

University of Wales Trinity Saint David

**Certificate of Higher Education in
skills for the workplace**

**Effective Team Work
and Communication**

Module Code – BMSW4001

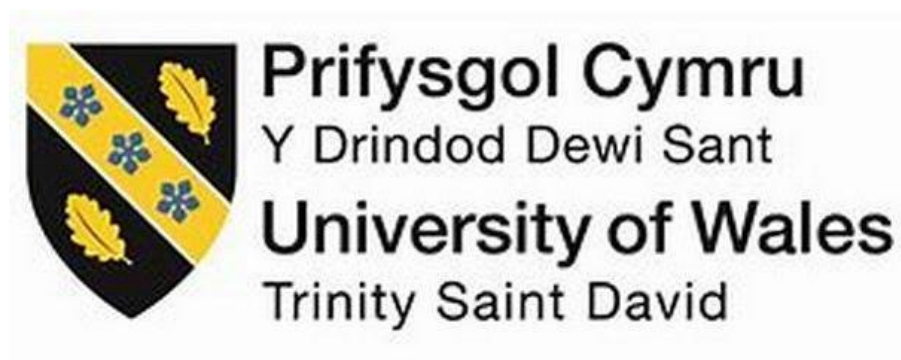
Assignment number – 1

Number of Id – 1905360

Student Name : Stefania Apostol

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Group number – 5



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Introduction

My name is Stefania and for the past 5 years I have been working at an elderly care home. Here, I take good care of elderly people on a daily basis. I have a several number of rooms with people where I need to make sure that they have everything they need throughout the day such as clean clothes, clean bed sheets, food and water.

There are a number of people that have disabilities like hearing or visual problems. This often makes our communication much more difficult. To overcome these situations, we adapt more and more through practicing.

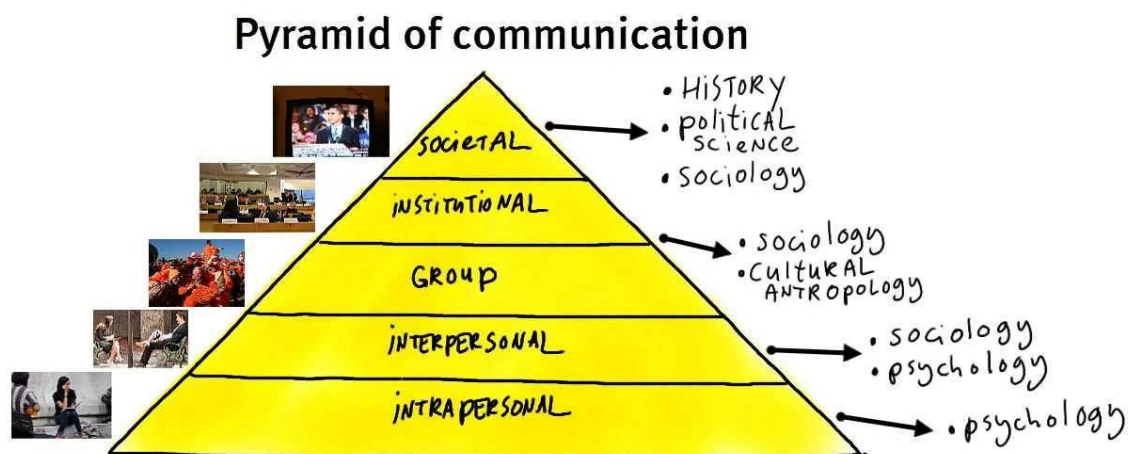
Especially when working fast, being under pressure is not easy for everyone and if you are not careful you might miss some important jobs throughout the day. For example, you may not notice when a resident is displaying adverse behaviour. We usually communicate face to face or through messages, this is not a big building so we do not have radios and we do not use technology for communication. The only time when we use the computers is when we need to send a formal message to a manager or someone else, and when we need to print something. Otherwise, speaking with other individuals occurs through the phone.

However, I do have to make sure that I am speaking formally at all the times.

Research – Informed Literature

To start this off I will explain what is the difference between different types of communication and what they mean.

We continuously transmit messages through our body language and by using words. Our body acts and what we do transmits much stronger messages to others than just simply speaking; when proving a phrase by doing the action you have transmitted a stronger message.



As we do not really use technology for communication at my work place the interpersonal communication is the one most used.

Most of the messages that we want to transmit to others are said directly to the receiver. Non-verbal messages are our body language. For example, if you are stressed or you need

to have some rest your body language will let others know this even if you do not really want to. People can see how you feel by looking at your facial expressions.

Also, our body language is important because it is the main way we exchange messages with others, for example when speaking we take the words from the messenger, but the way those words are used has a bigger impact (like tone, eye contact, facial expression and hand gestures).

