

To maintain and
strengthen
relationships social
work essay



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Unit Title or No: Unit 5. 5

Assignment Title or No: Managing communication

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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. Lighthouse use different means to provide communication, for 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. Staffs members are inform about new measures being taken in the company and also announce any new training programs through memoranda, staff meetings, pamphlets and manuals. 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 – The management together with the shareholders is at the forefront of communication with financial and operating performance through company reports. The management and shareholders hold a meeting annually to analysis how well they have performed over the past period. We also engage with social workers, psychiatric, school teachers, nutritionist, and doctor to keep ongoing dialogue on everything they involve in for the welfare of the children. Clients-

To maintain and strengthen relationships with long-term clients, the company have frequent conversations, correspondence and meetings with them. Lighthouse offer the clients' parents a long term need and as a result

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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 on hazards, chemicals and dangerous elements to help users in making a risk assessment by providing information on handling, storage in case of an emergency. 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

Nonverbal communication can be body language such as thumbs up when one try to say you doing well, or making an expression on your face showing

your disappointment or delight, giving someone eye contact showing active listening. Effective communication by using open body language—sitting facing the person, direct eye contact with the person you are talking to and not to fiddle with objects and rocking on a chair. Body language can also be verbal message—patting the child on the back while complimenting her/him, for example if the child is wearing nice clothes. Log book, work diary, handovers is a crucial part of communication. Passing information to one or more persons to the following shift of staff, it is important to ensure continuity of safe and effective working. The outgoing person has to make sure that incoming person understand the status of the business and process before leaving the work place. Types of verbal communication at light house (my work place) are: Handovers, telephone, meetings. The staffs need to be friendly and approachable so that when the clients or their parents have to raise any concern they can easily speak and feel more comfortable to talk about it. Information passing to another person is vital as the other person could receive it in different way. Verbal communication has to be: Clear and brief it is approachable and professional, proper feedback is given, good listening Whiteboards are used at the work place to share out everyday duties, or jobs to staff members. 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,

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nutritionist, social worker, 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 in order to develop staff in all areas of organisation. 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 safe and effective work environment. We support people with disabilities by making sure they have all the facilities that they are required. 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 for their normal day-to-day activities' which are everyday things like eating, washing, walking and going shopping. Communication barriers reduce the effectiveness of any communication between two persons.

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Cultural difference is about attitudes and beliefs that come from our personal environment and experience. As such, two people 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.

Distractions like background noise, poor lighting or an environment which is too hot or cold those are factors which can affect people's morale and concentration, which hinder in the process of an 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 conflict and as a result it creates lots of tensions such as people not communicate to each other, argument arises between staff and this lead to lack of motivation and dissatisfaction at work. This problem may occur when management do not provide sufficient training to enable the staff to carry out certain task or just refusing to changes due to embedded attitudes and perception. An organizational structure which is unclear, people will get confuse to work in this kind of environment. Information systems which are inefficient and incorrect, a lack of supervision or training, and a lack of clarity in roles and responsibilities can lead to disorganisation at work as staffs are uncertain of what to do and what is expected from them. Physiological barriers: for example: sickness, poor visual or hearing difficulties. This barrier also can affect a person in the job. People working with them need to aware of their disability especially when sending or receiving information from <https://assignbuster.com/to-maintain-and-strengthen-relationships-social-work-essay/>

them. 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 essential part in all business plans. Technology has played a key role in this evolutionary process. Companies are using IT to interact and have better customer service and staff has to be polite and helpful. In my place of work we use email as the principal means to communicate with employees, clients' parents and social worker. It is a simple and inexpensive means of communication by allowing staff to communicate using live chat systems, online meeting tools. Workers using telephones and smart-phones offer even more advance ways to communicate. Companies are able to store efficiently and maintain a great amount of historical data, easy and immediate access to the document as employees are needed. 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

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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) facilitate companies to know about sales data, expenses and productivity levels. Through internet services Light House are 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 profit made over the years, and in which area they made 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 House Communication 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 members such as the media. At light house routine workplace communication can be written communication (sending and receiving information), and verbal communication (speaking and listening) The types of written communication used at light house include: Using email, letters and faxes to send messages to parents, social worker, employees Application forms , accident and incident reports and weekly memos minutes and agendas for staff meeting register book whiteboards and pin-up boards writing ideas or work schedules

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. Ream Care Company which is Lighthouse it is vital to satisfy the needs of the stakeholders for the short term and long term for the success of the company. The business has to <https://assignbuster.com/to-maintain-and-strengthen-relationships-social-work-essay/>

meet the customer's need otherwise it will cease to exist in the long term, for example the clients' parents are not happy with the services that they get eventually they would leave the company to find a better place where they can have good services. 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 a meeting 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 is properly trained in the appropriate skills for the job. The training is 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 this kind of services. 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.

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Task 3

Interpersonal communication is how we communicate with people; it may be to a group of people or to the public. It can be 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

Lighthouse aims to create a safe and ethnic diverse work environment. At all time staff needs to have a good approach and friendly to one another and to clients. At work place it is not allow raising their voice, swearing, or speaking in a manner that makes another person feel belittled.

Cultural awareness

Ream Care Company aims to create a safe and ethnic diverse work environment. People come from a variety of backgrounds and cultures and they brought different values, attitudes and beliefs into business. When communicating with people from other backgrounds staff needs to be aware of cultural differences in both verbal and nonverbal communication for instant to be non-judgemental, respectful and tolerant. Professional development is provided to staff in order to improve their behaviour and mental ability in work environment.

Disability support

Ream care (Lighthouse) also aims to create a safe work environment and supportive of people with disabilities. Lighthouse provides facilities for less able people and makes their day activities more helpful. A personal disability needs their equipment check daily and an emergency service on standby.

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 is more about exchanging information. To be effective in the work place we need to have a good team mentality, good relationship with colleagues and clients in order to be able to work well under pressure and stress and also to manage stress. To work effectively with clients who is being difficult and turn it in a good and effective outcome. Effective listening can: Communication between management, employee and clients need to have good interaction and be active listening to each other. This develops a strong bond and trust between them. Employer should involve employee in all the discussions regarding work for example be able to express ideas, opinion and problem solving. Avoid petty conflicts and misunderstandings by having open discussions with staff to sort out the problem. Diffuse negative emotions by allowing both parties to speak their mind which will help to diffuse the problem and calm them down. 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.