

Communication
management is a
basic tool social work
essay



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Unit/ Assignment till: Managing communication unit 5. 5

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Date:

Communication management is a basic tool of a business to analysis communication competence of business and situation, develop new interactive forms of communication, manage all information flow within and outside of organization. Stanley Deetz believes that communication is on-going process throughout one's life. Deetz uses a " communication model" in which involvement of employees in an organization is important.

Communication is two way of process receiving and giving. It can be verbal and non-verbal communications. It can be word through paper or voice as a means of communication. It is the ability to communicate effectively to carry out thoughts and visions of the organisation to the people. Communication is

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crucial for the success of a company. Organisation will be isolated without communication. There are many ways to provide communication, example through e-mail, text messages from phone, social net-working websites. The organization can inform the social worker, parents and customers by letters, e-mails and advertisements. Memoranda, staff meetings, pamphlets and manuals are services that are used to inform staff members about the new measures being taken also announce any new training programs and explain how the new procedures will affect existing operations. Management also provide staff members with information on any queries or concerns they have about new policies and procedures. Key stakeholders in my place of work at Lighthouse include clients, directors, employees, government, suppliers of foods from Tesco Company, and the community from which the business draws its resources. It is important to maintain communication and commitments to stakeholders. Company seek the employees input in the day-to-day activities, for instant at my work place to plan for the activity that the children are going to do throughout the day. The employer gives the staff opportunities to provide their thoughts on the company, including opinion surveys, meetings. There are one to one employee development discussions with the management. Shareholders - We communicate financial and operating performance with our shareholders through company reports. There are an annual shareholders meetings, quarterly earnings releases and conference calls, and presentations to securities analysts. We also engage with social workers, psychiatric on a range of sustainable development topics through ongoing dialogue, meetings, and discussions about the welfare of the children. Clients- To maintain and strengthen relationships with long-term clients, the company have frequent conversations, correspondence and <https://assignbuster.com/communication-management-is-a-basic-tool-social-work-essay/>

meetings with them. Lighthouse offer the clients' parents a long term need and as a result we are able to improve on our performance, expectations and requirements concerning diversity, ethics and other sustainability issues. This builds trust and creates a good relationship for the future. Staff- Good meetings are important in decision-making, planning and follow-up, accountability. They can help an organisation to be efficient. We have regular meeting at my work place light house every month or after two weeks, we discuss the policy at work, reports on work and other sub-committees which have done, planning activities for the year and address problems. Meeting help clarify issues work, explore ideas to resolve differences and generally improve communications and relationships, joint research and fact finding, and identify and reduce uncertainty as possible through sharing information and clear objectives and policy. Suppliers- Light House always order foods and all the cleaning materials that are needed from ASDA shop. They come to delivery on Monday and Thursday. The suppliers of chemicals provide us an up to date safety data sheet. Safety data sheets provide information that help users of those chemicals to make a risk assessment. They describe the hazards the chemical presents, and give information on handling, storage and emergency measures in case of accident. Government- the Inland Revenue and the customs and Excise who will be collecting tax from them. Ream care have to pay taxes to central and local government, including corporation tax on their profits. Businesses need to follow the legislation law, which is aimed at protecting the customers, the employees and the local environment from business activity.

Nonverbal communication

Wordless communication, or body language, includes facial expressions, body movement and gestures, eye contact, posture, the tone of your voice.

Effective communication by using open body language—arms uncrossed, standing with an open stance or sitting on the edge of your seat, and

maintaining eye contact with the person you're talking to. Body language

can also be verbal message—patting the child on the back while

complimenting her/ him, for example if the child is wearing a nice clothes.

