

Communications 101: You Said What???

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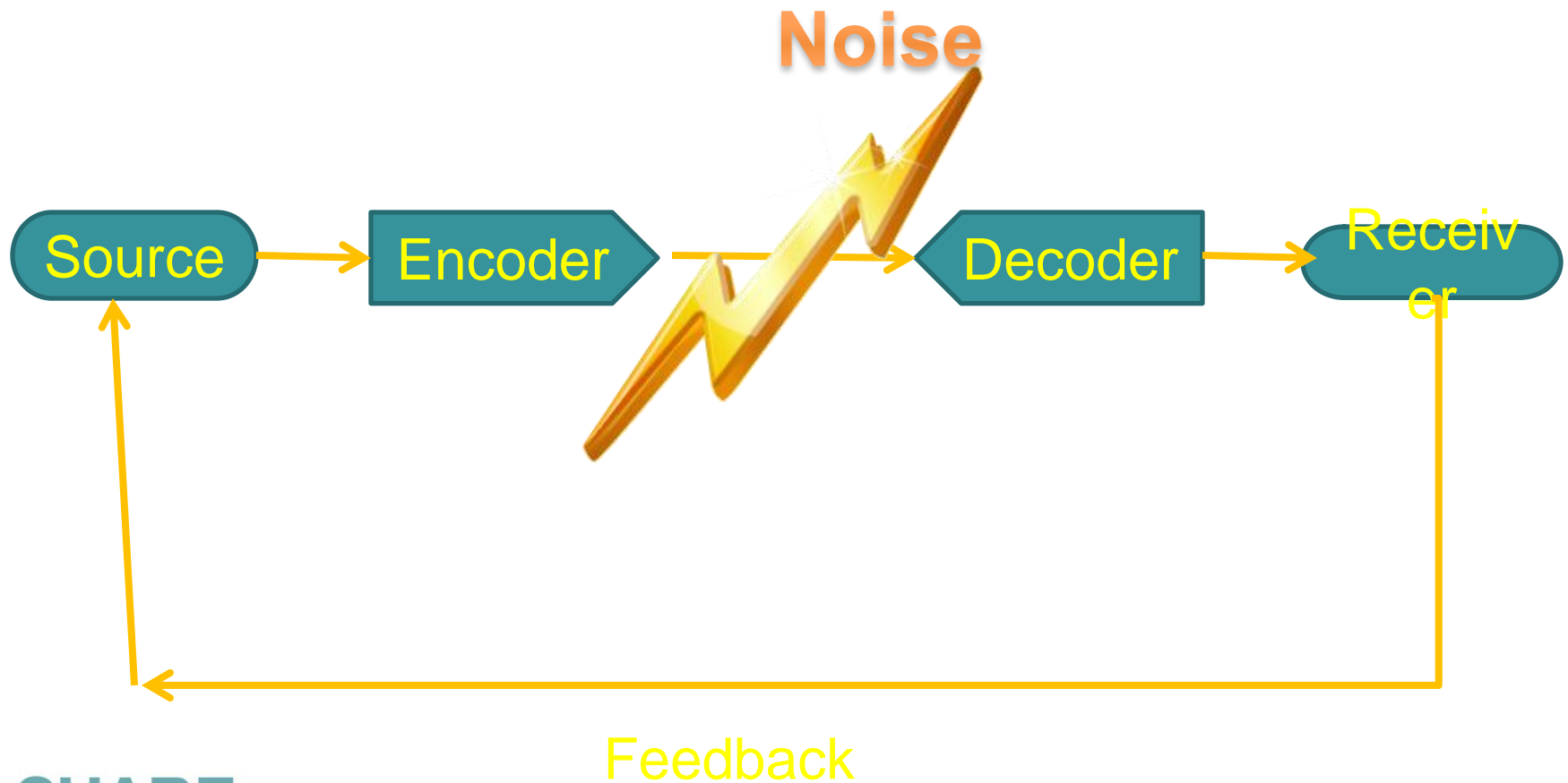
SHARE in Seattle

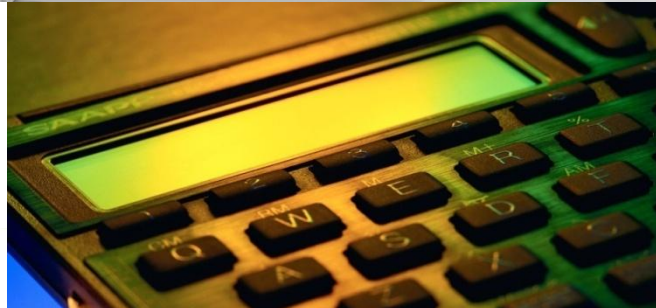
Communication

- a process by which we assign and convey meaning in an attempt to create shared understanding.



