

Module 4: Team Work and Communication

Effective Communication

Communication

Any activity that involves **exchange of information** between two or more persons to meet a **desired objective** is known as communication.

Types of Communication

1. Verbal Communication
2. Non-Verbal Communication
3. Written Communication

1. Verbal Communication

- Verbal communication refers to the form of communication in which the message is **transmitted verbally**.
- An important aspect of verbal communication is to ensure that the person **who is listening** is also on the same page.
- Sometimes what the speaker intends to say is not what the listener hears.
- Hence, the former has to make sure that he communicates clearly.



2.Non-Verbal Communication

- Non-Verbal Communication refers to the form of communication that **does not use any words** to convey the message.
- It uses **gestures, posture, body language, expressions** and tone of voice for communicating.

Frowning at
someone

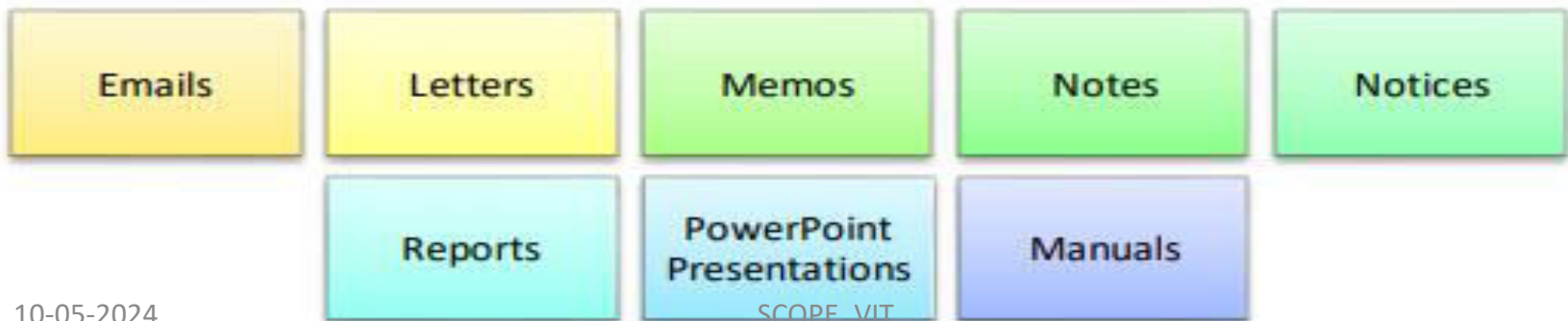
Giving a
disapproving look
to someone

Nodding of head
in agreement

Smiling in
appreciation

3. Written Communication

- Written communication is the form of communication that uses **written language, signs or symbols** for communicating.
- Here, the message is influenced by the **vocabulary and grammar used, writing style, precision and clarity** of the language used.



Barriers to Effective Communication

Physical barriers-

- When two persons are not present at the **same physical location**, communicating with each other becomes difficult.
- However, technology like virtual meeting applications has made things easier.

Perceptual barriers-

- When two people have a **different perception** of the same thing, communication becomes difficult.
- For example, for somebody in a formal setting, talking softly would be the norm, whereas for another person, talking softly could mean the other person is trying to hide something.

Barriers to Effective Communication

Emotional barriers

- Emotions too play a very important role in communication.
- For somebody, discussing **personal issues in the office** may be okay, while another person could consider that as unacceptable.

Cultural barriers

- Given the global nature of workplaces these days, **people from different cultures work together**, thereby leading to cultural misunderstandings.
- For example, in some cultures shaking hands with female colleagues is acceptable, while in the others, it may be unacceptable.

Barriers to Effective Communication

Language barriers

- When two people who are communicating, **do not know the same language**, miscommunication can happen.

Effective Communication

- **Be clear** about what you want to say before communicating.
- **Modify your message** according to the recipient, **if required**. The background and need of the recipient should be kept in mind.
- Be careful about the **language, tone and content** of the message.
- **Take hints** from the non-verbal messages that the receiver may be sending that may help you understand whether he is getting your message, or is still interested.

