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Effective team working and communication

Report

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Module: Effective team working and communication

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T2G2

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Introduction

Communication is the action of transferring information from one place to another.

In this report I am going to explain my understanding about the communication. The communication can be in a lot of ways such as verbal or non-verbal. Writing letters, sending texts or calls is another way for communication, doesn't matter is not face to face with the person with who we are talking to.

It really matters how we transmit the message which can be affected by lots of things, such as emotions for example if we are upset, in the moment we have something on mind which we want to say but we say completely different thing which our receiver could understand not in the way how we want to. Another affect could be the location.

Three models of communication

The three models of communication which I studied in class are Shannon and Weaver (1948), Berlo (1960) and Schramm (1954).

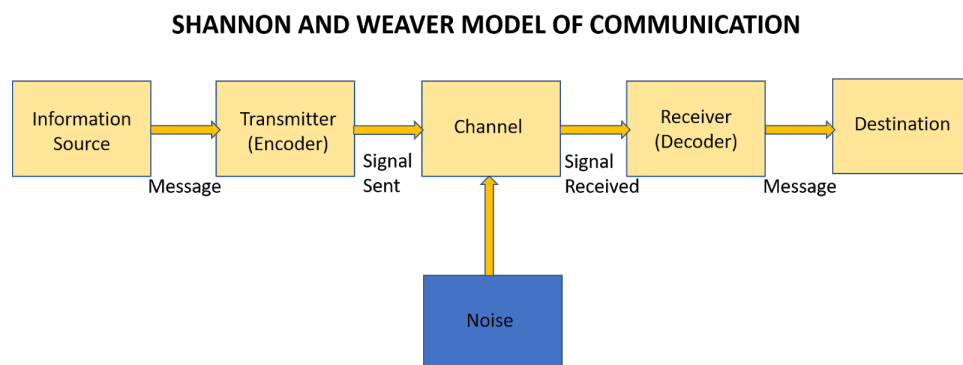
I. Shannon and Weaver (1948)

Shannon and Weaver Model is a transmission model which has five elements – information source, transmitter (encoder), channel, receiver (decoder) and destination.

The noise in this scheme is a dysfunctional factor

which we can say is the sixth element of the model.

An example of this I can give with our case study which we took in class about Pedro and Maria. Pedro is working in the building site and maria is calling him and she is saying can you please take a chicken on the way home and he says yes. After when his coming home, he is going inside and Maria is asking him 'where is the chicken', and he is saying that he understood that he has to wait her in the kitchen. The reason of this to happen is that around Pedro there is a lot of noise of machines and people and when she was talking with him, he was distracted by that noise, that's why he understood kitchen instead of chicken – because they are similar words. (*Oxford references.*)



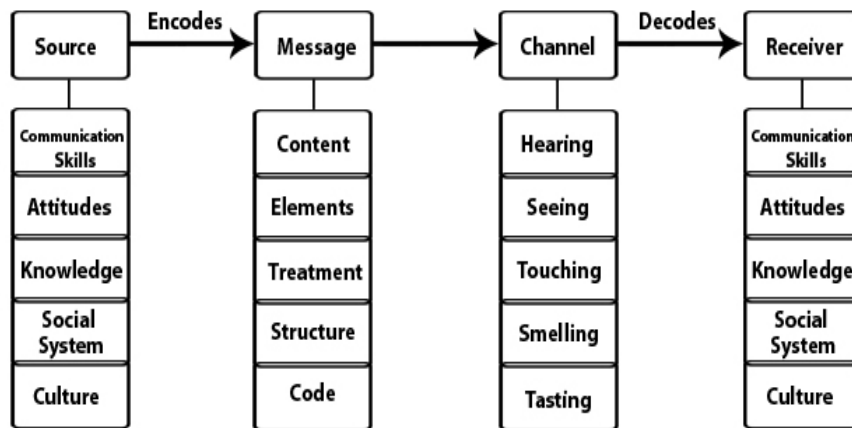
II. Berlo's Model (1960)

Berlo's model is contained by four elements – sender, message, channel and receiver. Every element of the model contains factors which affect the source, and they are:

- Sender – communication skills, attitudes, knowledge, social system and culture.

- Message – content, elements, treatment, structure and code.
- Channel – hearing, seeing, touching, smelling and tasting.
- Receiver – communication skills, attitudes, knowledge, social system and culture.