Written communication is a vital part of communication. It should be simple

and easy to understand and avoids unnecessary repetition. Types of verbal

communication at light house (my work place) Hand overs

(internal) telephone (internal and external) meetings (internal) The way the

staffs speak to other people can make a difference to the way information is

received. Verbal communication can be improved when: it is clear and

concise, it is friendly and professional, appropriate feedback is given, active

listening is used Whiteboards are used at the work place to allocate daily

duties, rooms, or jobs to staff members. Handovers are the verbal passing of

information from one or more persons to the following shift of worker or

workers. At my work place we have regular contact with parents whenever

the children had an incident, we have to call them and let them know about

the incident or for key worker sessions we have to inform them about the

progress of their children. The parents also call to know about the well-being

of their children. Staffs need to Email the child's social worker as well. The

staff meeting at light house in my place of work; concerning children's

progress or issues, staffs or changes which need to be made. The light house

is working with the professionals such as doctors, nutritionist, social worker,

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CQC for the well- fair of the children. There is a child CM who is underweight and is not that aggressive but he is under too much meds. One of his medications makes him lost appetite and also this prevent him to put on weight. The manager and middle manager are working together with the child's doctor and nutritionist so that he can gain some weight. Every week we receive £150 from the office for petty cash to spend on revenue expenditure. During the weekend the staffs brings the children on the bus for a drive around or to Macdonald or other places to eat and also to the leisure centre for example kids space. We spend cash on petrol and foods and on any expenses needed at the light house. During the supervision the manager determine how many employee required training and CPD (continuous professional development). Professional development is provided to staff to assist in this process. The staffs talk about the conflict, if they have any concern they would like to raise and how they get on with the work. So the manager get to know her/ his staff better and are able to solve the problem between colleague. Appraisal are done every 6 months and this make the management known about the capability of the employees, their progress and which area they needed more support. In my work place the light house aims to create a work environment that is safe and support of people with disabilities. According to the Equality Act 2010 aims to protect disabled people and prevent disability discrimination. At the light house provide easy access to children with disabilities to their normal day-to-day activities' include everyday things like eating, washing, walking and going shopping. Communication barriers reduce the effectiveness of any communication between two persons. Cultural difference is about attitudes and beliefs that come from our personal environment and experience. As such, two people

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could get the same message but interpret it in two entirely different ways simply because their frames of reference and language differ. Poor Listening Skills may be due to lack of involvement in brainstorming, people have different opinion. Whilst distractions like background noise, poor lighting or an environment which is too hot or cold can all affect people's morale and concentration, which in turn interfere with effective communication, especially when working with children diagnose with autism. Non-verbal communication is sometimes mal- interpreted. For instant body language the way you sit or keep looking at the clock may give other person a wrong signal that you are not actively listening. Poor management skills can cause lots of problems in an organisation. Lack of consultation with employees can create personality conflicts which can result in people delaying or refusing to communicate, the personal attitudes of individual employees which may be due to lack of motivation or dissatisfaction at work. This may be due to insufficient training to enable them to carry out particular tasks or just resistance to change due to entrenched attitudes and ideas. An organizational structure which is unclear, people will get confuse to work in this kind of environment. Inefficient or inappropriate information systems, a lack of supervision or training, and a lack of clarity in roles and responsibilities can lead to staff being uncertain about what is expected of them. Physiological barriers: for example-by ill health, poor eyesight or hearing difficulties. Emotional barriers when people get overly involved in their emotion at work place. For example the employee may get involved too much by a particular client, many things may be hard to deal with but workers must maintain professionals and not show a lot of emotional.

