



SAFFRON WALDEN
COUNTY HIGH SCHOOL

SWCHS SIXTH FORM SUMMER WORK

Health & Social Care

TASK
<p><u>Communication theories & factors</u></p> <p>If you have any queries regarding this work please email mdoe@swchs.net</p> <p><u>Task</u></p> <p>You must complete the worksheet below. You must read the articles on Argyle's communication theory and Tuckman's group interaction theory, answering the questions on the worksheet.</p> <p><u>How will this work be used in lessons?</u></p> <p>The tasks are directly linked to Unit 1 - Positive relationships which students will be starting in September.</p> <p><u>How long will this task take?</u></p> <p>1-2 hours</p>

Theories of communication

Task 1 – Argyle's communication cycle

Read the following articles on Argyle's communication cycle, then answer the questions below.

The Communication Cycle

Six Steps to Better Communication



By the Mind Tools Content Team

Whether you're writing an email to a co-worker, delivering on-the-job training to a new team member, or giving an important presentation to the board of directors, you must communicate in a way that is clear, concise, and easy to understand.

But do you ever get lost while planning out your message, or struggle to identify what your audience truly needs to know?

There are so many factors to consider during preparation and presentation that it's easy to forget an important point. The Communication Cycle is a six-step process that can help you to tailor and refine your messages. Originally developed by Charles Berner, the model was updated into its modern form by Oxford professor Michael Argyle in his 1972 book, *The Social Psychology of Work*. [1]

The Communication Cycle helps you to ensure that you don't forget anything essential the first time you present it, and can maximize its impact. By putting the process into the form of a cycle, this approach encourages you to use the feedback you receive to improve your communications in the future.

Six stages of Communication by Michael Argyle

 [Read Summary](#)

Six stages of Communicationby Michael Argyle

Michael Argyle was a Social Psychologist he stated that interpersonal communication was a skill that had to be learned, just as you would learn to drive a car. He said that when you are driving a car, you have to change your method to match the conditions of what is happening on the road. Driving involves a constant cycle of watching what is happening in the road, working out how to respond, making the required responses and then repeating this cycle until the end of your journey. Argyle argued that, communication involved much the same 'cycle' as driving a car required.

He explained this by developing a Cycle of Communication

There are six stages to his cycle

1. Aim

At this stage the sender thinks about HOW they want to communicate what they want to say
how they will say it
what they want the receiver to do with the information

2. Encoding

At this stage the sender needs to consider the following:

Social influences and other things that may change what they want to say e.g. what style they want to use, language to use, approach to use What they assume about the receiver and their assumptions of the sender e.g. has the receiver got a sensory need just because they are elderly Does the receiver have any assumptions about the sender and will this hinder or change what they say

3. Transmission

This is a vital stage for successful communication. The communication need to be transmitted in the right format at the right time Things to consider;

Are there any distractions?

Does the communication need summarising?

Is there anything that will increase the clarity of the communication?

[⇒Six stages of](#)

4. Receiving

This is when there is receipt of the information from the receiver for the sender. There are certain things that the sender needs to take into account at this stage. We think three times faster that we speak

It is much easier for the speakers words/ message to get muddled by distractions and other thoughts i.e. the sender needs to listen effectively Reactions to the message must not happen until the speaker has finished

