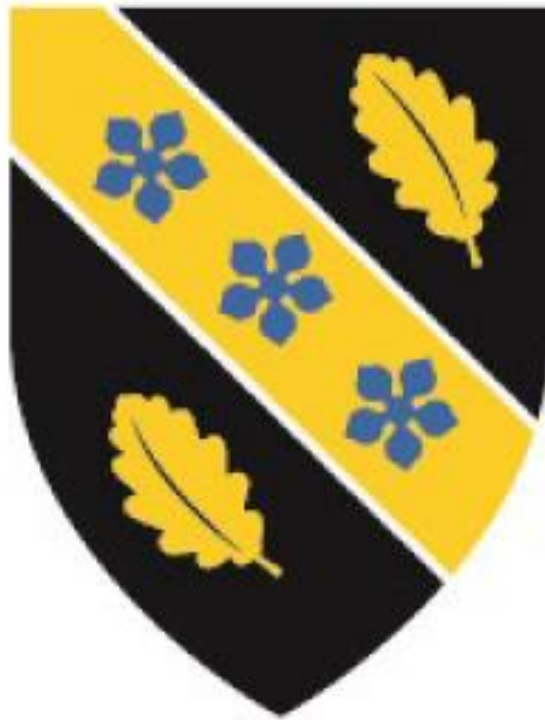




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Introduction

In this report I will be talking about the different types of communication when it comes to teamwork: I will also be listing a few common examples of communication skills and how they contribute in terms of contrast when it comes to team working skills.

In general when individuals hear about communication the first thing that enters their mind is speaking, which health care professional label as verbal communication: however, there's so much more different types of communication for example, nonverbal- this can be expressed through gestures which can include waving and smiling; this can simply express how you are feeling without the use of speech. There's also written communication- this is a way of communicating through writing. A lot of health care professionals and experts use this form of communication to interact with their clients however, when using this type of communication they have to be extra careful how they phrase their sentences as well as being able to get the message across without any misunderstandings.

Whenever we are working in a team we have to ensure that we work together- if someone doesn't understand what is expected of them then that's means the message didn't get across effectively and there's a barrier to the communication: in order to ensure that the message is received and understood the team leader needs to ensure that they take the individual to one side have a one-to-one conversation with them and clarify what they don't understand and what they can do to assist more. After helping the individual, the team leader needs to take whatever is being said to the group and explain the situation to the team members avoiding jargons when communicating in a team especially if English isn't one of the team's members first language.

As you read through the rest of this report, you'll be able to have a clearer understanding of the different types of communication in teamwork.

Models of Communication

In this report I will talk about 3 models of communication: Linear, Interactive, and Transactional. Before I start talking about the three models of communication, I will define what I mean specifically by 'communication'. Communication is a process between the person sending a message and the person, receiving the message.

The first model I will talk about is the Linear. This is when a communicating source will encode a message or take an idea and give it meaning through words, before sending it to a receiver via a channel through which the message can be delivered (this can be a phone, computer, handwritten or face-to-face). Once the message is sent, it is up to the receiver to decode, or draw meaning from, the message. It also recognizes that both physical and psychological noise play a large role in how we both encode and decode messages.

Though the linear model was an excellent foundation, it was missing some very key elements, so they created the interactive model of communication. Just like the linear model, the interactive model states that during communication there is a source encoding a message and sending it through a channel, and a receiver that decodes the information. How it differs from the linear model, however, is in that once the receiver has been sent a message, the receiver then also sends feedback to the source through their verbal and nonverbal responses to the message. Additionally, the interactive model recognizes that communication can be influenced by the environment, or the context in which communication is taking place.

Later they founded the transactional model of the communication. Just as the interactive model was based upon the linear, so, too, was the transactional developed from the interactive—with another addition. This change consisted of the fact that when communicating in the real world, everyone will take turn being both the source and the receiver and sometimes we are both source and receiver simultaneously.

Shannon-Weaver: Model of Communication

The Shannon-Weaver Model of Communication was created in 1948, when Claude Elwood Shannon wrote an article entitled a mathematical theory of communication in Bell system technical journal with warren weaver. Shannon was an American mathematician whereas weaver was a scientist the mathematical theory later came to be known as Shannon weaver model of communication or mother off all models.

The concepts in Shannon weaver model:

Sender- is the person who makes the message and sends the message in folder or the transmitter.

Encoder- is the sender who uses the machine which converts the message into signals.

Channel- is used to send the message

Receiver- the coder is the machine used to convert signals into a message for the receiver who translates the message from signals.

Noise- refers to the physical disturbances of things such as the environment and/or people which do not allow the message get to the receiver in its original, clear, or coherent form.

Berlo's- Model of Communication

David Kenneth Berlo wrote the book *The Process of Communication* in which he focused on the purpose and objectives of communication and created Berlo's models of communication which were developed from Claude Shannon and Warren Weaver's model.

His model includes verbal and nonverbal communications it also considers the emotional aspect of the message.

