



**ECO-MEDIA**

# **Lesson 3**

## **Communication and Teamwork**

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# Introduction

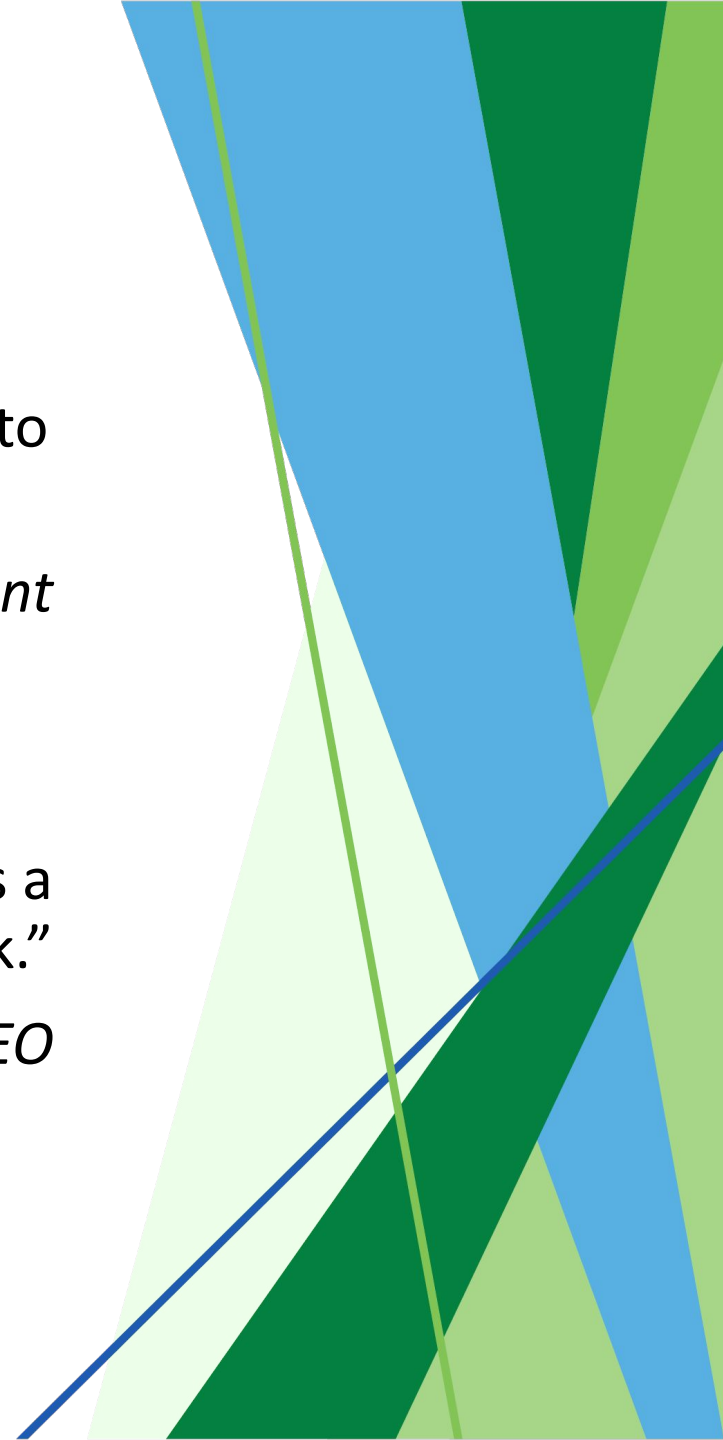


“Nothing in life is more important than the ability to communicate effectively.”

*Gerald R. Ford, former United States president*

“Excellent communication doesn’t just happen naturally. It is a product of process, skill, climate, relationship and hard work.”

*Pat McMillan, author, CEO*



# Objectives of the lesson

- To introduce to the basic concept of communication in the context of soft skills.
- To demonstrate the importance of communication.
- To reflect on the barriers of communication.
- To understand the basics of teamwork.
- To reflect on challenges related to teamwork.
- To develop and practice skills for effective teamwork.



# Learning outcomes

- Increased knowledge of the concept of effective communication.
- Develop skills to communicate effectively.
- Define benefits of teamwork.
- Demonstrate teamwork activities.