Knowledge and Understanding of Subject

Communication has as its main purpose to deliver messages from the massager to the receiver. Messages sent through technology (computer, phones) only show one side of the message itself; the words. There is no personal contact so the message, sometimes, is misinterpreted as the decoder creates a version of you based on the what you said but does not know exactly what you felt.

Shannon and Weaver Communication model

The encoder who sends the message will encode it into a channel of communication in order to deliver it. This can be a video, email or a letter. The decoder will receive it and use the same method to decode the message and understand the information given. This is how communication is realised through a channel.

Basic SMCR Model

David Berlo suggested this in 1960; he said that you will have to acknowledge that when the message is coming from somewhere, it comes from a sender. This is the source of the message that will travel through a channel like auditory or visual (hearing or watching). It can be a face to face communication between the sender and receiver. This will have to be put into a form such as speaking; here you put what you think into words which are the signals and then speak in order to transmit the message. At the same time, you will use your body language in order to transmit your feelings. You can smile and use various hand signals. The receiver will have to decode the message in order to understand it. They will use their sight to observe the body language, and ears to hear the words that are transmitted through the voice from the sender. Also, your behaviour will demonstrate how strongly you mean what you are saying. In other words, your behaviour can give different meanings to the same words.

Other ways of improving your body language skills is to make sure that the words and the body language you present have to be the same otherwise the message won't be clear. Your audience will not believe your message if they hear something but at the same time they see something else with their eyes, the body language is stronger so it will rule over the message received by words. I always have to impose a professional posture as people can make negative assumptions about myself if I show signs of informal posture. Before having started a conversation you must make sure

that the eyes of the receiver are headed towards you so they are not distracted. Gestures and movements that are made with your hands are very important as well as they can show how you feel.

Analysis

At my work place, I will say that the Basic SMRC Model is the one used more often for communication. Whenever I or a member of staff have to deliver a message we do it face to face. However, if the message has to travel a longer distance as the receiver is not close, then we will use technology in order to transmit that message, for example if my shift has changed and my manager has to inform me then she will either give me a call or send me a message to make sure that I am aware of the changes.

In order to make sure that our behaviour is right we need to be formal most of the time. Every conversation can turn into an argument so you have to be careful of how you speak through your body; always keep a calm tone and use formal words that offer the answers directly to the questions asked by the individuals.

There are various different ways that you need to use in order to make sure that the conversation will be good. A conversation should be straight forward thereby ensuring that the message is clear. There are a few things that I would be able to follow in order to improve my way of communicating. For example, I should try not to do any other

things while speaking with someone, as you have to give your full attention. Always expect for an answer to your message from the receiver, you will have to listen and give them your attention, you cannot ignore it and assume that only your opinion is important, everyone's opinion matters. Enter every conversation assuming that you have something to learn.

Always go down with the conversation and do not stop at anything, otherwise you will lose your attention. Also, try to not repeat phrases and try to have clear messages without too many details like dates and years. Most importantly, in order to have good communication skills and always have good conversations, you must become good at listening. This is very important, as you have to be good at paying attention to someone otherwise the conversation won't be as good and the message might be misunderstood.

When sending a message or an email through technology we have to make sure they are formal as they are 'business emails'. You have to stay professional at all times. In order to write an effective email to your manager or a member of staff ensure that you keep it short and direct but at the same time you are polite and using nice words. At the end you have to thank the receiver for decoding the message and then write your name and telephone number so you confirm that is yourself writing it.

In order to improve your writing, you should not use contractions like 'don't' as you have to use academic writing.

When speaking to a person who is a manager you will have to use more analytical communication. Sometimes you just have to say the information avoiding emotional language.

Personal communication will value emotional language; this is different from analytical communication. These kinds of people care about the emotions and think that they are important in order to understand the message correctly, but sometimes at work the information itself, like figures and data, are more important than the emotions attached to it.

Also, intuitive communication is used by the people who like to focus on the bigger picture. These people will not waste time to send their message and will get things done but sometimes tend to rush in order to get the entire message sent to the receiver.

Functional communication represents the people who go through all of the details trying to make sure that everything is done, the problem is that using this style of communication with your manager will result in them getting bored and start losing attention.

Mostly at my job we have to use intuitive communication and personal communication as most of the people I speak with are elderly whom I take care of. I always have to keep my communication in the correct form.

‘Communication is the real work of leadership’

Conclusion

Finally, I have shown the purpose of communication and how it is done in general and at my working place. There are various things that need to be avoided in order to keep a high level of communication.

Always avoid gossiping as this is a bad habit and the people that do this with you will do it about you with others. It is unprofessional and not nice to speak about someone when they are not present. Also, judging is something that might make people feel uncomfortable, it is very hard to listen to someone if they judge you.

