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Title: Effective Team Working and Communication

What is communication?

Communication is the exchange of information by speaking, writing or even by non-verbal action. Communication involves a sender transferring a message and someone on the receiving end. There is also face to face communication where two people both talk, they communicate and show each other they are listening by showing each other eye contact or by nodding to let the other party know that they are listening.

There are a few categories of communication which are,

- Spoken or verbal communication

Spoken or verbal communication which is also called oral communication is when messages are transferred within spoken words. The sender speaks about his thoughts, feelings, and opinions and can discuss them with his peers. You can tell how a person feels when using spoken words by their tone, if they raise their voice, you can tell whether they are frustrated or angry, if they sound teary then they are upset or stressed. When using verbal communication, you will get an immediate response, because you would be with each other or could be on the phone or video call. The speaker should have clear speech and so that people can hear you and if doing speeches and presentations, you should face the audience and not the white board screen or piece of paper you may have containing notes, so the audience know that they are being engaged with. It is also very essential and important that you ask your listener whether they have understood or not and how you have articulated everything. Spoken communication can also be formal and informal since we use this every single day of our lives, especially in our homes.

- Non-verbal communication

Non-verbal communication is communication that does not consist of spoken words, non-verbal communication consists of body language, gestures, eye contact and facial expressions. You can always signal somebody with body language how you are feeling and whether, if you are slouched and not really paying attention, the other party will take on that you do not really want to be there and everything they are saying to you is not important. Facial expressions are also especially important, and they rarely lie, it portrays exactly how a person is feeling, if you have a friendly and cheerful face more people will want to approach you because they feel warmth or sense your aura.

- Visual communication

Visual communication is when you are shown graphs and bar charts. This type of communication is mostly shown in meetings and conferences. It is good to use these graphs because they are clear and

eye-catching for the target audience. Visual communication should be informative yet clear for everyone to see. These types of graphs are mostly done electronically and have different shapes and images to collect data. Images are also highly effective because they are very precise and do not lie, they are very appealing and tell you exactly what you need to know.

- Written communication

Written communication is when it is written by messages, emails, and texts. Written communication should be clear and straight to the point, because you do not want to write a lot and it does not get straight to the point, written communication is particularly important, efficient, and extremely fast. There is no tone when it comes written communication, so you must make sure you pay so much attention to what the person has written, you also must be cautious at the fact that there is no tone to written communication, so things may be said understood on both parties. For example, if you make a joke or have some sort of sarcasm the other person might feel very offended. You must also be aware of who you are talking to, if you are messaging a friend, you might not really speak formal and that is okay, but if you have a formal message or email it is important to know who you are speaking to and ensure you use words such as 'Good morning/ evening' asking them how they are and ending the conversations with 'thank you or yours sincerely' It is so good that we have written communication, because for example if someone was late for work, they'd be able to send a message or email and even if the manager didn't receive it there is proof that a message or email was sent.

There are effective communication skills that are essential in the workplace, these skills preven# conflict, allow good understanding and teamwork. These skills are.

- Empathy

Empathy is seeing someone else's dilemma in the exact way that they feel it. Empathy is so important and an incredibly good skill to have, because it is extremely hard to put yourself in someone else's shoes, when you have never experienced their situation. When somebody is communicating their ideas and issues with us, we should listen because these types of topics can be quite sensitive and takes a lot of courage for somebody to start expressing themselves. To fully understand somebody, you must firstly put your own judgement and perspective to the side. You must give your full attention with your eyes and ears, if it is a sensitive topic, you must pay attention to their body language, you will be able to tell exactly how this person is feeling. You must not judge them or interrupt them because it is their time to express themselves, but if at any point they do say something and you do not understand, ask them politely to explain in depth, this shows that you do not understand but you do care, this will make the person speaking want to speak more, but if you do this without consideration, they will feel annoyed and not want to speak further about their matter.

If you feel like you may be able to approach this person with help, then it is best to show consideration and ask them how they would like to be helped or how the problem can be resolved. It is very empathetic to give suggestions. If you see someone at work that is finding it difficult to turn up to work early or on time, try and approach them around their problems.

- Confidence

Having confidence is so key in communication especially when you are expecting people to listen is important. If we speak with no assurance of belief of what we are saying, then the listener will also not believe that we are saying is untrue or that you do not care If you speak with confidence and

helps others see your ideas and pay attention to you. The first step to show your listeners that you have confidence is to have eye contact and you are willing to engage with them and want them to listen. Having a good posture with them allows them to know that this is a serious matter to you and that they should show you respect when listening. Your attire also shows that you are expecting to be listened to and that you take yourself seriously, if you wear an unclean attire no one will feel the need to listen to you because they know that you do not do that within yourself. On the other hand, if you are dressed smartly and clean, people will be intrigued to listen. An example is if there is an interview, and someone turns up for one late and unclean you may consider whether they really want this job or if you want to give it to them. Your confidence can also be shown on your face if you are smiling it shows that you are confident in yourself and that you do not feel intimidated. Do not nag on or become repetitive, whatever you say make it about the focus.

- Respect

If you do not respect anybody, no one will respect you, it is as simple as that! No one wants to be around or close anyone that lacks respect for people, people will automatically label you as arrogant and obnoxious. Respect is needed and expected wherever you go, at home and at the workplace. If you respect what your team members say or do, then you will realise you will be able to accomplish goals together. Respect is the feeling that you feel regarded and not left out, it is also the feeling of being appreciated. Everybody must respect each other if you do not treat each other with respect, it will cause conflict and disagreements and we never really know what somebody is going through at home. You must listen to what everyone has to say and make sure what everyone is saying is being regarded. This makes things flow a lot easier, and you share more information.

A good example is when everybody is speaking, encourage the next person to share their thoughts, ask them and everyone if they feel listened to and if they make a good point give them words of encouragement.

With respect you may also have to give non-verbal communication and body languages also applies to this. To show that you are actively listening to your team members and co-workers you must nod your head and giving them eye contact.

There are a lot of good reasons and bad reasons of the use of technology in communication. The advantage of communication is that your family and friends that live abroad can contact you and are able to send messages and video calls to you, so you will not miss anything. It is also good with communication because messages do not get deleted and they can be stored for proof. It is good because letters take a while to get delivered through the post office, whilst messages send extremely fast and directly.

A disadvantage I would say when it comes to technology in communication is that because you have phones you will not need to or want to go out and it is not too good because it is important to make sure people are good and it makes people lazy, it would be an innovative idea to go out with your friends and team members and explore or see nature. Our gadgets to break and if they do break what will you be able to use, especially at the fact that technology is very addictive. Sometimes sending people emails and photos has made us very isolated. There are also hard drives and viruses

that can affect technology, by just clicking on the wrong thing, so it is not a 100 percent that these devices will work.

An advantage when it comes to communication is that you can inform whoever about your whereabouts in terms of danger, or how far you are from them, if not for this then you would not know where they are and how far and you can always check in from time to time. This also gives time for preparation and time keeping, and you can check distances online. Some people do not like to keep calendars and watches on them, but on a phone or a laptop these apps are there.

A disadvantage I would say for technology in communication is that not everybody has the money for the latest devices, because it is known that the latest devices are effective and fast, but if you do not have an updated device, you are still able to contact people via text messages.

An advantage is you can communicate with people and tell them how you feel using symbols and emoji, and this helps you because you do not feel alone, you can plan things to do. This has everything to do with written communication, you can write freely and in a way that somebody understands, if someone does not understand English, they are able to go on google translate online and translate exactly what is being said.

A disadvantage is that not everybody knows how to use emails and letters, let's say for example the older generation.