# Targeted skills

- Communication
- Teamwork
- Diversity skills
- Empath skills
- Inclusion skills
- Critical thinking skills



# Communication

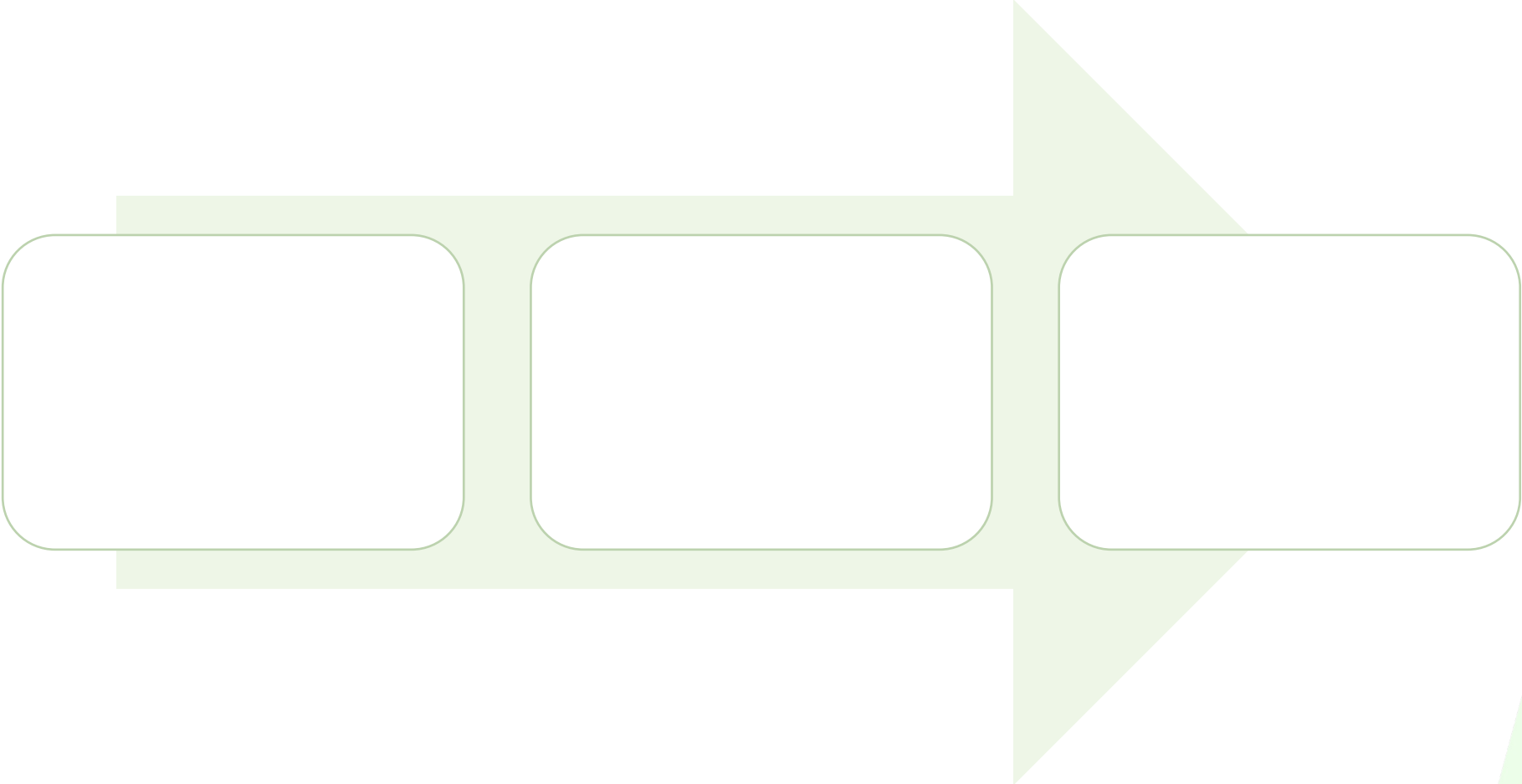
*"Communication is your ticket to success, if you pay attention and learn to do it effectively".*

Theo Gold





# What is communication?



# What are the most common ways we communicate?

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**Verbal communication:** face-to-face conversations, phone calls, and video chats.

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**Written communication:** emails, text messages, memos, letters.

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**Nonverbal communication:** body language, facial expressions, gestures, and tone of voice.

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**Visual communication:** use of images, graphics, videos, and other visual aids.