Effective Communication

- The message being sent out should be **consistent** and not self-contradictory.
- **Listen to the other** person's point of view during a communication.
- **Follow-up** after the communication to ensure the message has gone across.
- **Choose the medium** of communication carefully.
- Do not let your **personal biases** creep in.

Email Etiquettes

- IT professionals spend about a **quarter of their time** at work combing through the **numerous emails** and other digital messages one sends and receives each day.
- In many cases more communication is conducted through **emails**, and other digital messaging options like **online discussion forums, WhatsApp, SMS**, than through personal meetings or phones.

Email Etiquettes

- **Include a subject line** that is crisp and clear and matches the content of the message.
- Remember, people often decide whether to **open an email based on the subject line.**
- Use your **official email address/account** to conduct all official messaging.
- However, if you have to use some other address/name/account due to pressing reasons, then **choose one that is appropriate for the workplace.**
- **Avoid using "reply all"** unless there is a reason everyone on the list needs to receive the email.
- **Check before sending the message** that it is being sent to all the people it is meant for, and there is no-one who will find the message a waste of their time.

Email Etiquettes

- **Use professional salutations.**
- **Avoid emoticons** as far as possible and use exclamation points sparingly.
- Make your message **easy to read**.
- Don't use long sentences.
- **Use bullets** to set off points you want to make.

Email Etiquettes

- **Keep it short and get to the point.** Write concisely, with lots of white space, so as to not overwhelm the recipient.
- **Do not sound abrupt or harsh.** "Read your message out loud. If it sounds harsh to you, it will sound harsher to the reader.
- Know that people from **different cultures speak and write differently.** Tailor your message depending on the receiver's cultural background or how well you know them.
- It's better to **leave humour out of emails** unless you know the recipient well.

Email Etiquettes

- **Reply to your emails** — even if the email wasn't intended for you. It's difficult to reply to every email message ever sent to you, but you should try to. Even if the email was accidentally sent, you can reply informing the sender of the same so that it can be sent to correct person on time.
- **Proofread every message.** Don't rely only on spell-checkers. Read and re-read your email a few times, preferably aloud, before sending it off.
- **Be cautious with colour or All capitals in the message.** It's distracting and may be perceived the wrong way. Writing in all capitals can convey that you are shouting in your message, and nobody likes to be yelled at.

Email Etiquettes

- Don't use email to discuss **Confidential Information**. Email messages are easy to copy, print and forward.
- Your **e-mail greeting and sign-off should be consistent** with the level of respect and formality of the person you're communicating with.
- **Always include a signature**. You never want someone to have to look up how to get in touch with you. If you're social media savvy, include all of your social media information in your signature as well.

Thank You

Module-4

Team Work and Communication

Working Effectively

The following are **some benefits of developing productive relationships** with colleagues:

- Getting **tasks** done gets **easier**.
- Colleagues are more likely to go **along with the changes** that you recommend.
- Instead of spending time and energy on negative relationships, you can focus on **opportunities**.
- You can **get ideas and feedback** from others.
- You can **take help** in hours of need, if required.
- Your **productivity** increases.
- Your **performance gets appraised** better.
- You can learn from others and add to your existing skill-set.

Importance of an environment of trust and mutual respect

Some of the benefits of an environment of trust and mutual respect are as follows:

- Getting tasks done gets **easier**.
- It encourages **free flow of ideas**.
- It **saves time** spent in gauging whether the other person is speaking the truth, or is giving genuine advice.
- Colleagues are more likely to go along with the changes that you recommend.
- You can take help in hours of need, if required.
- Your productivity increases.
- Your performance gets appraised better.

Scope of Work

- Scope of work refers to the **range of tasks and activities** to be performed or expected to be performed by someone or within a project or contract, as agreed.
- This is usually a result of **division or defining and limiting of work and responsibilities**.
- This usually is understood to be performed **within agreed timelines and rules or standards of performance**.

Scope of Work

- It is important to understand clearly one's own and others' **scope of work and responsibilities** clearly and commonly between co-workers for the following reasons:
 - Helps in planning and **organising work better**
 - **Builds trust and reliability**
 - Reduces scope of **conflict and confusion**
 - Helps optimize effort **through reducing omissions** and overlaps
 - Helps secure the **right level of support from the right people**

Ways to clarify scope of work

- Job descriptions
- Seniors (Supervisors or managers)
- Job or duty assignment sheet/document/roster
- Colleagues
- Policy and procedure documents

Organizations policies and procedures

Why do companies have policies and procedures?

