Communication

- a process by which we assign and convey meaning in an attempt to create shared understanding.
Psychological [Transmission] View
Redundancy

• Department of Redundancy Department

• IF U CN RD THS U CN GT A JB
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%
    • 11%
    • 9%
    • 2%
    • 1%
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

- People in groups
- Collective representation of reality
- Culture, Shared roles, Customs
- 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
I HAVE THE RESULTS OF THE EMPLOYEE PERSONALITY TYPE PREFERENCES.

REMIND ME AGAIN WHY WE'RE DOING THIS.

YOUR TEAMWORK WILL BE BETTER WHEN YOU UNDERSTAND THAT YOU HAVE DIFFERENT STYLES OF THINKING.

FOR EXAMPLE, DILBERT PREFERS TO USE LOGIC TO SOLVE PROBLEMS.

BUT RANDY RELIES MORE HEAVILY ON MORALS AND VALUES TO SOLVE PROBLEMS.

THAT SOUNDS LIKE A FANCY WAY OF SAYING RANDY IS AN IDIOT.

OH, YEAH? WELL, I MIGHT BE AN IDIOT BUT YOU'RE ILLOGICAL.

THAT DIDN'T SOUND AS MENACING AS I HAD HOPED.

IT'S OKAY. WE UNDERSTAND.

© 2001 United Feature Syndicate, Inc.
IT People

- Low social needs
- High need for recognition and praise
IT Concerns

Self-Actualization
Esteem
Love
Safety
Physiological
I think she is giving me cooties!
Men and women are different!

- Physically
  - Hormones
  - Brains
    - Amygdala
    - Hippocampus
    - Cingulate gyrus
    - Neural Pathways
    - Corpus Callosum
    - Cerebral Cortex
    - Brain Stem
I REMEMBER OUR ANNIVERSARY, SUE. IT’S IN THE WINTER.
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
  - Men – relationships form thru working on tasks
  - Women – build relationships
- 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.

www.despair.com
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
Repeats her position

Further explains her position

Repeats her new points

Explains his position

Talks some more

Repeats what she heard

Repeats what she heard

Repeats what she heard

Explains position or feelings

Talks more
Communications Skills Test

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