Information technology (IT) has become a vital and integral part of every
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business plan. Technology has played a key role in this evolutionary process. Companies are using IT to improve the way they design and manage customer relationships. In my place of work email is the principal means of communication between employees, clients' parents and social worker. It provides a simple and inexpensive means to communicate by allowing staff to communicate using live chat systems, online meeting tools. Telephones and smart-phones offer even more high-tech ways for employees to communicate. Companies are able to store and maintain a tremendous amount of historical data economically, and employees benefit from immediate access to the documents they need. We keep all records about children, staffs and the financial data that concerning the light house safely in the computer. Nowadays the means of communication is so fast that mistake can easily happen for instant when sending an E-Mail error of typing to the social worker or clients' parent. Management Information SystemChangers in the environmental of business purposes can be maintain through activities such as " watching," " surveying and monitoring" and by the process of analysing and evaluating impact of such changes. Competitive advantage helps the company more effectively by predicting future trends in the company, constantly researching and monitoring the competitors, and adapting the customer's wants and needs. Therefore, the ability to use information systematically and organizationally from such activities is the essential factor. Information is essential for an organization, and sharing of information among organizational members is critical for keeping the organization efficient and competitive and makes close relationships among members. Information Systems (MIS) enable companies to track sales data, expenses and productivity levels. Through internet services Light House are <https://assignbuster.com/communication-management-is-a-basic-tool-social-work-essay/>

able to find out where foods and equipment that are needed in the house are the cheapest store to buy. The information can be used to track profitability over time, and identify areas of improvement. Companies are using IT to improve the way they design and manage customer relationships.

Conflict within the Organization:

Some conflicts may even split an organization such as distrust, power struggles and defensiveness may prevent staff members from expressing their ideas or listening to others with whom they have personal issues. There was two colleagues at work were fighting for the position of senior staff so at the end only one got this position and since then they never get along. They do not want to work together; they cancel their shift if ever they have to work on the same shift. They do bad gossip against to each other. As a result this affects their performance at work, no good communication where no one is listening to each other and therefore conflict arises. Miscommunication occurs because of two variables: assumptions and expectations. Things can go wrong when we tend to make the assumption, for example at my work place a colleague argue about he believed that other staff promise a clients a cake then she probably would not give it to the clients and they end up have a fight. When we have certain expectations about how others will respond to events or how they will act in certain situations, and these expectations are not fulfilled, we get conflict.

Task2- Report

Communication within Light HouseCommunication can be internal or external or both. Internal communication is between staff at light house.

External communication is between staff and clients or other community
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members including the media. At light house routine workplace communication can be: written communication (sending and receiving information), and Verbal communication (giving and following instructions and messages). Types of written communication used at light house include: email, letters and faxes (internal and external) forms, reports and memos (internal and external) minutes and agendas for meetings (internal) workplace signs (internal) whiteboards and pin-up boards (internal)

Computer use:

Policies and guidance are available in place to ensure consistency and effectiveness in the company. Staff has to ensure that the personal information about clients must not pass to outsiders as it is private and confidential. Communication plays a role in product development, customer relations, and employee management. The stakeholders are the customers, employees, suppliers, interest groups, local community etc. The key stakeholders in the organisation are: managers, employees, board of directors, customers and shareholders. Stakeholder needs is vital for the short term and long term success of any business. The business has to meet the customer's need otherwise it will cease to exist in the long term, for example a government that does not satisfy the needs of its citizens will lose power eventually. In addition, stakeholder can be sources of influence as well as conflicts of interest. As Bryson (1995: 71-5) describe the simplest way to identify stakeholders is to hold workshops/focus groups with employees and apply brainstorming techniques. Business communications lie in the purpose and structure of the business. The organisation should focus on organizational objectives such as improved performance, competitive

advantage, innovation, sharing ideas, and continuous improvement of the organization. Light House communicate to the stakeholders through e-mail, telephone or fax them. For example we contact the clients through e-mail every weeks to give them the progress report about their children or we call them. Communication is a vital part of creating and maintaining a safe and efficient workplace environment. Light House provide inductions, and on-going training and development for staff. Light House ensures that all staff are properly trained in the appropriate skills for the job. The training are updated when necessary. Big companies have their own on call centre services. This is very helpful as if one of the clients fell sick or has epilepsy so it will be easy and quick to attend the client and give him or her first aid service. It will be good if light House has tis kindofservices. Trust- accurate and efficient communication between departments builds trust within organisation. For example if Light House does not trust ASDA shop do not sell good product or some items are always missing and they do not refund to the light house then this company will go other shop where they get cheaper price and also offer good services.

