

The Impact of Communication Skills on Work Performance in Team Collaboration

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Abstract: Team collaboration is one of the increasingly important forms of work today. People also pay more attention to the factors that affect work performance in team collaboration. This article mainly studies the impact of communication skills on work performance in team collaboration. The factors that affect communication skills and the elements that communication skills can influence are also mentioned in this article. The main conclusion is that communication skills in team collaboration have a positive impact on work performance. Both personal factors and external factors can affect communication skills in team collaboration. There are various methods such as improving language expression ability, creating a comfortable communication atmosphere, and establishing more channels for work or emotional communication can help enhance people's communication skills in team collaboration. Through these improvement measures, people's work performance can also be improved.

Keywords: Communication skills, work performance, team collaboration

1. Introduction

Nowadays people's division of tasks has become more and more detailed and precise, and it is more difficult for individuals to complete all the work alone. The working form of teamwork has become the new normal in the present day. The quality of team building directly determines the success or failure of the career. Everyone in the team will be assigned to the parts they are good at to maximize work efficiency. Therefore, it is especially important to have the ability to collaborate and cooperate with others. What factors in teamwork can affect work performance has also become a new focus. Many domestic and foreign scholars have done a lot of investigations and research in related fields. The ability to communicate with team members at work is one of the important factors that affect people's work performance.

Good cooperative communication relationships among team members can have a positive effect on independent innovation performance[1]. A proactive way of communication in the team is conducive to team members sharing and transferring knowledge and solving communication and sharing problems. Cooperative communication behavior not only promotes knowledge transfer, but also enables each team member to have deeper learning and understanding of knowledge, quickly absorb and give feedback, apply it to actual work, and enable team members to generate new creativity and ideas[1]. Internal communication within a team is also beneficial for enhancing team cohesion and a sense of belonging[2]. Good communication between team members can also help

enhance employee satisfaction and increase the likelihood that team members will stay in the team or company permanently[3]. Sumitro used a saturated sampling method in the research to determine the effect of work Stress, communication, and work ability on employee performance through job satisfaction at PT. Global Way Indonesia in Pasuruan. One of the findings is that communication has a positive and significant influence value on employee performance[4]. Dr. Fakunle A. F and other scholars also revealed that there was a significant relationship between communication flow and job performance of academic staff in tertiary institutions in Ekiti State in their article[5].

Many scholars have conducted research and analysis on the impact of communication skills on work performance. However, the focus is mainly on the medical field, and most of the research subjects are nurses and medical students. Less attention has been paid to the impact of communication skills in teams on job performance. By studying the impact of communication skills on job performance in team collaboration, this article can provide some reference opinions on the issue of better work performance when working in teams.

Reading a large amount of literature and sorting out the existing literature are the two main methods for writing this article. The article first introduces the definition of communication skills and the importance of team collaboration. Then it discusses the importance of communication skills in team collaboration. Through the analysis of existing literature, it can be seen that the factors that affect communication ability in teamwork include external environmental factors and the communicator's factors. External environmental factors include relationship situations, communication environment, organizational structure, and other factors; communicators' factors include experience and personality, cultural background differences, language expression ability, etc. This article will also explore how these two factors affect communication skills in team collaboration. Subsequently, there will be some suggestions for improving communication efficiency in the article which is obtained based on the analysis of these factors that affect communication ability. The factors that communication ability can affect and the impact of these factors on work efficiency will also be reflected in this article.

2. Communication Skills in Team Collaboration

2.1. Communication Skills

There are many definitions of communication. Communication is a kind of action that can help people exchange their information, ideas, needs, and desires. An also mentioned that communication is the process by which individuals, groups, or organizations (senders)transmit information, exchange ideas, and express emotions to other people, groups, or organizations (receivers)through some symbolic carrier to achieve their goals[6]. Communication ability refers to a person's ability to effectively communicate information with others.