Berlos's SMCR Model of communication

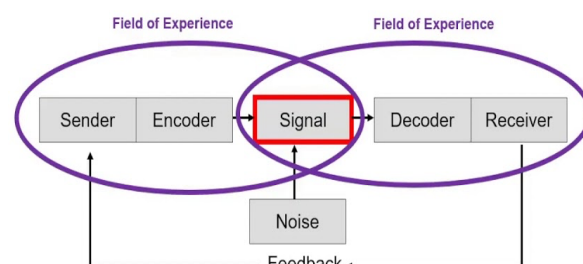


This model of communication is outlined in six stages which are the communication source, the transmission of the message, the message, the delivery of the message, the decoding and the receiver of the message. To make sure the message that we are sending will be received correctly, the sender and receiver have to be from the same ground. The skills in communication

are very vital because the factors such as culture, knowledge and attitude are important. (*Toolshero*) For example, the case study that we had in class with our lecturer, we got a case about a professor and village people. The professor is living quite far from the village and its close to one welsh university and he really don't go too much in the village because the people there are uneducated. One night his house goes on fire, and he is running to the village to ask for help. When he goes there, he is saying to the villagers 'The edifice is being consumed by a great conflagration!' which the people they don't understand and ignored him and his house got destroyed. They didn't understand him, because his message is not clear to them like 'my house is on fire', because he can't speak properly English.

III. Schramm (1954) The Schramm model is based on the theory of many people that communication is a two-way street with a sender and receiver, and between them is the message itself. The model offers a classic approach of the communication baes on all principles of communication which are contained in this cyclical model. It's similar to Shannon and waver's model because they both contain a common factor which affect the communication such as noise. The circular model means that at least two parties must send and

Schramm's model



Schramm, W. (1954). Procedures and Effects of Mass Communication, in *Mass Media and Education*, ed. Nelson G. Henry (Chicago: University of Chicago Press).

receive message, so basically the sender and receiver have to encode and decode the message so they can receive it correctly. Again, for example we can give the case study about Maria and Pedro, maria was clear with her message, but because Pedro is working in area where the noise is too much and can't prevent it, so that why they got the misunderstanding about the chicken with the kitchen. If he moved away to speak with her in not so noisy place, maybe they would understand each other.

Communication skills

The communication skills are verbal (oral and written) and non-verbal.

1. Verbal – the verbal communication skills are based on speaking and writing. It's the way how we speak to the people or send them letters. It means that we have to speak correctly and clearly, so we can be understandable. We must have active listening which means to not interrupt other's people if they want to say something because like this, we lose information.

Very vital for the verbal communication is to speak with clarity which means slowly and clearly. We have to make sure our body gives the right expressions with our words. Also, the empathy is one of the best things is the verbal communication because it gives us the ability to understand the person how he really feels but first we have to convince them to share with us while being friendly. Having sincerity and keeping eye-contact with the person to who we are talking will make him feel that we respect him which is most important and if we respect first ourselves, we will be able to respect the others. For example, If you don't know how to talk with people, being arrogant and don't show them that you are actually interested in their conversation, we will receive the same.

About verbal(written) we need to know first with who we are speaking and if is someone who we don't know we have to use formal language. For example if I am writing a letter to my employer, my language to him has to be formal which means to talk with him with respect.

2. Non – verbal – this type of communication is based on body language for example our posture, facial expressions, clothing and hairstyle, voice, eye contact, signs etc. the nonverbal communication is important because it can create a positive or negative impression on ourselves. If we want to get a good impression for the people with who we are talking, we need to understand how to convey our message with our body and language. (Alison Doyle) Example of this I can give with the case study of the day with the chief. Mark is going on interview for work to the very strict employer Mrs Brown. His friends was telling him that she is very strict, and he was making vision for her. During the interview he realised that she is not the woman who they were describing to him, and his behaviour completely changed. He started losing his tie, crossing his legs and

start giving her advice how to improve her office. This is not the way of how to be with people, because they can take our actions in different way and be disrespectful.

Advantages and disadvantages of communication technology

One advantage is the improved education sector – thanks to the internet which provides lots of different programs for educating from different parts of the world. Every important information such as business, environment facts and health are available on the internet, just need to be connected to a WIFI. Another advantage of the communication is the efficient which means to get information or communicating and achieving the maximum productivity with minimum expense. The final advantage is the faster method of communication. No doubt the internet is helping to us when we need urgent to speak with someone maybe for health or something else. Doesn't matter in which part of the world we are, if we have internet we can connect each other through emails, texts or calls.

Disadvantage of the communication technology is the Privacy. Internet made communication easier, but there are lots of signals for email hacking to phone signal interceptions. Another disadvantage is the reduction in job opportunities because we all know that nowadays the internet is just like addicting for all people around the world. That's why people start thinking about robots which means that the employee doesn't need humans anymore, because they will have less robots which will work faster and have the capacity to perform tasks that are meant for human.
(Andy Walton)

Refer to a case study

I am going to refer the case study of Max the multitasker. In short text, Max is working as a organiser for events but at the same time as a receptionist. Tamara (his client) to who Max organised her wedding two years earlier, wants him to do the 50th wedding anniversary of her parents because she was happy of his service. She called him on the phone to confirm about the event which he has to do for her about the place, how many guest etc. he agreed with her even when he was doing lots of work on his other job. After couple of weeks, she rung him again, to ask if he can move the date for earlier and he agreed. When the day of the event came, tamara is disappointed of him because he completely forgot about the event and lost her as a client, even if he was saying to her that he will do the party on half price. This issue happens due to the lots of tasks which Max tried to do at the same time. If he had a good time management about his jobs and the tasks, he could manage all the customers and conflicts. This case is referring to the model of Schramm because here we

have communication between the sender and the receiver with feedback which makes the conversation is cycle model.