Task 3

Interpersonal communication is the way we communicate with others. It may be with another person, to a group of people or to the public. It includes written, verbal and non-verbal communication. In the work place where people are unwilling to explore different ideas, opinions, and priorities create communication barrier.

Cultural awareness

Light house aims to create a safe and culturally aware work environment. At all times staff needs to be respectful and polite to one another and to clients. At no time should they raise their voice, swear, or speak in a manner that makes another person feel belittled.

Cultural awareness

Ream Care Company aims to create a safe and culturally aware work environment. We need to recognise that people come from a variety of backgrounds and cultures and they brought different values, attitudes and beliefs into business. All staff needs to be non- judgemental, respectful and tolerant of each other's differences. When communicating with people from other backgrounds people need to take into consideration about cultural differences in both verbal and nonverbal communication. Professional development is provided to staff to assist in this process.

Disability support

SBHC aims to create a work environment that is safe and supportive of people with disabilities. Alternative methods of communication are maintained and developed when appropriate (for example; translators, voice recognition software, browser readers). Professional development is provided to staff to assist in this process. We need to recognise that people come from a variety of backgrounds and cultures and with them they bring a variety of different values, attitudes and beliefs. All staff needs to be non -judgemental, respectful and tolerant of each other's differences. When communicating with people from other backgrounds care needs to be taken to ensure that

cultural differences in both verbal and nonverbal communication are considered. Sometime people at my place of work they misused the Computer. Staffs use it for personal matters instead for office work this cause delay for office work or they forget to do what they need to be done. One problem always occur at the light house is whenever we do not need the service of one of the agency staff they forget to call and cancel them. Light house have to send an E-mail to the agency for cancellation.

Effective communication skills:

Effective communication are a set of skills which includes nonverbal communication, attentive listening, the ability to manage stress in the moment, and to be able to control your own emotions and those of the person you're communicating with. Every day there is a huge numbers of messages whereby one receives and sends. Effective communication is more about exchanging information. Effective listening can: Make the speaker feel heard and understood which can help build a stronger, deeper connection between people. Create an environment where everyone feels safe to express ideas, opinions, and feelings, or plan and problem solve in creative ways. Save time by helping clarify information, and avoid conflicts and misunderstandings. Diffuse negative emotions. If the speaker feels that he or she has been truly heard, it can help to calm them down, and allow for real understanding or problem solving to begin. Listening is one of the important parts of effective communication. I personally find myself have good communication skills. A smile and greeting people when someone start to work, it encourage good interaction, be friendly and approachable between staffs. I interact well with all staff and I have good rapport with them. I am a

person who always shares my ideas and suggestions with my colleague. When I have come to work I make sure I take the hand over and before I leave I hand over to other staff so that they can carry on the shift well with no problem. I make sure I read the communication book when I come to work to see if any changes had been made during my absent or anything that I need to know. I also help with writing incident report when the children have an accident or an incident happen, after that I have to call their parents to let them know about their child and also I make sure to email the social worker. I do accept good and bad feedback. For my personal development I always request feedback from others how I work on my own and in a team. In my supervision I asked for more training like managing behaviour course so that to get more skills and knowledge to better equipped in my line of work. Team work is crucial in an organisation so that the work run smoothly. At my work place staffs need to be always offered their help because at any time the children diagnose with autism might escalate and need to be restrain as a last resort only. When dealing with challenging behaviour we always require a fresh face in case the child prefers to work with certain staff. I always give ideas and suggestions for instant the last meeting I had I suggested that the staff and the children could go for a walk around instead of using the bus all the time and it's also healthy walking. I talked about the staff agency as well whenever they are requested, staffs needs to tell them what their job are and we expected from them otherwise the staff agency are not aware what to do and finally the work has not done properly.