Within Berlo's model communication we have: the source, message, channel, and the receiver.

The source transfers his information to the recipient with the help of communication skills, attitude, knowledge, social system and culture.

Sender- transfers information to the receiver by putting his thoughts into words.

Message- this is when an individual converts his thoughts into words. A message is created through a process that is also called encoding.

Channel- refers the medium by which the information flows from the sender to the receiver. All the five senses are the channels which help humans' beings to communicate with each other.

Receiver- is when the message reaches the receiver, he tries to understand what the listener wants to convey and then responds appropriately.

Active Listening

Active Listening is the process of analysing sounds, organizing them into recognizable patterns, interpreting the patterns, and understanding the message by inferring the meaning.

This is one of the most important skills today because if you do not know how to listen well to people, you can never be an effective manager, leader, or offer adequate support. We listen to obtain information, understand, find enjoyment and to learn. To be a good listener we need to pay attention, we need to make sure we are listening to what the other person is telling us, provide feedback and respond appropriately.

I would say that this is a vital skill to obtain as it helps you improve your body language and it also helps you to identify errors in communication that you've been using previously. For example, a doctor uses actively listening in a sense where they are they are faced to face with their patient: this is a good method as it ensures that the client gets the doctors undivided attention: when the patient is speaking with the doctor they will know if the doctor understands through his body language which can be either nodding when the individual is speaking as well as maintaining eye contact.

Assertiveness

Assertiveness means stating your feelings, wants and needs. Being assertive involves taking into consideration your own and other people's rights, wishes and needs. If we want to become an assertive person, we need to be open in expressing wishes, thoughts and feelings and encourage others to do the same. Being able to admit mistakes and apologise, maintaining self-control and listening other people point of views.

It is very important to always respect the thoughts, feelings and beliefs of other people. Within my own workplace, I always ensure to be an assertive person—making sure if someone needs my help, I help them independently of whether I receive encouragement from other colleagues. I always encourage my colleagues to do their job in the right way, and when I am wrong, I know I need to apologise and make sure I do not do the same mistake again. I am a person who likes to listen to the ideas of my colleagues, because I appreciate when they listen to mine in return, so being a listener is very important at workplace.

Written communication skills

Written communication is creating a copy of the message which helps communicating properly. It can be in the form of personal communication or formal communication. The formal communication establishes rules, duties and responsibilities but the personal communication does not follow any structure or layout.

The written communication depends upon the ability of a person to express themselves using words. At written communication skills is very important to have punctuation, grammar and spellings.

Written communication skills is very important at companies because it allows companies keep more productive and to be operate more effectively, When I am saying more effective and more productive means- writing business presentations and proposals, creating promotional material, writing rules and instructions for communicating business policies, the use of emails, letter and documentations, defining code of conduct as well as responsibilities in an organization.

The media used by written communication skills are- letters, fax, telegram, email and social media.

The merits of using written communication skills is- the receiver can review and send the feedback after understanding it thoroughly, the message can be edited a number of times, acts as a permanent proof so that you can go thought it again and the message can be understood and read at the most appropriate time.

At my workplace I don't use a lot of written skills, but we have one person who is responsible to do this area answering emails, doing presentations writing rules and instructions for the company.

Conflict Management

The definition of conflict management is disagreements lead to arguments and struggles between people with competing ideas or personal interests. Exist a lot of conflicts at workplace because- different opinions, dissatisfaction with working conditions, remuneration, perceptions of discriminatory, feeling, insecurity and much more.

But we always can be aware of conflict using techniques to avoid these problems making sure everybody has the same treatment.

Anytime people work together, conflicts may happen, most of managers time is to respond to workplace conflict handling or resolving conflicts,

Exist a lot of conflicts because- a lot of misunderstanding, different styles, values, interests, personality and performance.

Improving communication at workplace

It's very important to have a good communication at a workplace- so I will give some idea how to improve communication at workplace. Good communication makes teams work more efficiently, motivates employees and helps relations with customers and partners. It is very important the managers making sure they always communicate with the employees saying good morning to the team, asking if everything is okay always try to speak with the staff to make sure they don't have problems.

Having a meeting which the staff every month to propose new ideas or to resolve problems for everything. It is very good to have a feedback area where is possible the employees talk about managers performance or managers talking about employee's performance to see what they can change and do their job better. Body language is very important to be improved at workplace because is not all the time we want to smile but smile is very important, without smiling our body language will not be the best for the customer- eye contact with the customer is very important as well they feel presence.

Conclusion

With this report I can conclude communication is very essential. I could understand more the all models of communication and how I can improve to communicate at my workplace. I could learn more about active listening who is one of the most important skills we got because with this skill we are unable to listen others. Being assertive is very important as well because make us respect the thoughts and feelings of other persons. All this skill I spoke above are important one more important than other but all them make me improve and learn how they can be essential at workplace or university. I can conclude as well I could do a better job.

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