| Topic/Objective: Communication (Module 3.2) | Name: Valerie M |
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| Class/Period: Management and Change Module 3.2 Communication |
| Date: Nov 13 2022 |

| Essential Question: What is communication? |
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| Questions:Key PointEncode->Decode->Feedback->Different Channels have different capacities to convey information.Keep it simpleYou need to analyze your communication,video your presentations and analyzeAnalyze your listening style. | Notes: * Become aware of the communication around you.
* Encode - Send the Message
* Decode - Receive
* Feedback
	+ Silence can be feedback
* Be aware of the noise
	+ Kids, Attention grabbers, TV in background
* Venn diagram showing Fields of experience
	+ More shared experience = mutual understanding
* Choosing your channel
	+ Text, Email, F2F, Video Calls,
* Rich channels can give you more feedback
* Rich channels can make people apprehensive
* Environmental noise, Sender Noise and REceiver noise all affect communication.
* Verbal and non-verbal communications need to be in Sync
* Arc of Distortion and barriers to communicate
	+ What A intends to communicate
	+ What A communicates but doesn’t intend
* Feedback
	+ Ask!
	+ It’s time consuming, painful, but it can make a difference.
* Non-Verbal
	+ Cluster’s of information
		- Pencil in hand,eyebrows.
	+ Kinetics
		- Body language
	+ Oculesics
		- Eyes
	+ Haptics
		- Use of touch
	+ Vocalics
		- Paraletics
	+ Chronemics
		- Use of time
	+ Olfactics
		- Use of smell
	+ Objectics
		- Use of objects
	+ Proxemics
		- Use of physical space
* Why use non-verbal
	+ Repeating
	+ Substituting
	+ Complimenting
	+ Accenting
	+ Regualting
	+ Contradicting
	+ Deceiving
* High vs low context cultures (Individualistic vs Relational Cultures)
* Monochronics cultures
	+ One thing at a time, focused
* Polychronic cultures
	+ Multiple things at same time, no strict agenda, relationships
* Storytelling - Denning (2011)
	+ Style
	+ Truth
	+ Preparation
	+ Delivery
* Humblebragging - Setzer et al
	+ Complaint “I hate that I look so young, even a 19 year old…”
	+ Humility ( “ Why do I always get asked to work on most important stuff)
* Active vs Passive listening
	+ Basic fundamental skill
		- Hearing is not listening
	+ Intensity - Stay focused
	+ Empathy - Understand context
	+ Acceptance - Avoid Judgement
	+ Respons for completenes (facts and feelings) - Ask Questings, paraphrasing
* Listening Style
	+ Relational - relationship was good, don’t remember what you said
	+ Transactional - Do I get what I nee
	+ Critical - Looking for things that are wrong
	+ Analytical - What did you mean by that.
* Electronic Communication
	+ Benefits of email and texts
	+ Workload -
	+ Significant limitations of email
		- Misinterpreting the message
		- Communication negative messages
		- Overuse of e-mail
	+ Email emotions (Byron, 2008)
		- Neutrality effect - Positives seem neutral
		- Negativity effect
		- Should we include emotions
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| SummaryCommunication is fundamental to everything we do. It’s comprised of encoding, decoding and feedback. The channel you use to communicate matters, and you need to be aware of cultural aspects, and analyze your own behaviours. |
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