

Report: Effective Team Working and Communication

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Table of Content

1.Intoduction	1
2.Models of Communication	1
2.1Shannon-Weaver model of communication	1
2.2BerlosModel of communication	1
2.3Schramm's model of communication.....	1
3.Communication skills	1
4.Refer to Case studies	1
5.Examples of poor communication in the workplace	1
6.Suggestions for improvements by using theory	1
7.Conclusion.....	1
8.References	1
9.Appendix	1

1.Introduction

To begin with, this report is based on the course Effective team working and communication. Essential information about demonstrating every student own understanding of the models of communication and the communication skills

discussed in class. Therefore, the report needs to focus on the referring to any case studies done in order to show how it helped each students understanding. In addition, examples of poor communication of each student own experience are provided along with suggestion of improvements using finding from published literature. The aim of this report is to demonstrate how models of communication and their theories are helping to improve the way people communicate and make people realize the necessity of effective communication.

2.Models of Communication

2.1 Shannon-Weaver of communication

The Shannon and Weaver Model of communication is a mathematical theory that is focusing that communication between people can be broken down in to six concepts:

1. Sender: or (information source) the person or thing who has the information to begin with
2. Encoder: or (transmitter) the person or machine that converts the idea into signals.
3. Channel: the infrastructure that gets information through the sender or the transmitter through the decoder and receiver.
4. Noise: noise is the disturbing phase that happens when a message it interrupted its journey from the sender and make the procedure of transmitting the message difficult. Example external noises can be an obstacle when talking and try to receive a message.
5. Decoder: this part is mostly referred to the digital type of communication, or example when the sender tries to make the receiver understand the message through telephone communication.
6. Receiver: (the destination) the decisive step when transmitting a message is consisting of the receiver.

“The fundamental problem of communication is that of reproducing a message sent from one point, either exactly or approximately, to another point”(Shannon,1948)

2.2 Berlo's model of communication

Berlo's model of communication is focusing mostly on the emotional aspect of the message:

□ Source:

Communication skills are required for the sender to transmit the message to the recipient.

Attitude is particularly important when you know how to act there's always a lot to win.

Knowledge, there is no doubt that once you prove someone the things you talk about, they will be admiring you more and trust your words.

Social System, always know the way you talk in front of different people with diverse cultures.

Cultures, all people are different so the way the message is delivered to each of them individually should always be a thing that needs to be taken care of.

- Message

Content: it is essential for the speaker to be incredibly careful with his words and the way he speak so that he can transmit the message he wants to in the right way

Element: each word included in a communication matter

Treatment: the way someone treats the message and forwards it to the listeners

Structure: good structure of your speech or saying is always an advantage

- Channel

Mostly referred at how the formation is being placed from the sender to the receiver using our five senses through:

Tasting, Hearing, Seeing, Smelling and Touching

2.3 Schramm's model of communication

Wilber Schramm introduced his model of communication in 1954. For Schramm the encoding and decoding are the two most crucial factors when it comes to effective communication without which communication is hard to happen between two individuals.

Encoding plays a very essential role because it conveys the through into information whereas decoding it relates to the receiver's ability to decode and understand the information he just received.

"The Schramm model remind us that the communication of information is never a simple one-dimensional process whereby the message is encoded, transmitted, decoded as intended"(McCabe,2009)

3.Communication skills

Having good and effective communication skills is the most essential and useful skill any person should have in our days. Communication helps people in all aspects of their life, from personal social matters to professional careers or anything in between. Some interpersonal communication skills are:

- ❖ Verbal communication: this is all about what we are saying and what message we try to get across to the person or people talking to. When conducting an interview or having a business meeting and need to express yourself in a professional, formal way, communicating is the key to succeed an effective discussion.
- ❖ Non-verbal Communication: writing or even expressing yourself through face expression or body language is an element that helps us undermine or even reinforce our unspoken words and is considered one of the most effective ways to show the things you do not want to say.
- ❖ Listening: one more vital interpersonal communication skill that helps in succeeding the whole procedure of communicating, or example: my manager told me to make five applications today, I was not listening to what he way saying because I was focusing on how to answer the phone, the results are: I did not do what I was required to do and the communication we had was not effective because I was not listening to him.

Other types of communication that we come across are:

- ❖ Presentation skills: even if most of the times this is all about standing in front of a computer or people and presenting you part of work, its mostly related to job or even school. As simple as it may sound it is an exceedingly difficult par in which you have to prepare yourself emotionally and boost yourself esteem to achieve a successful communication with your participants.
- ❖ Writing skills: this part relates to study skills which might sounds a funny fact, but it is true when it comes to author your academic reports and anything that has to do with writing. Poor written communication can be frustrating by the reader but also potentially damaging for the author. (Skills you need, 2011)

- ❖ Personal skills: mostly related to the maintenance of a healthy body and mind, but can also improve your communication, for example: Boosting your self-esteem will make it more pleasant and in addition more effective when it comes to communicate with others, also avoiding stress and anger is an element that would really enhance the procedure of communicating.