Try not to be negative or complain when someone is speaking to you as this will make their experience bad. Try to be positive and smile instead of passing a negative feeling around. Also, do not exaggerate as this gives wrong impressions. People maybe then assume you are lying and will avoid you later on. Lies and exaggeration is just a way of making us look better on the present moment, but will then ruin our picture later.

I always try to present a professional body language and communication. I try to avoid stress and negativity in order to not pass it to others, especially as I am working with wonderful people.

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Student Name: STEFANIA APOSTOL Student ID: 1905360

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Dear Mary,
I inform you ^{which one?} your company send you to do ^{too direct} a training course in communication to help ^{no} you to improve your skill. Your communication need to be improved. This training is on 5th November at 14⁰⁰ pm. This course will help you to improve your ability in communication. For any question please contact me or the Deputy Manager.

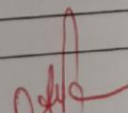
Please attend the training on the 5th November at 2 pm.

Thank you

Sincerely,
Stefania Apostol.

P.S. I look forward to hearing from you.

*you have covered all three points.
It would have been good to provide more information,
I use paragraphs. Try to reduce the
number of language errors.*

Lecturer's signature: 

Date:

12/11/2019

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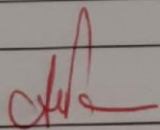
- ① He ^{VI} use Non verbal communication, many employees had ^{VI} different backgrounds and English is not their primary language.
- ② Shannon and Weaver's. ✓
The employee can not hear him because of the noise of the food mixer he was using ^{VI} at that time
- ③ He has to put large signs all over the kitchen ^{VI} to inform all the employees to keep the hot food in ^{VI} hot area and cold food in ^{VI} cold store.

↑ other solutions.

Lecturer's comments:

You could have provided more solutions. You need to improve your grammar.

Lecturer's signature:



Date:

12/11/2019

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Thank you

Sincerely,
Stefania Apostol.

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It would have been good to provide more information, & use paragraphs. Try to reduce the number of language errors.

Lecturer's signature: _____

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Ex.1. Read the cases and answer the questions that follow

CASE 1: Mary was working on some paperwork when her daughter came into the room upset. As the child told Mary what was wrong and how she felt, Mary kept typing on her keyboard and said, "It'll be OK," and "Everything will be all right." She was confused when the child only continued to become more and more frustrated. Just then, Mary's phone rang and she was all excited when she heard her friend's voice. They spoke for fifteen minutes and when the call ended, she turned and said to her daughter, 'Oh, darling, that was Susan. I'm so excited about seeing her tomorrow!'. The child broke down and cried.

1. Why weren't Mary's calming words having any effect on her daughter?

Mary doesn't pay attention at her daughter just talking to her, it'll be OK and everything will be right.

2. What could she have done to make the situation better?

Mary pays attention on her work. She spoke with her friends and ignored her daughter. Was excited to see her friend next day. *not really*

CASE 2: Steve was exhausted from work when his wife, Sally, came home. So he was quite annoyed when she began telling him all that went wrong about her day. He interrupted her and said, 'I'm so tired, can't it wait?'. The next morning while they were in the kitchen making breakfast, Steve said, 'Did I tell you what happened at work yesterday?'. Sally said nothing, but walked out of the kitchen.

1. Why was Sally upset?

Sally was upset because Steve ignored her and telling her is tired and can't wait for the next day.

2. What could Steve have done to help the tension that had developed?

Not the right answer Steve tried to talk to her to explain what happened yesterday. Sally ignored him walked out to the kitchen.

Lecturer's signature: _____

Date: _____

10/12/2019

Exercise 2: Writing an e-mail.

You are a teacher of Communication and have received this e-mail from one of your students:

Dear Sir,
I am writing to you because I am confused about Communication.
Could you please explain:
1. What Communication is:
2. The Shannon-Weaver model.
3. What is meant by non-verbal communication and why it is important.
Many thanks,
Lucy Mars.

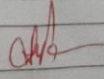
Reply to the student and answer her questions. Use a diagram in your answer, if necessary.

- Dear Lucy,
- Thank you for emailing me about this. I will answer your questions.
 - Communication is an exchange conversation between two persons or more and can be verbal and non-verbal communication.
 - The Shannon-Weaver model is communication where the person sending messages and use the technology can use email or a phone.
 - For example, if you use email or phone to me this is the Shannon-Weaver model.
 - Non-verbal communication is body language what you want to transmit, face expressions

I hope all this information is useful with

Kind regards,
Stephanie Apostol.

Lecturer's comments: Some good ideas but more information is needed. Try to reduce the number of language errors.

Lecturer's signature: 

Date: 10/12/2019