Psychological [Transmission] View







Learn to Listen

- Key Problem
 - Thought is faster than talk.
- Techniques
 - Listen with your eyes
 - Listen with your mind
 - Listen with your ears
 - Listen by responding

Help Others Listen

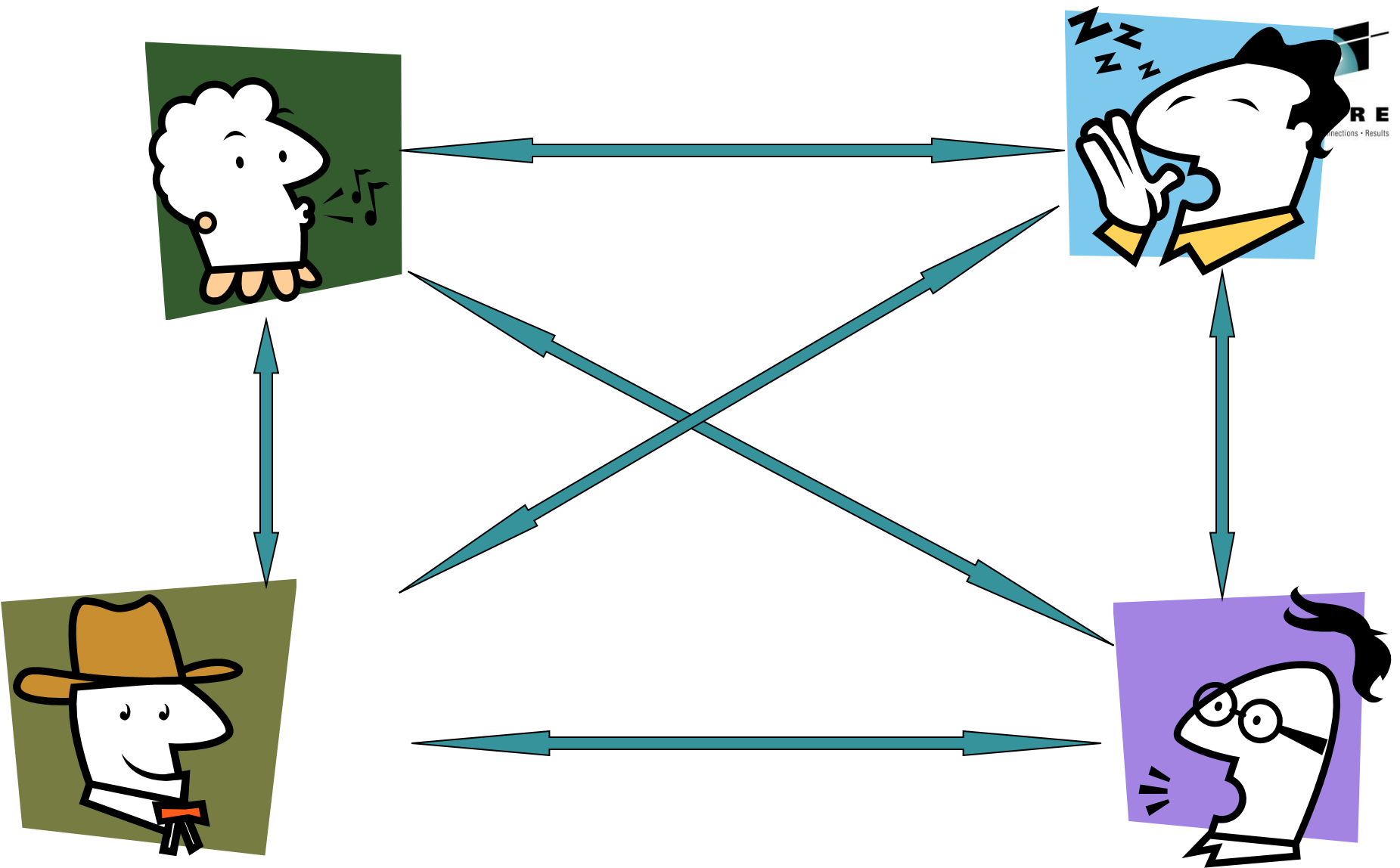
- Attention is key to retention
- Appeal to the eye
 - Learning - we remember:
 - 83 % seen
 - 11% heard
 - 9% smelled
 - 2% touched
 - 1% tasted

