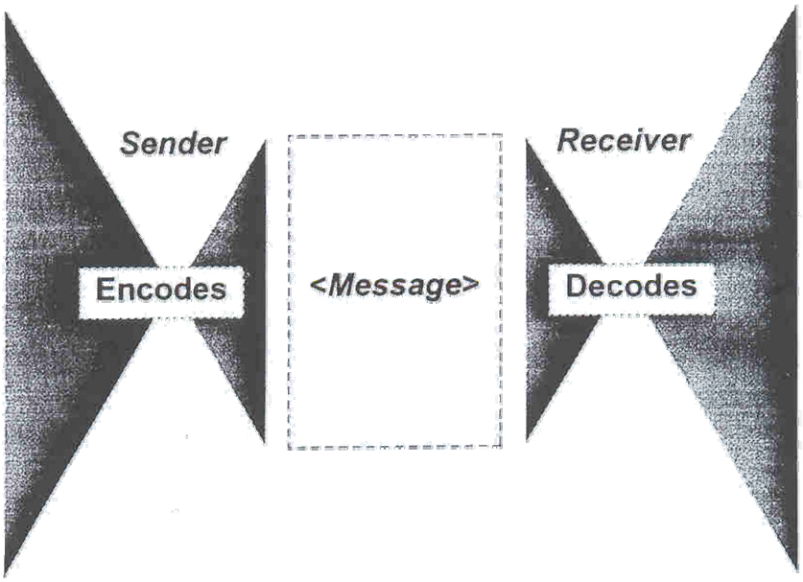
Team Communication

Team communication is defined as the exchange of information between team members that is satisfactorily transmitted, received, and acted upon.

- Communication includes the transference and understanding of meaning between the sender and the receiver.
- An idea, regardless of its value, is just an idea until other team members understand it.
- The quality of the team's work, to a large extent, depends upon the quality of information they share.

The Process of Communication



Task Communication

Task communication is "head talk" that leads to the explanation of the team situation. It is bound by rules of logic that mayor may not be true.

- A task statement can be proven or disproved. Words must be communicated in order to produce task statements. The statement, "I think that..." is indicative of the speaker using task communication. Task communication is analytical, linear, explicit, verbal, auditory, concrete, active, and adaptive.
- Some task statements that team members make are:
- "Our purpose is solely to achieve the mission."
- "We have to take some kind of action immediately."
- "Emotions have nothing to do with our work."

Task communication

Task communication is usually introduced by the statement, “I think that….”

Task communication is :

- Analytical
- Linear
- Explicit
- Verbal
- Auditory
- Concrete
- Active

Process Communication

Process communication is "gut" talk that leads to an understanding of the team situation. It explains an individual's internal, affective, non-rational response.

- Process statements are usually personal in nature and refer to the individual's state of being.
- they are neither good or bad, nor true or false.
- Some common statements made in tense discussions are "Now, let's not get personal, " or "Let's just stick to the work and not let our feelings interfere with it."
- When process statements are made, the form is usually stated as "I feel..." (adjective) or "I feel...." (adverb).
- Process communication is intuitive, spontaneous, emotional, visual, artistic, playful, and innovative.
- "Synergy is the outcome of our team process."