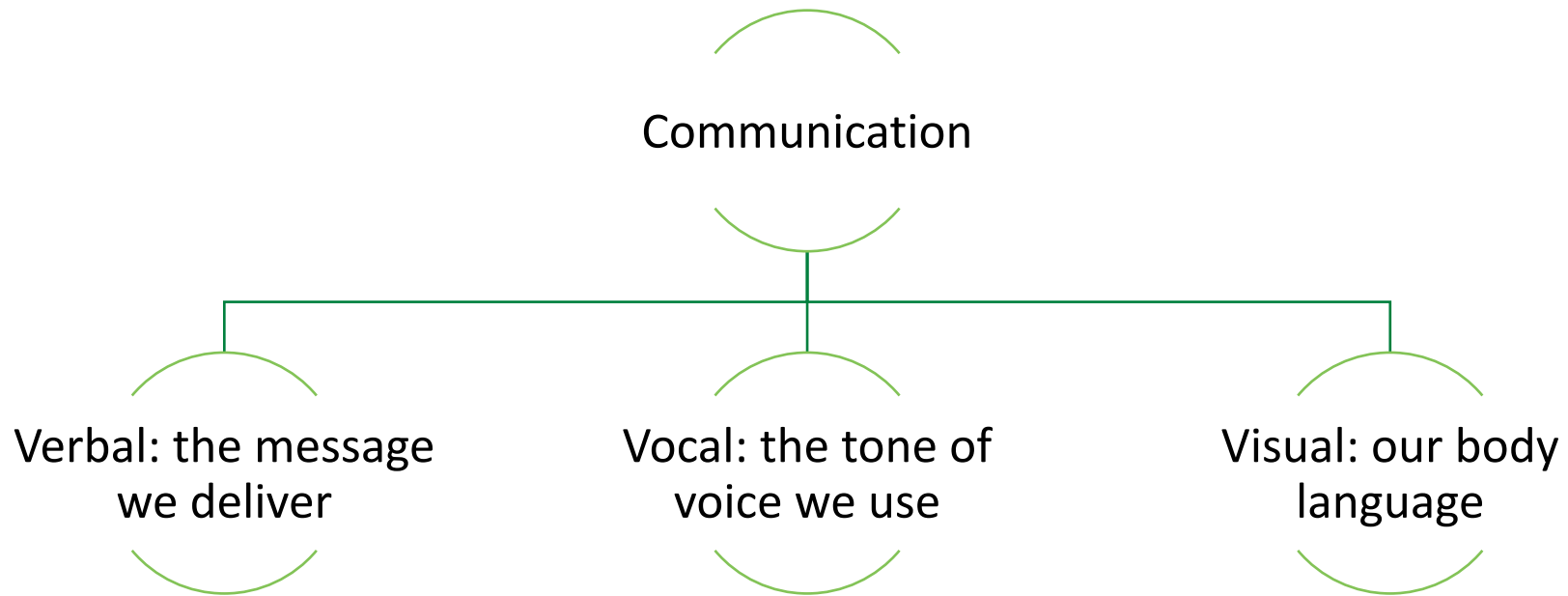
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**Listening:** involves paying attention to the speaker, asking questions, and providing feedback.

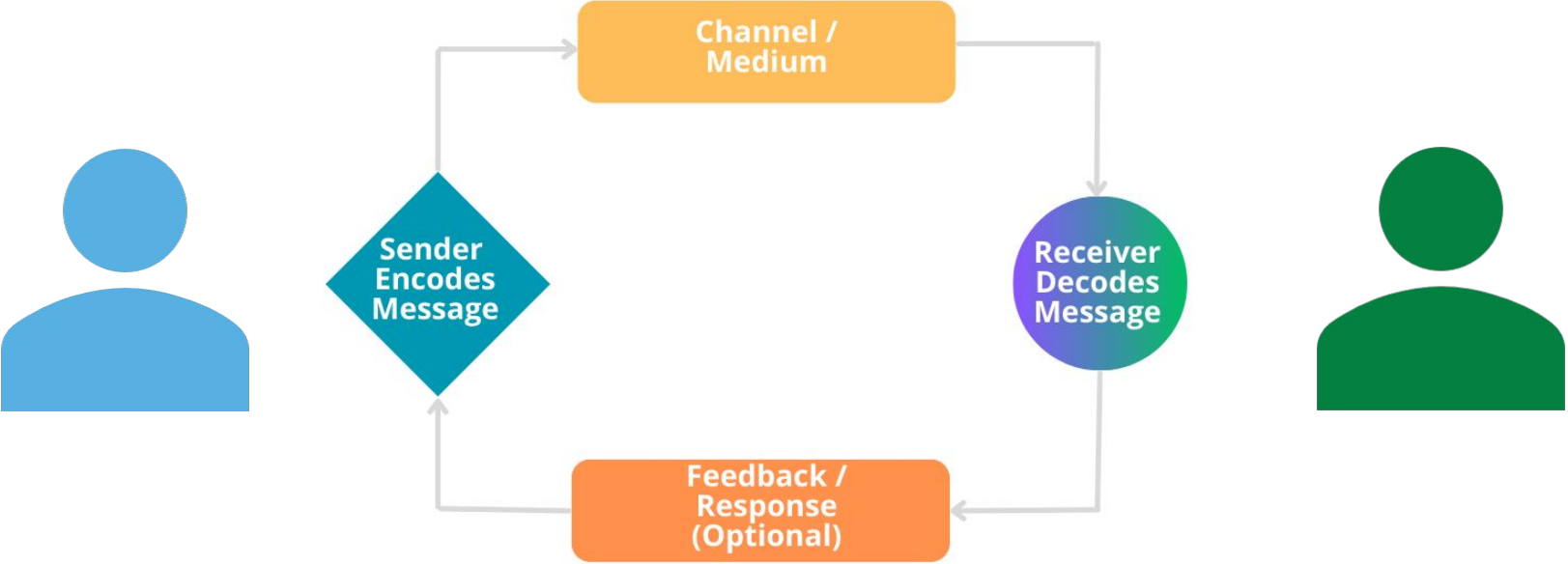
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**Digital communication:** communication through social media, instant messaging, and other online platforms.