Help Others Listen

- Attention is key to retention
- Appeal to the eye
- Eye control
- Body control
- Voice control
- Talk **with** your audience
- Don't just be yourself

Communication

$$i = n*(n-1)/2$$

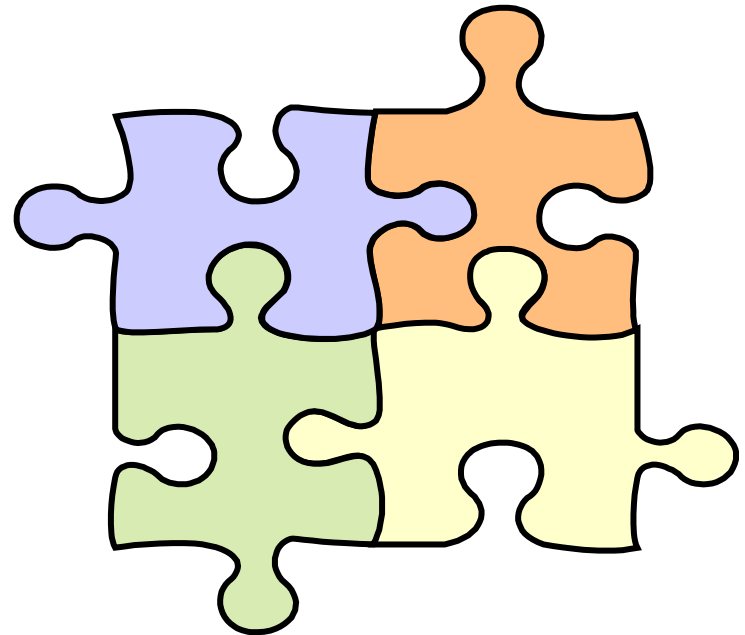


Communication



Groups Are Systems

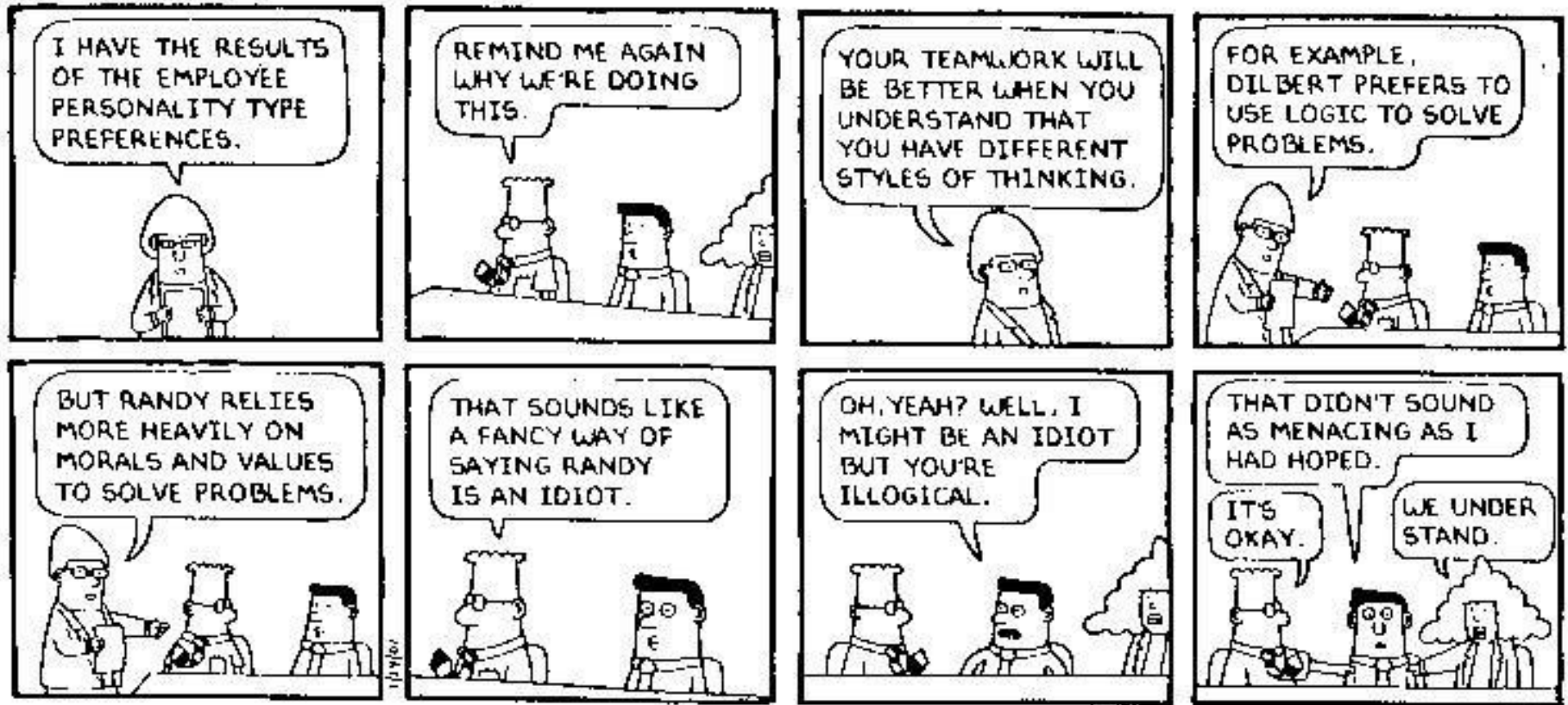
- Members interrelate
- One member change affects all
- Individual gains from group



Group Effects

- Identification and Emotional Support
- Social needs
- Assistance
- Affect behavior
 - Support, Reinforcement
 - Security, Protection
 - Encouragement
 - Rationale