5) Decoding

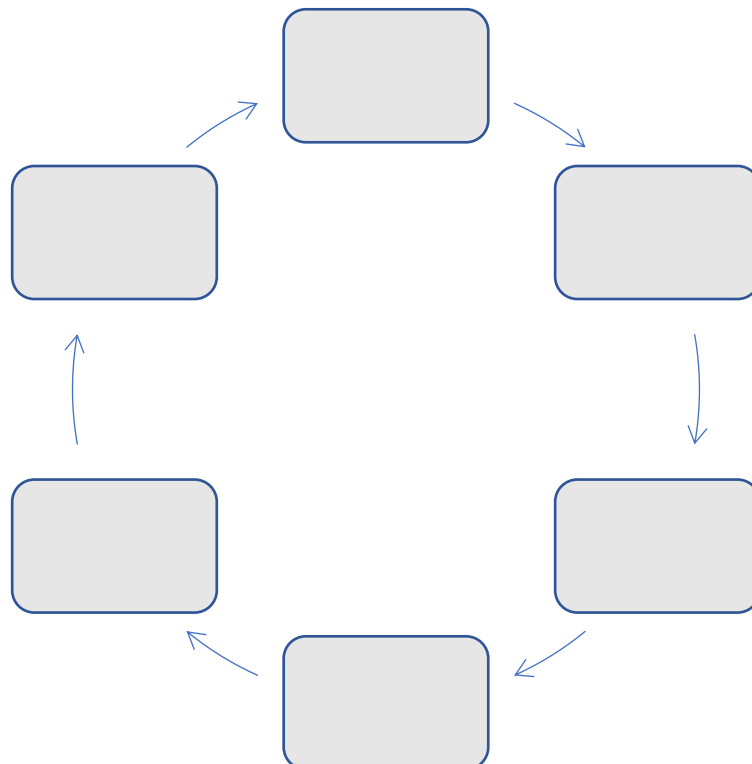
If the sender has transmitted the information correctly and paid attention to what the speaker has said (including body language and tone of voice) then they will be able to decode the message effectively. The meaning of the communication is the responsibility of the sender not the receiver

6) Responding

This gives the Receiver the chance to ask any questions and the sender the chance to realise if they have missed out any of the stages in the cycle

Questions

1. What is the purpose of Argyle's communication cycle?
2. When was this theory developed?
3. Fill in the diagram below with the SIX stages of Argyle's cycle.
4. Annotate each stage, in your own words, what they mean.



Forming, Storming, Norming, and Performing

Tuckman's Model for Nurturing a Team to High Performance

MTCT

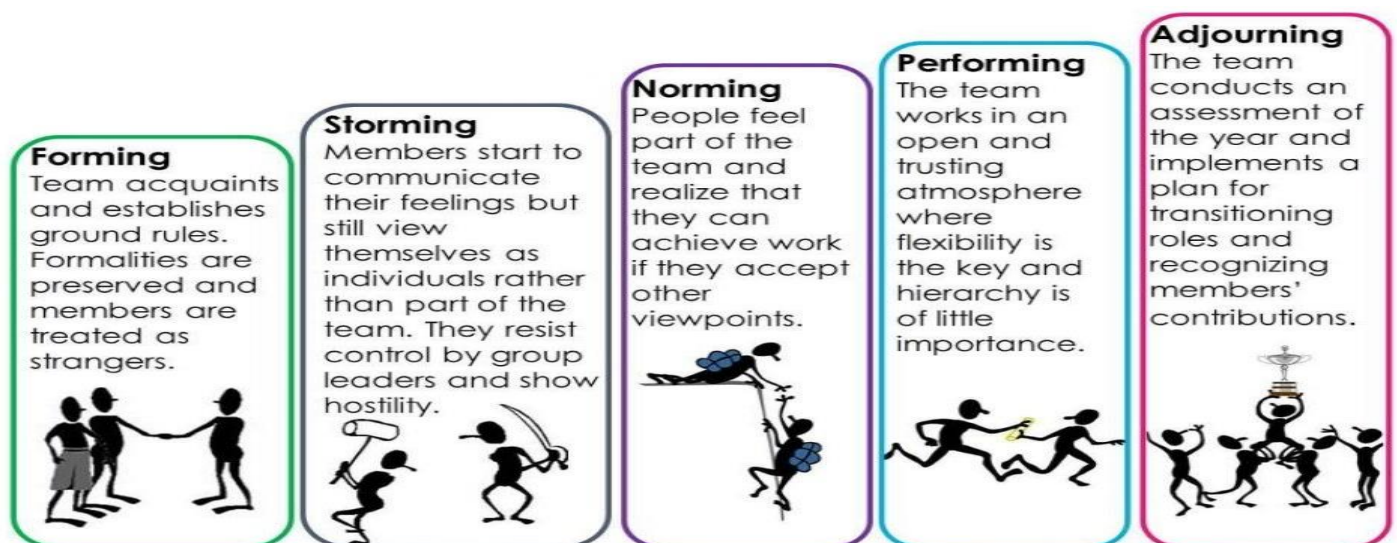
By the Mind Tools Content Team

You can't just switch on teamwork. It takes time for a new team to "gel" and work to its full potential. What's more, team members go through stages as they move from strangers to co-workers.