# Verbal, vocal and visual communication



# The communication process



# Types of communication

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***Intrapersonal communication:*** Communication that takes place within oneself, often involving self-talk or inner dialogue.

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***Interpersonal communication:*** Communication between two or more people, such as face-to-face conversation or phone calls.

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***Intergroup communication:*** Communication between different groups of people.

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***Mass communication:*** Communication to a large audience or the public.



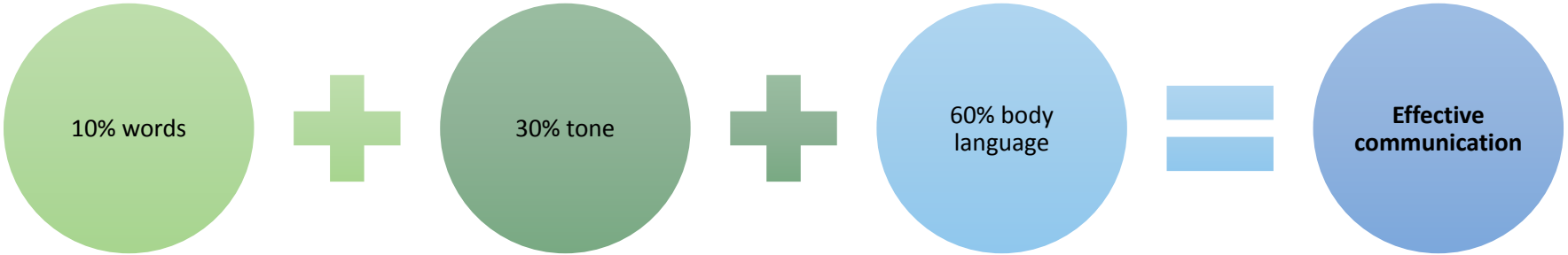
# Verbal and non-verbal communication



# What is effective communication?



# Communication is not just about words...



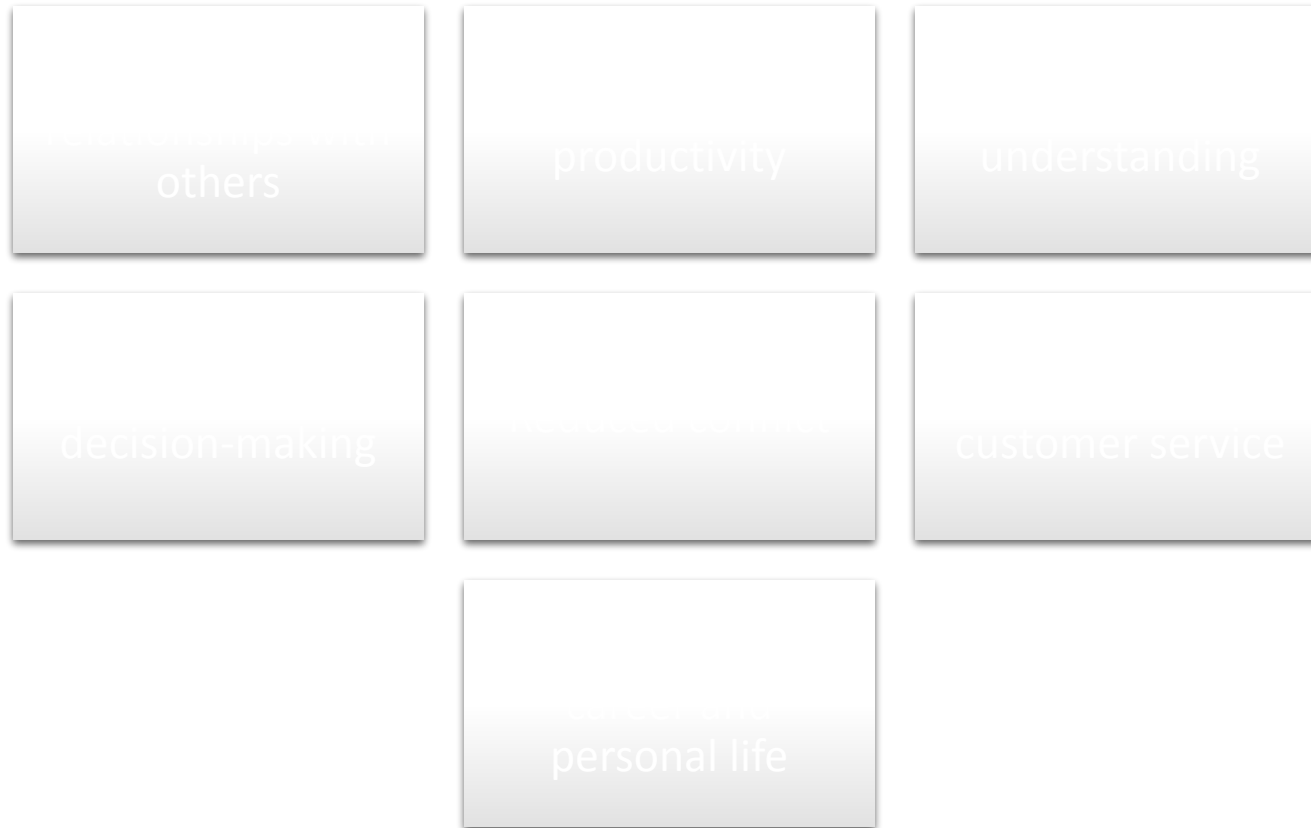


# Characteristics of effective communication

- Clarity / clear
- Conciseness / to the point
- Correctness / accurate
- Completeness / contain all necessary information
- Coherence / well-organized
- Consideration of potential effects on listeners
- Courtesy / respectful
- Concreteness / be based on facts
- Consistency / steady and efficient workflow



# Benefits of effective communication



# Challenges/barriers of communication

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**Language barriers:** Differences in language can lead to misunderstandings and miscommunications.

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**Cultural differences:** Different cultures have different ways of communicating and may have different interpretations of certain communication styles.

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**Distractions:** Noise, interruptions, and other distractions can make it difficult to focus on the message being communicated.

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**Emotional barriers:** Emotions such as anger, frustration, or anxiety can interfere with effective communication.

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**Nonverbal communication:** Nonverbal cues such as body language, facial expressions, and tone of voice can impact communication and may be misinterpreted.

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**Physical barriers:** Physical barriers such as distance or physical disabilities can also pose challenges to effective communication.

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**Technical issues:** Issues with technology or equipment can disrupt communication, especially in virtual or remote settings.



# Failure in communication can cause...

dissatisfaction  
missed misunderstandings  
emotions morale  
spirit negative cooperation  
frustration failed  
productivity conflict mistakes  
delayed reduced low poor  
loss team projects  
opportunities



# How to improve your communication skills

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Active listening/Paying attention to the speaker, asking questions, showing interest.

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Clear and concise messages.

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Using appropriate tone/respectful.

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Providing feedback, offering constructive criticism or feedback.

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Nonverbal communication/ Using body language, gestures, and facial expressions.

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Asking for clarification to ensure that you understand.

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Being empathetic/understanding emotions of the speaker and responding with empathy.

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Using appropriate language, avoiding jargon or technical language.

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Choosing right time to communicate ensuring that recipients are receptive to message.

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Choosing the right medium such as face-to-face, email, or phone depending on nature of message and recipient's preference.