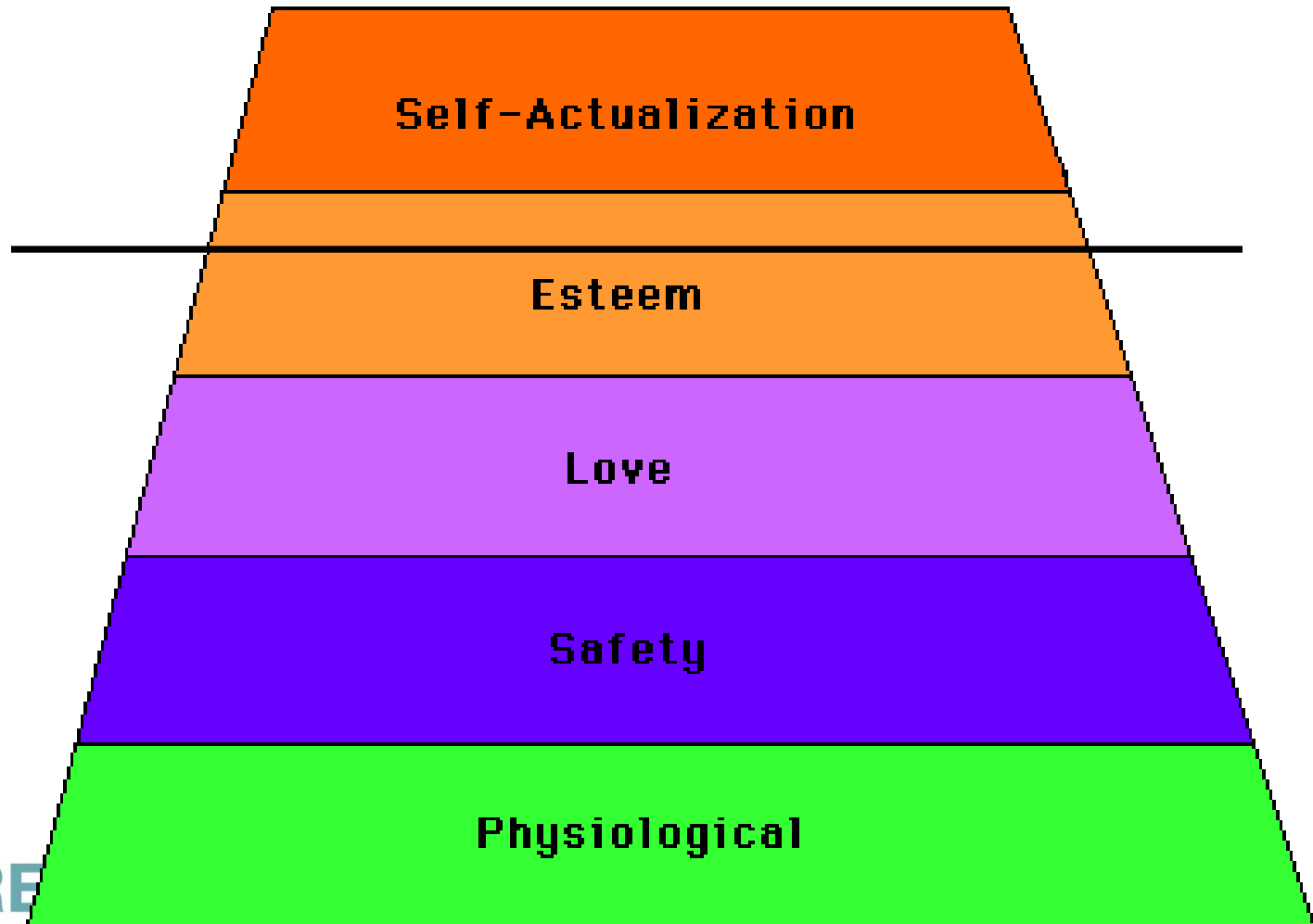


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IT People

- Low social needs
- High need for recognition and praise

IT Concerns





I think she
is giving me
cooties!

Men and women are different!

- Communication
 - Women talk
 - To resolve problems
 - About feelings
 - To bond
 - To feel good
 - About people
 - Men talk
 - About practical matters
 - About things
 - Sports, jokes, women
 - Men prefer to act.



Differences

- Men talk to give information or report.
- Women talk to collect information or gain rapport.



Helpful info

- Disagreement
 - Women - affects relationship
 - Men – can move to other issues
- Getting things done
 - Women – build relationships
 - Men – relationships form thru working on tasks
- Meetings
 - Women – nod to show attention