2.2. The importance of Team Collaboration

Collaboration in a team is conducive to the improvement of skills such as problem-solving, adaptability, open communication, and participation. The improvement of these skills can help people achieve better performance at work: the improvement of problem-solving ability can make people more confident when facing complex and challenging tasks; the improvement of adaptability can help people better integrate into the new environment and adapt to new things. This means people with strong adaptability can take over new jobs and new tasks faster, and their work performance will naturally be improved; the improvement of communication and participation skills is more beneficial for communication between team members and harmonious relationships among colleagues. Frequent interpersonal problems at work will also be reduced as people's communication and participation skills improve. In this way, a good and friendly atmosphere can be created in the work-

time, which can help improve everyone's sense of happiness and work efficiency at work. Team members would have the same goal through teamwork and communication with the members. When team members have the same goal at work, it would bring a lot of benefits to their work performance. For example, having consistent goals can enable people to face various tasks assigned with a more positive attitude at work, and to be more focused and serious when handling tasks.

2.3. The Importance of Communication in Teamwork

The importance of communication skills in teamwork is reflected in many aspects. For example, people with strong communication skills in a team can quickly clarify the concerns of all aspects of work tasks, quickly coordinate and communicate, and reach the optimal solution for all parties. The people who have this kind of friendly communication ability are often the core figures of a team. They have a talent for uniting teams, using good communication skills to narrow the gap between different team members. They can also help resolve conflicts with others, removing misunderstandings among team members. The team that owns this type of talent often requires less time to complete a task, resulting in lower time costs for communication and higher working efficiency.

3. Factors Affecting Communication Ability

3.1. Personal Factors

3.1.1. Differences in Cultural Background

When people communicate with other people, a seemingly simple act, many potential factors hinder the effectiveness of communication and may lead to unsatisfactory communication results. The main reason for the occurrence of these obstacles is that the two parties live in different living conditions. There are certain differences between them in ideological culture, values, and living habits. These differences directly affect the understanding and judgment of information by both parties. Information recipients usually receive information selectively based on their behavioral habits and value expectations. Culture is the basis for communication between both parties. Communication behaviors are based on different cultural backgrounds. In other words, if cultural differences become larger, the obstacle to communication effectiveness would be higher too. So cultural differences are one of the most critical factors that can affect communication ability[6].

3.1.2. Personal Character

In the article "Survey on Medical Students' Doctor-Patient Communication Ability and Research on Influencing Factors", the author used a questionnaire survey to study the influencing factors of medical students' doctor-patient communication ability. Finally, the author obtained that the personal personality (introverted and afraid of communicating with others) has a significant impact on communication ability[7]. Some of the people are afraid of impressing their ideas and have difficulty communicating with others. The people who own this kind of personality are often called introverts. Introverts seldom express their opinions. They prefer to follow the opinions of others instead of communicating with others to let others know their idea. When others face this kind of introvert, they may think that they have no independent opinion and have a cowardly character. Based on this situation, when working in a team, other members may subconsciously ignore this kind of person who does not express his or her ideas very much and directly draw some conclusions and make decisions. This can easily lead to the entire team becoming a "dictatorship". Some of the conclusions made by the team may not have been reached by everyone together. Conclusions will lack accuracy

and reliability, which is very detrimental to work performance. Therefore, introverts need to work hard to improve their communication skills in some ways.

3.1.3. Lack of Synaesthesia

The word "synaesthesia" comes from the emotional transfer term used in German aesthetics at first. Synaesthesia can influence the hearts of others consciously and purposefully. It can also create a different sensory connection with the other person.

Multiple reasons can lead to a lack of synaesthesia between both parties in communication. The main reason for the lack of synaesthesia may be that people only stand in their position, rather than understanding, and evaluating things from the perspective of others under normal circumstances. Firstly, it is difficult to put yourself in other people's shoes and imagine their situation due to differences in culture, knowledge, abilities, and experience between two parties. This process is even more complicated, especially affected by cultural differences. Secondly, some people will show a superior attitude during the communication process, which will also hinder the generation of synaesthesia. If a person always emphasizes his advantages, such as over-emphasis on the advancement of his project management methods and management methods of quality, and is stubborn in his own opinion, then it will be difficult for the person whom they are communicating with to have a sensory connection with them. Thirdly, lack of understanding of a certain group or individual, and unfamiliarity with their culture and background before communication, will also hinder the development of synaesthesia. If a person has never worked in a foreign company and has few opportunities to communicate and learn from employees from foreign companies, he or she would not have the opportunity to understand their culture and management methods, so it would be easy for the person to misunderstand foreign employees' behavior. This lack of knowledge, ability, and experience may lead people to understand the connection between certain incomplete behaviors and true motivations and to draw erroneous conclusions[8].

