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The Terminal (2004)

Upon analyzing this movie, several strategies of communication that Viktor Navorski (main character) caught our attention. One of which is the language barrier that Viktor has that affects his interaction with people and forces him to rely solely on non-verbal communication by using gestures, and facial expressions and complemented with his broken English. The language barrier makes Viktor's identity fall from an ethical standpoint, in an awkward position that is caught between his homeland and an uncertain future here in the United States. This, in turn, makes him quite vulnerable to any unscrupulous person who may take advantage of his inability to communicate. On the other hand, language barrier may lead to unpleasant ethics issues as the main character took advantage to mislead the guard's attention on examining illegal products. The film takes a close look at how these doomsday gaps in communication not only limit Viktor's efforts to understand his new world but also make him remote or hostile to people who cross his path, in turn shaping his fate for the rest of his life. The film points to the potential for systemic change and personal transformation, while celebrating the resilience of the human spirit.

An example of real-world case studies related to communication challenges in professional settings is the miscommunication that occurs between a remote or work-from-home company. Most of them lean on asynchronous tools such as email and Slack. Miscommunication set in due to the lack of written messages that could not convey emotion and clarity. The project managers did not appear to show urgency, and the feedback sounded overly critical from other regions because they were frustrated. Key issues related to loss of emotional cues, delays across time zones, information overload, and unclear expectations. Some of these problems stem from the inability to use gestures, as the work relies heavily on meetings. Communication is limited to written messages and voice, making it challenging to convey meaning through nonverbal cues. Communication for the team could be improved by holding key discussions on video calls, setting expectations around written communication, centralizing information in such platforms as Jira, leveraging time zone overlaps for meetings, and holding regular check-ins for real-time feedback. In this way, clarity in knowledge and collaboration would be greatly guaranteed in this team.

Looking back on our communication skills and experiences, we believe there are many areas in which we can work to improve. To be specific, we feel that sometimes when we communicate with people, we can still work on being clearer and more concise because people often ask us to repeat our words or simply ask a clarifying question just to clearly understand our point. Forward, we would want to eliminate the inessentials, like filler words and repetition of the same phrases, by cutting them down. For this to be a reality, the action plans are always to actively practice brevity by pausing and focusing on the core message that we would want to drive across.