 - Men – nod to show agreement

Tips for Females

- Don't communicate when upset
- Get to the point
- Facts not Feelings
- Avoid Gossip
- Concentrate on Problem Solving
- Listen (with intellect not emotion)
- Avoid Power Struggles



Women Can

- Use 'voice male'
 - Use report speak
 - Bottom line first
 - Resist the context
 - Avoid HINT language
 - Use I want/ I need
- Encourage questions



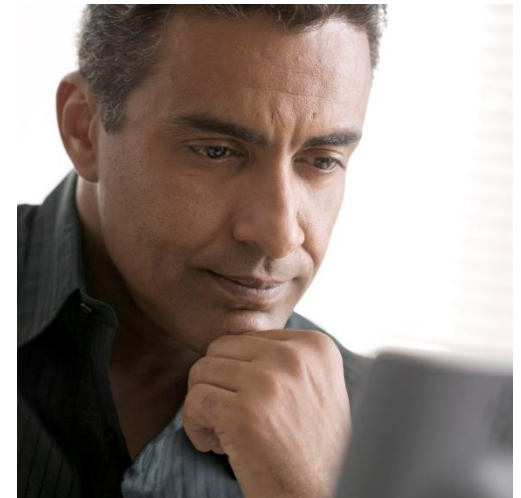
Tips for Males

- Create bonds
- Admire her talent, not her attributes
- Be open
- Don't put the gag on gossip
- Understand her thought process
- Maintain a professional relationship



Men Can

- Use voice-female
 - Increase historical detail
 - More background
 - Use 'rapport speak'
 - More questions
 - Move slowly to the bottom line
- Eye Contact
- Non verbal emphasis