3.1.4. Language Expression ability

Language is one of the basic ways for people to communicate with others. It is also a relatively common, convenient, and most direct way of transmitting information. Therefore, people's language expression ability will have a huge impact on people's communication ability. Good language expression ability is the basis for communication in team collaboration. Team members can accurately convey what they want to express to others through good language expression skills. Excellent language expression can also help people with different opinions understand each other and eliminate conflicts between the two parties. People with better verbal expression skills can clearly and accurately convey their meaning to the other party. People with weak language expression skills generally spend more time explaining the information they want to convey, and their communication efficiency is poorer than others. People who have better language skills are also more capable of creating a harmonious atmosphere for the current conversation. Mastering more languages is also a manifestation of owning a strong language ability. When two people from different countries are assigned to the same team and try to have a conversation with others, language barriers often arise. This kind of situation greatly affects people's communication. Being proficient in more languages will improve people's language skills, allowing them to communicate with people from different countries without barriers. In this way, people can also increase communication efficiency with people from different countries.

3.2. External Factors

3.2.1. Communication Environment

There are many places for communication, and different communication environments will bring different feelings to both parties. Formal communication usually takes place in an office or conference room, giving people a sense of formality and seriousness. This kind of serious atmosphere may make people feel too nervous to convey their thoughts correctly at the time. The location of informal communication can be anywhere, such as: a tea room, canteen, corridor, or elevator, which will make both parties feel relaxed during the conversation. Different communication environments will affect the state of mind of both parties, thereby affecting the communication between the two parties. Therefore, the choice of communication environment will also affect the communication abilities of both parties at that time.

3.2.2. Organizational Structural Factors

The differences in management levels and the number of management levels in a team can affect the communication between team members. Having different management levels in the same team may cause psychological gaps between employees in terms of position and status. This "position difference effect" often leads to misinterpretation of information transmission and greatly reduces communication efficiency[9]. A Japanese management scientist once confirmed in practice: that every time information passes through a level, the distortion rate is about 10% to 15%. When a team has too many team members from different management levels, the information transmission efficiency among members would be lower. Too many people from different management levels in a team means there would be more programs and personnel separated between members for communication. When people deliver the same message, misinformation, and missing information may occur during the communication process. So having too many layers of management in a team can exacerbate this situation.

3.2.3. Relationship Situation

In a team, people usually have colleagues with whom they have a good relationship and colleagues with whom they have had conflicts. In this case, when people with different relationships are in a team, different conversation situations will occur. When people communicate with colleagues with whom they have a good relationship, they are often willing to express their emotions or convey their ideas directly. When people communicate with colleagues with whom they have a normal relationship or who have had conflicts with each other, the atmosphere of the conversation is often tense and awkward, and people would have more concerns when expressing their ideas. Therefore, different relationship situations will also affect people's communication abilities at that time.

4. Suggestions for Improving Communication Efficiency

4.1. Create a Comfortable Communication Atmosphere

A good communication atmosphere usually starts in a place where both parties feel comfortable. When both parties feel relaxed, they will be more willing to express their thoughts. People who are introverted and prone to nervousness will become familiar with each other more quickly in a comfortable environment, express their ideas more fluently, and improve communication efficiency.

4.2. Establish More Channels for Work or Emotional Communication

Managers can maximize the scope of interpersonal interactions among employees by diversifying employees' activities in their spare time, conducting team trips, and year-end parties, etc., so that they can establish more work or non-work connections with others and promote harmonious relationships among team members. When employees in a team are well-connected and have closer relationships, their communication will be more intensive. A good relationship with colleagues can also promote the improvement of communication skills.