Examples of poor communication in the workplace

The poor verbal communication can cause a frustration and confusion in an environment where people would not be motivated or not inspired to collaborate. The impact of the poor communication can reduce the productivity due to misunderstanding, lack of development, time pressure or recruitment. (*Peepshr*)

For example, I am currently working in a care home, while I am doing my job, elderly people come and talk with me, some of them with disabilities like dimension, parkinson etc.

While I am working, I am listening to them, and I am distracting myself of what I am doing.

Also, I start conversation with them but most of them they forget for what they are talking about so the point of the conversation is missing which is leading to misunderstanding.

Another example of poor communication is that many years me and my husband we have a kebab shop. We are providing for our customers sit in, take away and delivery. While someone is calling for a delivery order, I'm picking up the phone but at the same time I am on the cook with the meat and from the noise most of the time is difficult to understand what my customer is ordering due to the noise of the frying and the noise of the customers who are sitting in. These examples are really related to the model of Berlo, because the noise which is happening around me and me as I'm speaking louder because I am thinking that my customer on the other side of the phone would understand me better only makes it more difficult for correct feedback from the receiver.

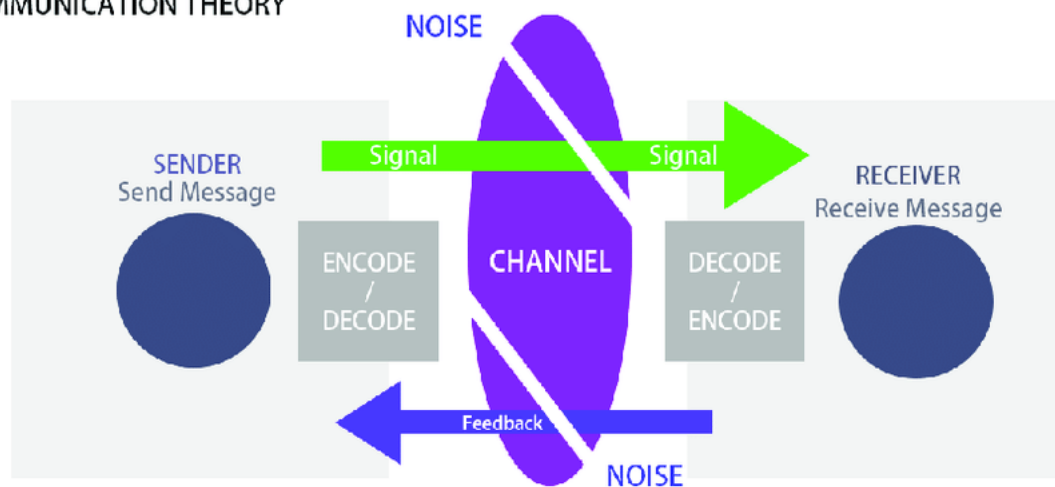
Suggestions for improvements

Communication is what we are doing every day and is very important for us because with it, we receive information which is useful for us and our knowledge. By getting familiar with all models of communications and the skills of the communication we can improve our process of understanding so our career and relationships can benefit from them. To summarise, the communication elements are consisted of:

- Source
- Message
- Sender
- Signal
- Medium – the time when the signal is travelling. Could be by air, paper or internet.
- Noise
- Received signal
- Receiver
- Received message
- Destination

The work of the theory is like a cycle.

COMMUNICATION THEORY



The information is going first from the sender to the encoder and with the help of the signal is going to the channel. From then on, the message is going to the decoder which is the receiver and the destination. The signal could be distorted by the noise of there is any and to prevent of misunderstanding the sender we need to make the follow improvements in our communication skills such as:

- To listen carefully – if we listen and ask for clarification the speaker we can prevent misunderstands.
- To double check our messages before we send it – of its written communication is such as text message, we should check for grammar and spelling.
- To take notes – if we are more distracted person, we can take nots so when we listen, we can write it down and understand it better. Also. will help us to remember it for long time.
- Body language – for example if we are showing positive attitude, people will respond positively to us, because they will feel that we are good listeners. (*Insights careers*)

Conclusion

In conclusion of this report, the information which I provided is showing my understanding during my time in this module. The communication and the communication skills are very vital part of our life routine. Without them we won't be able to speak properly or to have some knowledge. the communication is helping us to share our thoughts and feelings which is helping us to have easier and happier life. If we communicate more, we will suffer less and we will feel way better. To include that I am very communicative person. I like to share my thoughts with the person with who I want, even if I am upset, the communication is helping me to overcome this feeling and feel better. If we improve our communication in the ways which I showed above, adopting active listening skills will increase our communication effectiveness. All models of communication are vital and useful for us but understanding them will help us of the effective usage.

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