

The case Analysis Report

Student's Name:

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Question 1:

The challenges and barriers Barry faces are the following:

- **Generational (age) barriers:** That had individuals of various ages can present a unique set of challenges. Whereas the younger ones is accustomed to sending text messages and slightly shorter sending messages, their vocabulary may differ compared to that of experienced generations. Employment attitude and values can also have an impact on the communication among older and younger staff members.
- **Language barriers:** The majority of the staff members are from separate territories, and they speak different languages, have cultural differences, and hold different social beliefs. Sound and hearing rate at work may have an impact on messaging in only certain situations (Neill, 2018). As a result, the management makes sure management makes sure should therefore make sure that now the working conditions is relaxed for all participants and does not obstruct communication skills. To avoid trying to distract some members of the team, the program manager may require that all individual discussions in the squad actually occur beyond the workstation. The opposite is true for group employment discussions, which should actually occur in a conference room rather than around workstations where others may be affected by noise.
- **Cultural and ethnic barriers:** Another communication barrier I've noticed is that different cultures have various ways of conducting things. Differences in culture in ensuring food safety may pose a difficulty for Barry. Once faced with various nationalities who speak different native language, communication can also be a roadblock. To avoid misunderstandings, the construction supervisor must make sure that transmissions are supplied in simple dialect.
- **Emotional barriers:** Communication can be hampered by physical feelings. Barry arrives at work after a difficult start at home. The above depression are influencing his interactions with the staff members. Because once individuals are under stress because of their own or work-related issues, their receptivity to communications may suffer which makes them less inclined to be influenced. To resolve this miscommunication, the project supervisor has to comprehend the individual who will get the information, demonstrate interpersonal skills, and empathise with their own needs.

- **Barry's body language (appearance)** communicates to others that he is unconcerned about his physical attractiveness and cleanliness. People in the organization may have different priorities, so excessive planning process can be disorientating. To avoid such distractions, the project management team must make sure that responsibilities are evenly distributed among members of the team and that transmission delay is well organized.

Question 2:

Danny needs to learn how to communicate well in order to be motivated. Workers much of the time whine about conflicting messages from managers, and that implies that one boss lets them know certain something and another tells them another. Take the position of manager or supervisor for each of the employees listed below (Clarke, et. Al., 2019). As you read their case, think about how you could help the employee communicate with you to resolve the conflict.

Barry might think about the following options for overcoming the obstacles and difficulties that have been identified:

Issues with Language: Here, there are a few possible solutions, like posting signs in the primary languages of employees. Using images rather than only words for signage. Barry might learn a few basic words in the employees' native tongue to show that he cares about them.

Barriers between generations: There are currently four generations at work, and each may prefer a different mode of communication than the others. Text messages are the preferred mode of communication for the younger generation, but they may be inappropriate for older employees. Consider your employees' preferences and be willing to convey a message in a variety of ways.

Ethnic and cultural barriers: Barry may need to learn about his cultural beliefs as well as how ethnic food safety barriers affect him. For example, two employees from the same country stated that temperature control is not a priority in their country; food can be stored at room temperature for extended periods of time without being harmed.

Barry's appearance provides employees with nonverbal cues. Because the employees look up to Barry, his appearance is important. His actions should be indicative of his expectations. For example, if he expects his employees to follow proper hand washing procedures, he should follow them himself. Emotional barriers: Emotional barriers can make effective communication difficult. Before beginning work, Barry will need to "control his emotions." There are some potential solutions here, such as self-awareness and possibly seeking outside help (such as through Employee Assistance Programs).

Question 3:

Standard operating procedures (SOPs), which are written documentation of best practises, serve as the foundation for organisational policy and structure. SOPS assists employees in understanding the who, what, why, and how of foodservice practices (Neill, 2018). SOPs must be developed, communicated to employees, and adhered to by a supervisor. In this case, two helpful SOPs are:

SOP for New Employee Orientation:

Because of the time constraints of "busy days" and high turnover, Barry is currently having difficulty orienting new employees. Despite the fact that it may take some time at first, the payoff could be significant and save time in the long run.

SOP for Employee Personal and Health Care: Although SOPs are typically written for employees, operational SOPs should serve as models for supervisors and managers. Employees learn indirectly that appearance and hygiene are unimportant from Barry's own disregard for personal hygiene standards. Clean, wrinkle-free clothing, clean, grease- and dirt-free hands, and neatly trimmed hair are all required for Barry to be a motivator for his employees to maintain good appearance and hygiene. Barry's personal hygiene and appearance should serve as a model for his employees.

Question 4:

Any supervisor, including Barry, can use effective communication to motivate employees in a variety of ways.

Some ideas are as follows:

- Encourage employees who practice safe food handling with genuine words of encouragement (Sisk, et. al., 2021). Use an appropriate method of communication for the employee to tell the manager a little bit about the employee. For a high school student, it could be a quick text message saying "thank you," whereas for an older employee, it could be a handwritten note.

- Set a good example by communicating verbally and nonverbally. Barry can communicate with employees through his actions because "actions" are thought to be more powerful than words. Wear a clean uniform, for example.

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