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Assessment 1

MODELS OF COMMUNICATION

Today I will be writing about the communication. At the very beginning you will be read about the three modules of communication. Then I will go into more detail and explain a moment or if I can recall a story, of how the communication can be sent. And for the final part I will share a personal story of my life and my experience of communication.

Theory of word of communication. Is not including only writing or talking, but more like music, ballet, theatre, arts. Even human habits can take place. In some relation it may be useful to use "still broader definition of communication". Also the things which is used to track airplanes can be part of "word of communication". (Weaver, W. 1953).

First let's talk about Shannon and Weaver model of communication. The model was created in 1948 when Shannon and Weaver wrote an article called "A Mathematical Theory of Communication. Shannon and Weaver explained their model very easily so that it could be understood. We have: Information source (message) then transmitter (signal) the receiver also needs to have a (signal) between the both side signals to have noise (which can be from everything) and finally is the message to arrive to the chosen destination. When this happens we can expect to have feedback to see if the receiver understood the meaning of the information.

Some examples of Shannon and Weaver Model;

If we go for the example that they give we will see a businessman who has sent a message to a worker about the next meeting. The worker has not received all the message with his boss sent to him because of the noise accompanying the message. After when the worker received the message, send feedback to his boss. Because of this the boss sees that the worker did not receive the right information. Only because of this message which had to be sent back to the boss. Can send him full message with all information on it, so the worker can reply correctly. (Module, 2020).

Secondly, I will be talking about Berlo's Model of Communication. This Model of communication came to the world in 1960. The name of the creator is David Berlo (Berlo's). He described Shannon and Weaver's theory of communication and he even made the communication more effective. The model is also pointed on encoding and decoding. Which happens before and after the message arrives. We have four elements (sender, message, channel and receiver).

Sender: is human or source send the information to the receiver.

Message: is the message sent from the sender to the receiver it can be in many forms like text, video, voice record, video record or other media.

Channel: can be like mobile, internet, etc.

Receiver: is the person who receives the message and give feedback. (Module, 2020).

Finally, I will present to you Shramm's Model of Communication. Wilbert Shramm in 1954 proposed his model of communication. He believed that knowledge, experience and the background have important roles. People from different religions, countries and backgrounds can understand and interpret the message in completely different ways. For Shramm's if you do not have feedback back from the receiver the communication is not complete. (Module, 2020).

Example of Shramm's model can be the people from Arab countries who cover themselves or even their faces. If they move to live in other country many of the people who have different cultures can not understand why they do this. The only way for these people is to ask questions and they will have answer back. Same to the person from the Arab culture. Only at this point the communication can be clear and both sides can have more knowledge about the background of the person with who they have communication.

Also we can have another type of communication, and this is verbal and nonverbal communication. The verbal communication, can be 2 types, written or spoken. All about here are the words which are chosen for

the conversation between two or more individuals at the time of communication . Non verbal communication is everything around us, smell, touch , smile. Actually all the movements that humans can do. Even the movement of our eyes is non verbal communication. Why is this communication so important for the application to Health and Social Care ? That is a good question . Many people who have varying mental issues only from the way you look at them can feel safe and they will trust you from just this simple action. That is how important this function is.

At class we have been also looking at formal and informal communication. From this what I understood and my personal experience , I would say its always good to be structured and never mix these two elements. You can not send informal communication to institutions like your boss , Doctor, Solicitor, Magistrate etc. As no body will take you seriously as a person. About the informal is always good to be nice and polite. Also at class we had few examples of how the communication can be effected from a side distraction or not understanding because of the language. I've been thinking over these examples and I have realised how important is the right way of communication to an individual.