# Do's for effective communication

Listen actively to the speaker

Clarify doubts and ask questions

Use clear and concise language

Speak confidently and assertively

Maintain eye contact and use appropriate body language

Use active voice instead of passive voice

Use positive language

Show empathy and understanding towards others

Respect cultural and linguistic diversity

Use appropriate tone and volume according to the situation

# Dont's in communication

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Interrupt the speaker.

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Dismiss the speaker's feelings or opinions.

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Use offensive language.

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Make assumptions or jump to conclusions.

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Ignore nonverbal cues or body language.

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Avoid difficult conversations or conflict resolution.

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Monopolize the conversation or only talk about yourself.

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Be distracted or multitask while listening or speaking.

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Neglect to clarify or confirm understanding.

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Speak randomly without a plan and structure.



# Can you hear me know? Let's play a drawing game!

- 1 will be the describer
- The rest will be the Drawers
- Describer: Choose a random word and describe it using geometric terms such as directions, degrees, lengths and shapes. For example, “draw a small circle in the middle of your page, then a triangle on top of the circle.”
- Drawers: listen to the directions and do your best to draw what you hear! Guess the word!
- Let's play!





# Teamwork

*“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”*  
Andrew Carnegie



# Team



**TEAM=Together Everyone  
Achieves More**



# Team is...

...a group of individuals who work together to achieve a common goal or objective.



# Team is like an orchestra...

- As each instrument in an orchestra plays a specific role in creating a harmonious sound, each member of a team has a unique contribution to make in achieving success.
- As an orchestra requires a conductor to guide and coordinate the efforts of each musician, a team requires a leader to provide direction and support.



# Teamwork

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There is **no 'I' in teamwork.**

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Importance of working together as a team and putting the collective goals and interests above individual egos and agendas.

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Successful teamwork requires collaboration, communication, and mutual support, where team members are willing to contribute their strengths and skills for the benefit of the group as a whole.



# Are you a team player?



# Benefits of teamwork

- Increased productivity
- Improved communication
- Improved problem-solving abilities
- Increased job satisfaction
- Increased creativity and innovation
- Enhanced efficiency
- Better communication
- Learning opportunities



# Tips for effective teamwork

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Establish clear goals and objectives

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Communicate effectively

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Encourage collaboration

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Foster a positive team environment

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Build on individual strengths

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Establish clear roles and responsibilities

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Be open to feedback

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Respect and trust

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Celebrate successes





# Let's exercise!

## Share your personality!

**SWOT Analysis**

STRENGTH	WEAKNESS	OPPORTUNITIES	THREATS
S	W	O	T

# Conclusions



# Conclusions

Effective communication is crucial for success in personal and professional relationships.

Communication involves not only words but also tone, body language, and listening skills.

Good communication can improve teamwork, productivity, and job satisfaction.

To improve communication skills, you can practice active listening, use clear and concise language, ask questions, and be aware of nonverbal cues.

Avoid common communication pitfalls such as making assumptions, interrupting, using negative language, and failing to listen actively.

Consider the audience and the context when communicating and adapt your communication style accordingly.

# Conclusions

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Teamwork is essential for achieving a common goal.

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A strong sense of unity and collaboration is vital to build a successful team.

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Open and honest communication, active listening, and feedback are key to effective teamwork.

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Diversity in skills, backgrounds, and perspectives can strengthen the team and bring fresh ideas and innovative solutions.

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Teamwork requires dedication, hard work, and effective communication.

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Teamwork can lead to exceptional results and a fulfilling and enjoyable work environment.



# References and additional resources



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- Waters, S. (2021). What will make or break your next role? Find out why teamwork matters. Available at: <https://www.betterup.com/blog/what-is-teamwork>

# Additional resources

- Active Listening: How To Communicate Effectively. Available at: [https://www.youtube.com/watch?v=BW82k7lwl\\_U](https://www.youtube.com/watch?v=BW82k7lwl_U)
- Brian Tracy, How To Master The Art of Effective Communication. Available at: <https://www.youtube.com/watch?v=lkOp4OGLWow>
- Effective Communication Skills in the Workplace. Available at: <https://www.youtube.com/watch?v=QGHBq5OEsBM>
- How To Improve Communication Skills? 12 Effective Tips To Improve Communication Skills. Available at: <https://www.youtube.com/watch?v=v3DiMAPolls>
- Secrets Of Successful Teamwork: Insights From Google. Available at: <https://www.youtube.com/watch?v=hHlikHJV9fl>
- Teamwork and Leadership-Motivational short Animation Video. Available at: [https://www.youtube.com/watch?v=l1J2Z\\_Fgado](https://www.youtube.com/watch?v=l1J2Z_Fgado)

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