Persuasion

- What's in it for them
- Make impact early
- Strong Arguments
 - Support with evidence
 - Positives are strongest
- Present Alternatives
- Balance Pros and Cons
- Anticipate Objections

Evidence

- Personal Experience
- Authority (expert opinion)
- Comparisons (analogies or similes)
- Examples
- Statistics and Facts

Presenting opportunities

- Objective
 - Point of view
 - Recommendation
- Situation
- Proposal
- Advantages
- Disadvantages
- Summary
- Action





STRIFE

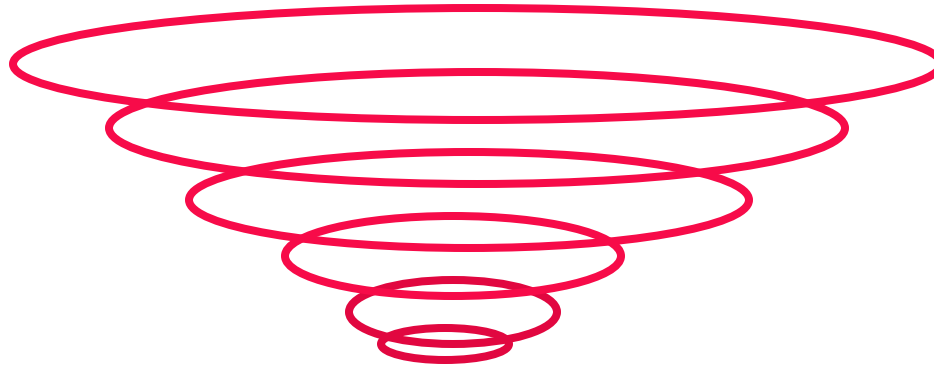
AS LONG AS WE HAVE EACH OTHER, WE'LL NEVER RUN OUT OF PROBLEMS.

Conflict resolution

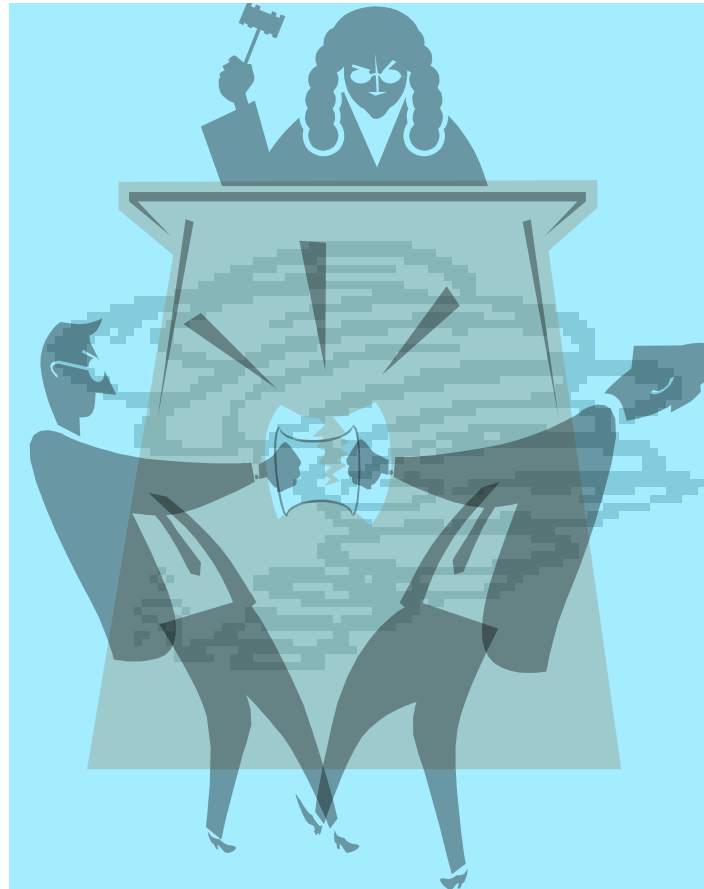
- The best victory is when the opponent surrenders of its own accord before there are any actual hostilities...It is best to win without fighting.

Sun-tzu, The Art of War.

Conflict resolution



Conflict resolution



Conflict resolution



Communications Skills Test

- http://www.queendom.com/tests/access_page/index.htm?idRegTest=683