

TEAMWORK

INTERMEDIATE

**FOSTERING
COMMUNICATION SKILLS
WITHIN TEAMWORK**



SKILL ADDRESSED:

Teamwork

LEVEL OF CHALLENGE:

Intermediate

TITLE OF ACTIVITY:

Fostering communication skills within teamwork



INTRODUCTION TO THE SKILL

Communication in a team is vital for any successful project or working environment. When communicating with team members, it is important to understand the three core types of communication that can be found in the workplace: verbal, non-verbal, and written. When communicating verbally or through writing, there is a lot of room for misinterpretation. One of the ways that misinterpretations can be overcome is by breaking down statements from both perspectives. One of the ways to do this is through the Four Sides Communication Model. The Four Sides Communication Model, developed by Friedemann Schulz von Thun, helps to analyse communication from four different perspectives: the factual side, the self-revealing side, the relationship side, and the appeal side.

THE CHALLENGE

Recently you have begun working on a new project with new team members from two different departments. You have never worked together before and you find that the communication between your team isn't working. This makes it really difficult work together as a team. You have decided to build better communication styles and techniques within the team by deciphering some of the more awkward moments between the team.

STRUCTURE

Start by watching this video to understand the recipe for great communication: <https://www.youtube.com/watch?v=qFWsTsvJ8Xw>

Following the advice in the video, create a list of your own personal order of importance when it comes to communication such as: clarity, brevity, context, impact, and value.

Once you have completed your list, watch the following video: <https://www.youtube.com/watch?v=cY9Ofvr2ouw>

In the video, there are four different sides of communication. Think of a situation in the workplace where this four sides communication model could be useful in the workplace.

Using this template (<https://projectmanagement.guide/4-sides-model-of-communication/>), use the four sides communication model to demonstrate the following scenarios:

- Your coworker Mark has been struggling with sending what seems like overly aggressive emails. Recently you received an email from Mark that says "I can't believe you're asking me to work overtime again." Use the Four Sides Communication Model to analyse this statement from Mark's perspective, and then from your own.
- Your assistant Jacob just came up with a great solution to a problem with the calendar system at work. When he brought it up with your coworker Kathy, she said that "That idea sounds interesting, but it might not align with our current goals." Use the Four Sides Communication Model to analyse this statement from Jacob's perspective, and then from Kathys.
- You and your boss Paula recently went on a work trip to meet some clients. At the meeting, you successfully pitched a new sales strategy. After the meeting, Paula told you "Your contribution during that meeting was much better than last time." Use the Four Sides Communication Model to analyse this statement from your perspective, and then from Paulas.



DEMONSTRATION AND EVALUATION

Congratulations, you have now completed the intermediate level problem-based learning activity! In this activity, you have learned about how communication can occur in teams and how statements can be interpreted differently between team members.

To reflect on this activity, consider the following questions:

- What are the benefits of making sure that there is good and positive communication between team members?
- How can you improve communication between team members where a wrong interpretation has taken place?

In this activity you have discovered how to interpret different statements by breaking down the statement using the Four Sides Communication Model. Using this model helps reveal the various layers of meaning and intention embedded within the communication. Understanding these different aspects can lead to more effective and empathetic communication in various contexts.





INTERFACE



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