Bruce Tuckman's Forming, Storming, Norming, and Performing model describes these stages. When you understand Tuckman's model, you'll know how to help your new team to become effective – faster. Let's look at how.

Where Does Forming, Storming, Norming, and Performing Come From?

Psychologist Bruce Tuckman came up with the memorable phrase "forming, storming, norming, and performing" in his 1965 paper, "Developmental Sequence in Small Groups." [1] It describes the path that teams follow on their way to high performance. Later, he added a fifth stage, "adjourning" (also known as "mourning") to mark the end of a team's journey.

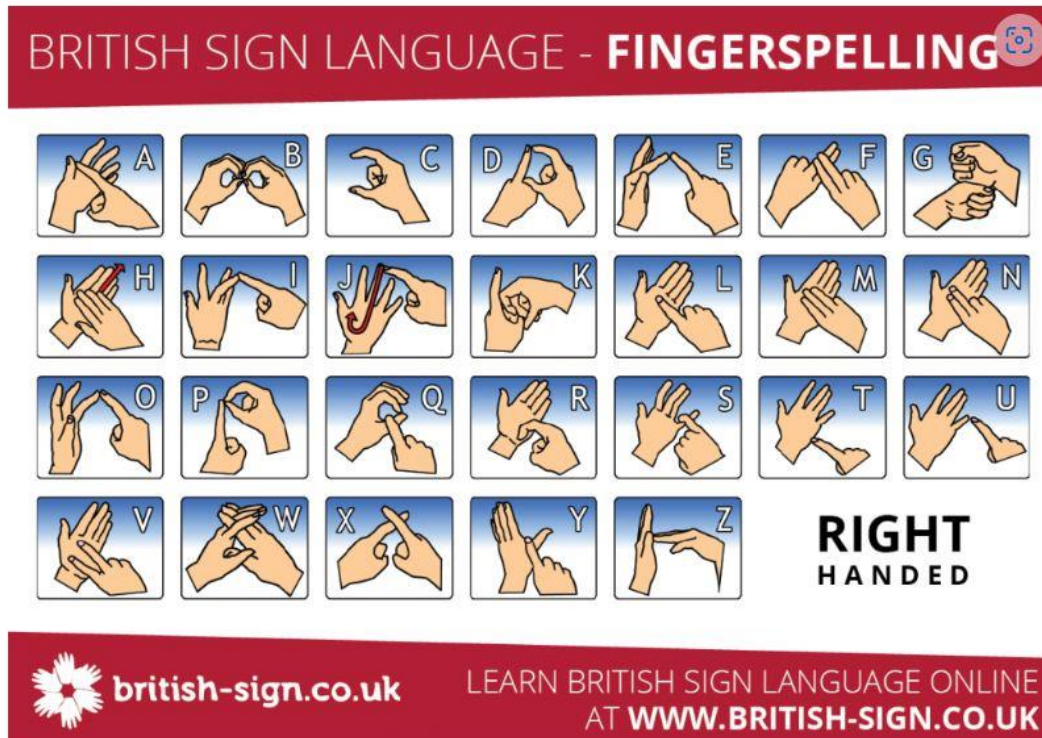


Summer activity – adapted communications

1. Using the QR codes and resources below, in preparation for your first lesson back you need to have learnt how to sign your name in British Sign language using finger alphabet. (Feel free to learn more and impress us all with your BSL skills!)

2. You also need to bring in a physical example of adapted communication. (see information below) You may find these whilst out and about, on medicine packets, in your local Doctors surgery – keep a look out!

BSL resources –



BSL Greetings - QR



BSL – finger



alphabet

Examples of Adaptive communications –

- Braille
- Signs & symbols
- Makaton
- Larger text
- Speech – to – text