude Elwood Shannon (she was a mathematician) published the article named "A Mathematical Theory of Communication" that was written by her and Weaver (she was a scientist). This model is structured by six concepts which are Sender, Encoder, Channel, Decoder, Receiver and Noise. In this model the sender is being affected by the noise.

Regarding this model of communication I can give as an example the case study 'Maria and Pedro' which can clearly relate to Shannon and Weaver model of communication. In the case study, Maria phoned Pedro that was at that moment working on a building site, asking him if he could bring her a chicken on the way home. When Pedro arrived, Maria asked where is the chicken but poor man had no idea what she was talking about. This case study can be referred as we can see, the noise plays a big factor in Maria and Pedro's communication. Because he was working on the construction site he couldn't clearly hear her so he thought that she said she will be waiting for him in the kitchen when he will get home but soon to realise that this was a total miss understanding because of the noise that was surrounding Pedro. In this case the sender is affected by the noise.

The problem with the noise is actually happening at my work place as well, we have big speakers and employees are allowed to play music loudly, but for us the ones that work in the office can affect us as we can not hear the message properly through the radio station.

BERLO'S MODEL

Berlo's model of communication was introduced by the theorist in communication David Berlo in the year 1960 and is based on four important elements which are Source, Message, Channel and Receiver. This model is very similar with the one presented above because what Berlo's tried to do is to better explain what Shannon and Weaver wanted to say in their published article. Almost all the models transmit the fact that the sender and receiver have to be in perfect tandem so the work can be completed effectively.

Berlo's communication can be referred for the case study 'The professor and the village people'. At the beginning of the case study we can see the mentality and beliefs the professor has over the village people. He had nothing in common with them, and to him they were uneducated. He always avoided going in to the village and this leads to the lesson of this case. When his house was on fire no one jumped because he got out and screamed words that were not familiar to them, so the citizens did not understand his sentence so they did not intervene. Also if he would have showed more respect over them, and if he were to be more kind and knew how to communicate better, I think that at least one person would have come and asked for him to be more explicit so he can receive help.

SCHRAMM'S MODEL

Schramm's model of communication it is again very related to Shannon and Weaver's model and it was mentioned in his book in 1954. The model is very easily explained, sender needs to properly send the message and receiver needs to respond accordingly to the information so the sender can know surely that the information was received perfectly.

In this case I want to give an example from my place of work, I am working in the office, and I am managing everything that comes in the warehouse. This is a very important job for me and it upsets me so much we can barely communicate and I can not do my job as I would want to. We communicate through radio stations and we constantly do it, there is this department called Check In where lorries arrive and this department has to communicate with me so I can send the lorries on a specific bay that has a number. They ask me 'Delivery from ...' and proceed with the information, after that I tell them 'Yes, can I please have ... delivery on the bay 115' and they respond with 'Copy' which is totally wrong because how am I supposed to know for sure that you understand exactly what I communicated to you. And often it happens for them to understand instead of 115, they understand 105. And I have two lorries on the bay in the system, which is totally wrong to have.

COMMUNICATION SKILLS

Communication skills it is based on two types of communication which are the verbal communication and nonverbal communication, and can be formal and non-formal.

1. Verbal communication has different forms ,can be oral and written . Trough this skill the sender shares ideas , feelings and thoughts . When sender uses oral communication, he needs to speak clearly so the message can be understood. When sender is using the written communication he sends the message trough email , text message etc, and he has to have a good structure .
2. Nonverbal communication is expressed by body language, the tone of the voice , face expression and these are very important tools to better communicate.
3. Formal communication is used when speaking with for example big managers, authorities and in different countries this formal communication is used with older people .
4. Non-formal communication is the communication used when speaking with friends , colleagues, relatives etc.

As an example for communication skills I will refer to the case study 'A day with a chief' , trough this case we can observe that his nonverbal and verbal communication is not appropriate for the situation because he started saying bad things about the boss in London , he required a salary raise an started to act very mean towards everyone.

Active listening

Effective communication and good communication skills also refers to active and emphatic listening. Active listening it is a communication skill that needs a lot of practice to be able to develop it . The meaning of active listening it is suggested by its own name . So it basically means that we need to only focus on the speaker and what he says , and to not think of other things or act without interest. When active listening we can use verbal ('Yes , I understand ') , and nonverbal communication ('Mhm') , also eye contact and a respectful body position. By doing this we let the speaker know we are listening and paying interest in what he says .

For active listening 'Max the multitasker' is a good example because Max did not active listen to what his client said because he what on the phone with another client , and he forgot to note the date change.

Emphatic listening

Emphatic listening is almost the same as active listening but we need to show empathy towards the speaker. In this situation it is important to use nonverbal communication, face movements (body language) and act like you feel for that person . If the speaker says something joyful, we need to act happy, if the speaker feels sad , or upset we need to show that we are there and we support him.

For emphatic listening the case study 'Max the multitasker' is also the perfect example as the client showed no empathy , even if she knew that for Max works very hard as he was alone and even when he apologised and offered a discount.

DISADVANTAGES AND ADVANTAGES OF TECHNOLOGY IN COMMUNICATION

The technology introduced to communicate in my opinion is very important , because we as students and communication trough different platforms, we can check and send emails, share different informations , helps others that missed a class to be informed , write assignments , make presentations. We use technology for the most part of our life , and I find the most intriguing how we can access any information my just a search on the internet . Also when laptops have been introduced made students life way more easier , from the phone or even tablets you don't have the same access , for example we can not upload our assignments just from a laptop.

Unfortunately , technology has a bad side and has a lot of disadvantages as , cyberbullying (is one of the most hurtful act in communication, that affects 45% children , and often can lead to suicide) , students can access sites when searching for information that get viruses, can creat addiction and data theft .

CONCLUSION

In the conclusion I want to mention that I have acknowledged why communication is so important trough models of communication and the communication skills I've learned. All I have explained above helped me understand that we need to know all of this aspects so we can function professionally in a team or

as an individual . It is very important to know how to send a message but it is also important to understand how to receive an information and give feedback back accordingly, we need to diminish any noise that can prevent us from communicating properly. The models of communication, I feel like are the ones that will forever be stuck with me and I will always try my best to apply them in to any future job I will have .

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