- Ease of working and common understanding
- Regulatory and statutory compliance
- Optimizing performance and productivity
- Setting standards for performance and quality
- Reduction of errors, safety and security

Organizations policies and procedures

Why is it important to follow policies and procedures while working?

- To be safe, productive and maintain company standards
- Reliability and trustworthiness
- To remain compliant with legal, regulatory and statutory requirements

Seeking/Providing Clarity, Assistance and Support

- The organization being divided into **hierarchies, departments, divisions and teams** to use and develop people's expertise in accordance with capability requirements of organizations.
- It is important to **involve, seek assistance and support from those who are designated in the organizations as authorities** for decision making over their remit of work, where required.
- It is important that **people respect other people's authority and expertise** over their areas of work.

Seeking/Providing Clarity, Assistance and Support

There are various reasons why others need to be involved:

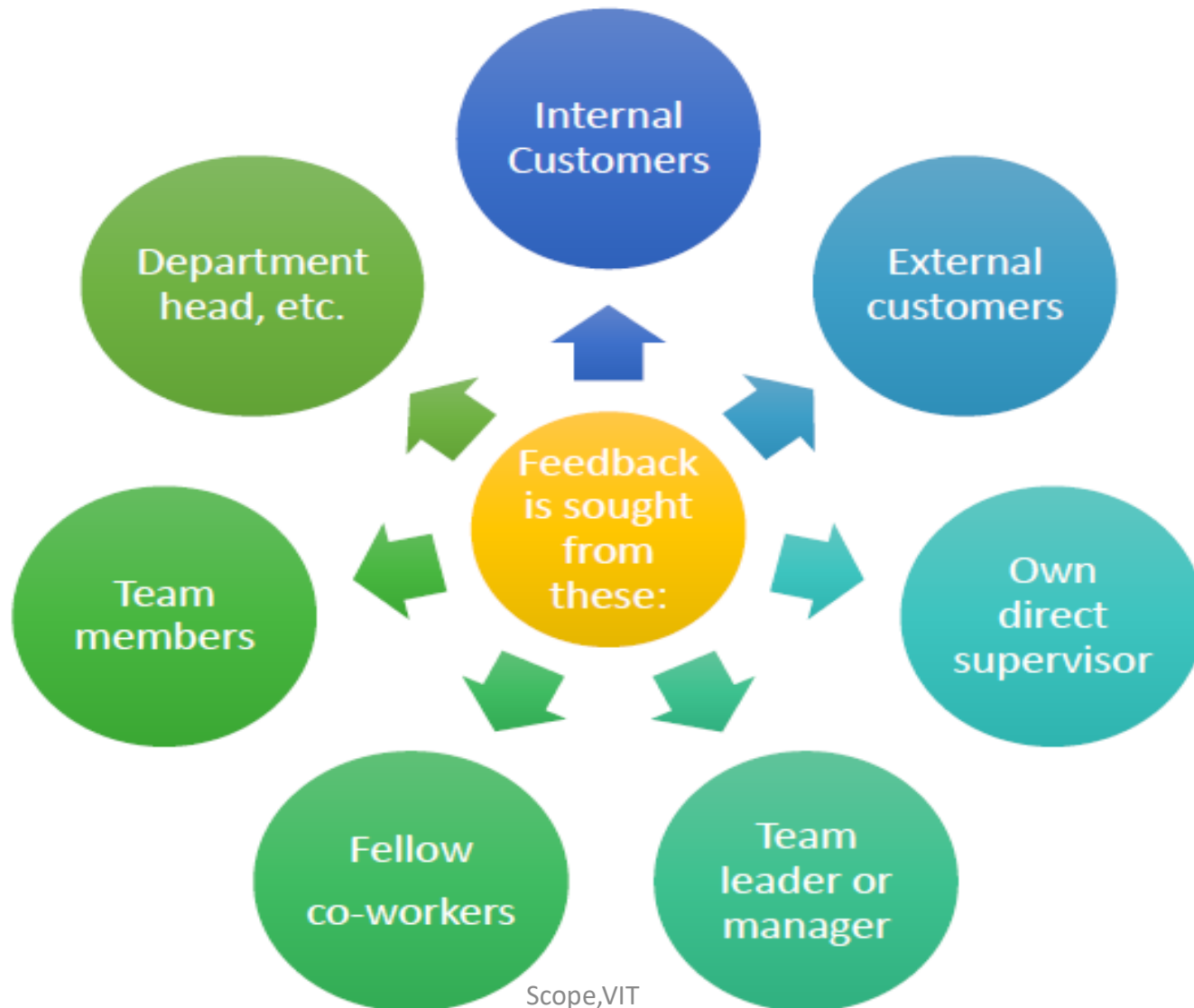
1. To contribute their expertise
2. Complex work and interdependencies that requires more people to complete tasks
3. Authority and remit of decision making
4. Stakeholders impacted by the actions
5. To generate more and diverse ideas