4.3. Improve Language Expression Skills

The improvement of language organization skills requires the accumulation of emotional intelligence, writing skills, and other levels over time. It can also be gradually improved through reading, communicating with others, and other ways. After the language expression ability is improved, one's language thinking ability, speaking ability and adaptability in language communication will also be improved. The logic people express when talking to others will also be clearer, and they can also express what they are thinking in a more organized manner.

5. The Impact of Communication Skills

5.1. Job Satisfaction

Yuan took a traffic police brigade in J City, Shandong Province, China as the research object in her article. She used interviews and questionnaires to collect data and conducted descriptive statistical analysis and exploratory factor analysis on the results. Based on this, she conducted an OLS regression analysis on the relationship between communication skills and job satisfaction. The research results finally show that communication skills have a significant positive impact on job satisfaction[10].

Yu also mentioned the impact of communication skills on job satisfaction in his article. The leaders of a team will differ in their management methods and management styles. For team members, a democratic management model may be more easily recognized by them than an authoritarian and high-pressure management style. The democratized management model will also improve the satisfaction of employees in the team with the team leader and their work to a certain extent[11].

5.2. Work Performance

Communication ability has a significant positive impact on job performance [12]. The improvement of people's communication skills can help reduce disputes and quarrels among team members and create a harmonious atmosphere at work. Apart from these areas of improvement, the time cost of communication between team members will also be smaller, the goals of team members will be more unified, and work efficiency will be higher.

6. The Impact of Job Satisfaction on Job Performance

According to the research results of Syardiansah et al., job satisfaction has a positive impact on job performance[13]. Han's research study used a convenience sampling method and took nurses as the research subjects. The final research results showed that there is a significant positive correlation between job satisfaction and job performance[14]. Hawthorne Studies pointed out that the improvement of workers' willingness to work depends on the improvement of production efficiency, which is mainly reflected in "happy workers have high production efficiency". When employees' job satisfaction increases, their job satisfaction and sense of accomplishment will also increase. Then they

will have higher work enthusiasm and involvement, thereby achieving higher individual work performance, and ultimately improving the overall organizational performance[15]. Job satisfaction also directly affects work enthusiasm and creativity, resulting in corresponding performance and behavior[14].

7. Conclusion

After reviewing and summarizing the literature, the conclusion of this article is that communication skills in team collaboration have a positive impact on work performance.

Communication skills in teamwork will directly affect work performance. It also affects people's work performance by affecting other factors such as job satisfaction. The main contribution of this article is to summarize some of the effects of communication skills on job performance in teamwork. This article may provide some suggestions for people on how to improve their communication skills to improve their work performance when working in teams.

First of all, this article will give some targeted advice to introverts. Because communication is often a big problem for introverts in team collaboration. They are often afraid of communicating and contacting others, and are not used to expressing their true thoughts directly to others. This kind of situation may make others misunderstand introverts' actions at work. To deal with this kind of situation, introverts can make their talking plan before communicating and list the key points they want to express. Then they can rehearse the conversation with a close friend or family member based on the plan. In this case, introverts will have more confidence when communicating with others. Their communication efficiency will also be improved in this way. In daily life, introverts can also create more opportunities to communicate with others to continuously improve their communication skills in practice. Communication exercises allow people to try and experiment with different ways of interacting with others. It also gives people the ability to adapt their methods and behaviors to different situations.

Secondly, improving one's language expression skills is very important to improve communication skills. To improve their language expression ability, people can enrich their vocabulary and optimize their language expression by watching more classics and movies. At the same time, improving language expression skills also requires people to communicate more with others. Through multiple exercises, people can enrich their language communication experience and improve their language expression ability.

Finally, creating a comfortable atmosphere for people to communicate with each other is essential too. People can feel more comfortable when they have a conversation in a cozy place. People will be more willing to express their opinions directly in this comfortable conversation atmosphere. Compared with other situations, people will be less defensive and closer to the person they are talking to. So people's communication efficiency will also become better in this case.

The conclusions of the current study were drawn only through a literature review and summary. There is no direct use of more intuitive methods such as questionnaires to show the impact of communication skills on work performance in team collaboration. Future research can provide more practical support for this conclusion through other survey methods such as sample surveys.

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