

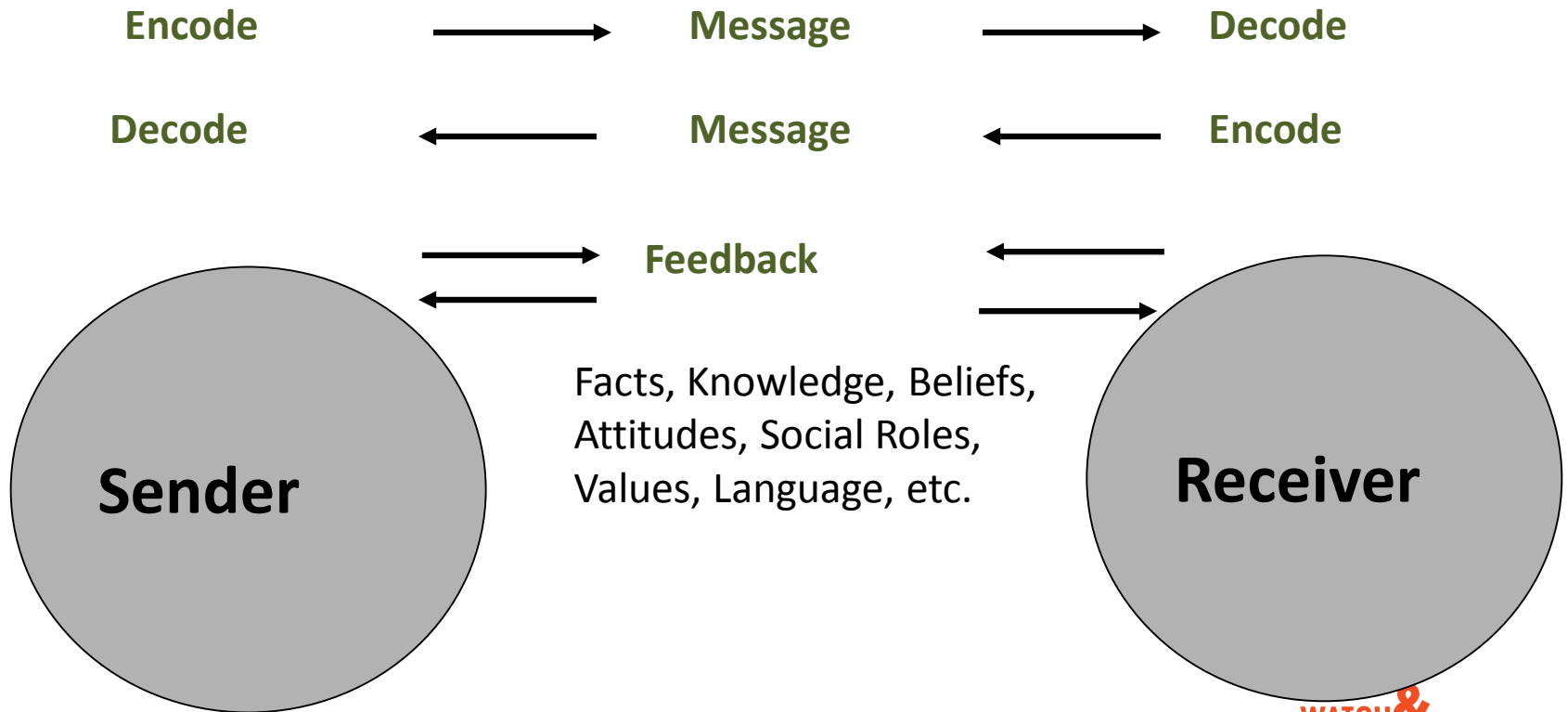
Are You In-Trouble, Too

“I know you think you understand what you thought you heard me say. But what you think you heard me say isn’t what I really meant” [unknown author].

Bike Drafting



Communication Process



Examples: Sender / Receiver

Sender

Receiver

Intention	Behavior	Interpret	Reaction
I want to show my employee that I care about her development.	Ask employee, "Why did you do it that way?"	My boss doesn't think I can get the job done correctly.	Why can't she just let me do my work!
Suzi wants her boss to recognize she knows a lot about a subject.	Sends her a 10-page document that she wrote on the subject.	Boss thinks Suzi is too cautious and gets bogged down in details.	I'm frustrated with her inability to "get to the point."

Sources of Perception

- **Past Experience**
- **Assumptions**
- **Expectations**
- **Knowledge**
- **Personal Moods**
- **Values**

Barrier - Words...

“The difference between the exact right word and the almost right word is like the difference between lightning bugs and lightning bolts.” - Mark Twain

Denotative = dictionary

Connotative = meaning we attach; can carry emotional element

“What words have you encountered that can carry an emotional element?”

Barriers - Stereotyping

“These young people today have no work ethic.”

“Seasoned employees just aren’t open to change.”

“Everyone knows how the _____ [fill in the blank] Department will respond!”

What stereotypes are operating in your work environment?

Barrier – Wrong Channel

- *What channels do you use to communicate at work?*
- *What starts to happen as we move away from face-to-face communication?*

Action - Emotions

- A. **Recognize**: what you do with your feelings is important. Emotional Audit = being “emotionally intelligent” i.e., having ability to perceive, evaluate and control emotions.

- B. **Strategic delay**: count to 10; take a deep breath, etc.

Action - Emotions

C. Acknowledge & talk: don't make others guess.

D. Mirror: hold the mirror up to see where your reaction may be creating more emotions. "Did I do something that upset you?"



Action - Emotions

E. Listen quietly

F. Symbolic Gestures: peace offering/apology, i.e., written note, handshake, bring coffee, favorite candy/food, etc.