Therefore, Communication skills are the key to achieve Effective Team working and communication between other people in our everyday life.

4. Refer to case studies

1st case study: The professor and the village people

The case study is referred to a professor that was living in a village. He was very educated, and he was underestimating the other village people and he rarely ever went among them in the village. One day though his house caught fire so desperate as he was, he went to the other village people and start screaming 'The edifice is being consumed by a great conflagration' as the other people where uneducated nobody understood what he was saying so they ignored him and continued with their own jobs.

This case study shows Schramm's model of communication stating the coding and decoding a particularly important matter that should be taken seriously in consideration as there is no way of communication if the receiver of a certain message does not understand the sender.

2nd case study: Maria and Pedro

This case study is referred to a couple Maria and Pedro, Pedro is working in a construction area. One day Maria called him and to bring a chicken when on his way home. When Pedro arrives home, he lays in the sitting room so Maria comes in and ask him about the chicken, Pedro is confused because he understood that when he comes home, he will find her in the kitchen.

This case study shows Shannon model of communication and aims to declare the factors that can influence and prevent an effective communication. In this case we are referring to the noise of the construction site that became an obstacle for Pedro to listen clearly what his wife was saying to him through the phone.

5.Examples of poor communication in the workplace

1st example: I was working in a restaurant few years ago and I had a very good relationship and communication with everyone. One day I was alone doing my section and my manager was there supervising me, I was quite busy and had a lot to do when suddenly he came very desperate asking me to move quickly in a very rude way, almost shouting at me. I was calm and told him to treat me with kindness and stop being rude because I was doing my best to do everything the way it should be done, he then apologized and minded his own business.

2nd example: A friend of mine was working at a medical clinic. One day after the virus appeared the company stopped paying him for two whole months, therefore he was terribly upset and anxious about the situation he went and spoke to his line manager. Surprisingly, the manager paid no attention to his request for the money he had worked for and pretended like nothing happened. After that he went to his supervisor and for his own good, she raised the matter to the company which after a while refunded him with his earnings.

6.SUGGESTIONS FOR IMPROVEMENTS BY USING THEORY

At first, according to the theory of models of communication all people need to be focused on several especially principal factors in order to achieve an effective and productive communication. Every single one of us need to understand the importance of these models.

1. Coder and decoder must be the key factor to analyse and perceive the person we talk to avoid misunderstandings.
2. Understanding each person feelings is a communication skill that cannot be leftover because it helps to improve our ability to communicate with others effectively.
3. Messages should be transmitted in the right structure and with the right words, this way can be easily understood by our receivers.
4. Noise or other external factors that might affect our communication should be taken in consideration and should always be faced in the correct way to avoid confusions.

7.Conclusion

Overall, conducting a survey on all those models of communication helped in the understand of the true meaning of effective communication and realized the worth of having excellent communication skills that allow every person to evolve in every aspect of development. Also, when it comes to the suggestions and the case

studies there are the examples that truly refer to the actual meaning of communicating with each other and the ways that will prevent any type of misunderstanding and misconduct. We all need to understand the essentiality of having an honest communication and be able to fully conceive the perception of learning the models of communication, the reason why their theories will give each person individually a clearer idea of what this whole mindset plays an important role in our everyday life challenges and our career development as well.

Appendix

1.Introduction	1
2.Models of Communication	2
2.1 Shannon-Weaver of communication	2
2.2 Berlo's model of communication	3
1.Hertzberg, Communication skills, Grammarly blog, (2019)	7
2.Mindtools, how good you communicate Mind tools team, (2018)	7
3.Communication theory, communication model, Berlo, communication theory (2018) .	7
4.jason.C, Models of communication, Shannon's weaver model, (December 2020)	7
5.Hitesh. B, Schramm model, Schramm model of communication, (February 2020)	8
6.Drew. C, Models of communication Models of communication, (2009)	8
7.Schramm, W (1955) How communication works in: Schramm model, Process and Effects of mass communication, UOI.....	8
8.Theaker, A. (2004). The Public Relations, Oxfordshire	8
9.Sapienza, Z (2015) Communication problems, p.155-160	8
10.Lasswell, H.D (1948). The structure and function of communication in our society, NY institute.....	8
11.Eadie, W.F. (2011) The review of communication,161-176	8

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