Seeking/Providing Clarity, Assistance and Support

When to keep others informed of progress and problems?

- It is important in many contexts to inform others of work related issues, problems and progress.
- Any work being assigned also comes with a set of expectations of customers, co-workers, supervisors or managers, other departments, etc.
- These expectations are around:
 - volume of work,
 - quality of work
 - time within which the work needs to be completed.

Seeking Feedback and Approvals



Change and flexibility

Flexibility to change is required to:

- incorporate new and improved methods of working
- adjusting to environmental changes
- supporting others
- refining goals and objectives

Planning work and work environment

To-Do List

Sr.No	To-do tasks	To finish by when	Very important Important Not important
1			
2			
3			
4			
5			
6			
7			
9			
10			

Planning work and work environment

Plan for the Day

Time	Task to be done	Interaction with whom	Status/comments
9.00am – 10.00am			
10.00am – 11.00am			
11.00am – 12.00pm			
12.00pm – 01.00pm			
01.00pm – 02.00pm			
02.00pm – 03.00pm			
03.00pm – 04.00pm			
04.00pm – 05.00pm			

Planning work and work environment

Prioritizing

Individual Goals	Team Goals
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.
<ul style="list-style-type: none"> • Discuss with Supervisor/Faculty and Finalize • Decide as per goals which work is important and needs to be prioritise and what can be avoided, delegated or negotiated. 	
Important work as per Goal	Not so Important as per Goals
5/10/2024	Scope,VIT
	17

Planning work and work environment

Work planning involves various things including

1. Defining goals and sub goals

2. Sequence of activities

3. Time allocation

4. Resource planning

5. Anticipating events and issues impacting work

6. Mechanisms for checking accuracy and quality of work

Planning work and work environment

- **Defining goals and sub-goals** includes breaking the overall objective into measureable and well defined constituent results, that can help in planning, implementation and tracking achievement and progress.
- It is important that these are further evaluated in terms of **realistic and required time frames and time** available is allocated in such a manner that these goals are achieved within optimal time frames.

Planning work and work environment

Sequencing activities right is also of great importance in efficient and effective working.

Factors that need to be considered while sequencing activities include:

- o Dependencies on interim outputs
- o Availability of resources
- o Space design
- o Schedule of deliverables and urgencies
- o Work styles, interests and preferences
- o Capabilities

Planning work and work environment

- **Resources required** can be identified by analysing the work, tasks and sub-tasks involved and the volume of work required.
- Most organizations have **standard procedures** for requisitioning for resources. For eg. the IT supplies team may have IT equipment that the user department may requisition through a formal request approved by a designated level of authority (authorized person).
- Organizations also have procedures to request for **purchase of new resources and materials** that may not be available within the organization.
- This has to be routed as per **procedure through the authorized department and personnel and requires necessary approvals.**

Planning the Work environment

- **A place for everything and everything in its place'** is a principle used by many to organize their environment.
- One can contribute effectively towards making one's work environment conducive for efficient working.

Planning the Work environment

- Some of the key requirements for this are
 - cleanliness and tidiness,
 - organizing the space layout for efficient working,
 - ergonomic design, optimal space for people and the work to be carried out,
 - right ambient conditions (lighting, ventilation, etc.).

THANK YOU