The example of Pedro and Maria , how Pedro missed what Maria told to him to buy , because of the side distraction and at the end he came back with empty hands. It is good to use one of the models of communication for example Shannon and Weaver model can fit perfectly into this situation. Where we have interrupting of the conversation from a side distraction. If Pedro sent a feedback to Maria even after the conversation. This would not have happened . From this example we can learn how important it is when we are talking with some one to try and find a quiet place. Or to give a message back to the sender to be sure that everything is heard properly. What I will do if I have situation like this ? I would say please let me call you when I can hear you . As every conversation is important , it won't be nice if your friend , colleague or your family are talking to you and you do not put any attention to this . At the end you might miss some important information . So my advice is to have attention if you chose to have this method of communication with any one . As you do not want to be in the situation that Pedro had when came back home. Now I will tell you a personal story of my life . As I am coming from a different country my first language is not English, at the beginning of my life in UK I did not speak or write English. During this period of time I started to watch tv , to listen to music and slowly I started to understand what the people are saying . The most hardest time of my life int the UK was when I went for the first time to visit a doctor practice (GP) . I had to use my phone and use Google Translate to translate what I wanted to say . I have never felt more embarrassed and vulnerable until that moment, but the person at the reception was very nice and friendly and she explained everything very slowly and even showed me how to complete the forms . Now after the experiences I have had over the years of being in the uk and from what I have studied about the models of communication . I can understand much more now how important it is to be very patient to give a chance to the people to explain themselves . And always give you feedback on the way you can be understood. Exactly this happened with our lecture example of the professor whose house burned as he did not use the right language to be understood. Because he was selfish and thought that he is more than the people surrounding him (village people) . He lost his house . This could be a good lesson for every one of us. How we should stay human for the rest of our lives, as we never know when we will need other peoples help .

"One important element is the fact that men can not live without some sort of co-operation with others. [...] Each person experiences this need for the help of others very drastically as a child. On account of the factual inability of the human child to take care of itself with regard to all-important functions, communication with others is a matter of life and death for the child. The possibility of being left alone is necessarily the most serious threat to the child's whole existence. (Fromm [1941] 1969:35-36)". (Humanity & Society. 2020)

To conclude. From what learned and wrote about , all the world around us is communication. From many years ago, people, Doctors who wrote about communication still to present days. During the decades everything changed, the way of communication change and now everything is easier , but because of this have moments of mis understanding. And because of this many people are effected. To be mis understood is so frustrated at some point you ask your self where did I do the mistake (Am I wrong)! All the models of communication are teaching us how to avoid exactly this moments. If we stop and think how the opposite site is feeling , only at that point we can see and feel the different of the attention even on us. Even with the writing is the same, if you have to write aways use the right form for the right person or institution. From what I have learned I would like to give one advice ! Always be a good person no mater anything. Never hurt any one with words or actions. Also don't be some where if you do not want to be . So you won't need to be involved in communication that you do not want to be in. We do not need to waist the time to any one .That is why we have the speech to use and words to say to find the solution of every situation we are in. But alway wait for the feedback so you will know if you have been understood.

REFERRENCES

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APPENDIX 1

From the text I read about 'The professor and the village people'. I think Berlo's Model of communication can describe perfectly the situation happened, between the professor and the village people. We have sender who have message to send and receiver at the face of the village people. The message been given to the receiver on the way that they could not understand what the sender try to say. That is why no body helped when the professor needed help the most. If the professor changed the way of speaking when the village people could not understood at the first time, he might save his house or even start communicating with some people from the village people. My opinion as at my life had situation like the one I wrote. I could say both sides have to try to communicate more and start asking questions, as if you do not ask. You might lose your house or even more than this.

APPENDIX 2

Pedro been working at the time Maria called him. That is why, he did heard what she asked from him to do. As they are talking on the phone is also reason for misunderstanding. Here are many possible reasons Pedro not to bought chicken. From what I read seem like Berio Model. We have Sender (Maria) and we have Receiver (Pedro). This misunderstanding can be avoid, by calling second time or just send message. The situation, can be avoid only if have answer from the Receiver (Pedro), that he received the information correct from the Sender (Maria). We use Schramm's Model of communication. as if we had feedback from Pedro to Maria this could be avoid.