

# Communicating at Work

---



# Communication

***Communication*** is:

The process of sending  
and receiving messages.





# Critical Thinking

---

- Why should you strive to improve your communication skills? Why is it difficult to do?
- Recall a time when you experienced a communication problem . What were the causes of the problem? What were possible remedies?



# Activity

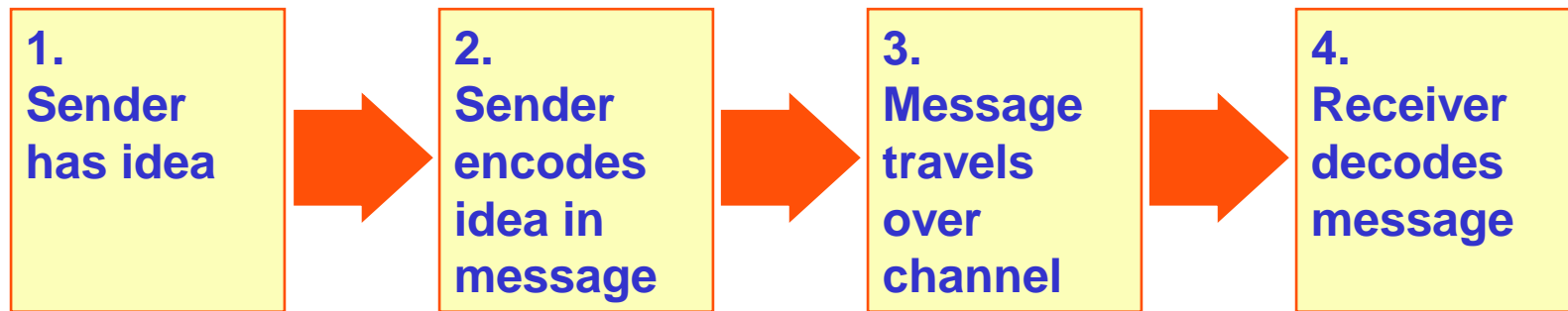
---

- Following verbal instructions

# The Communication Process

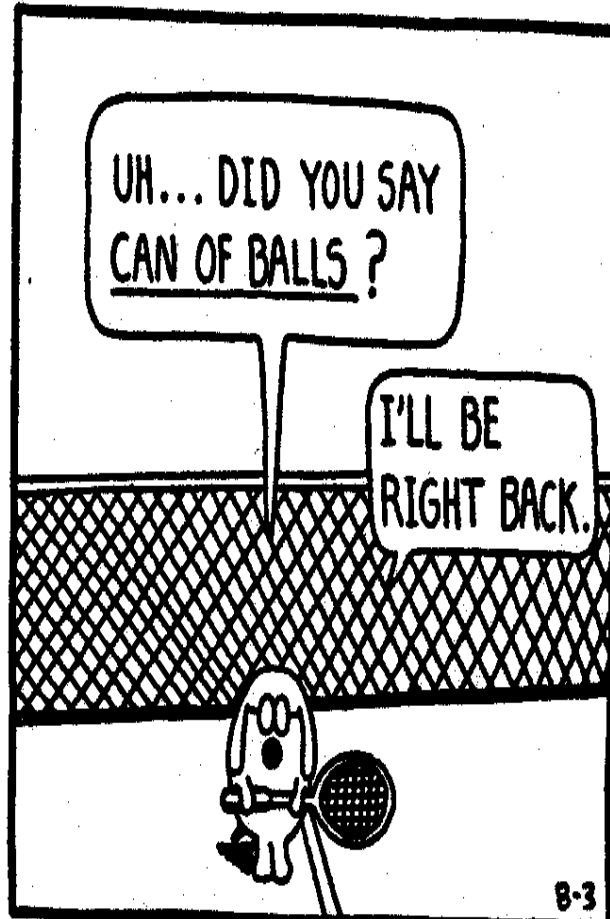
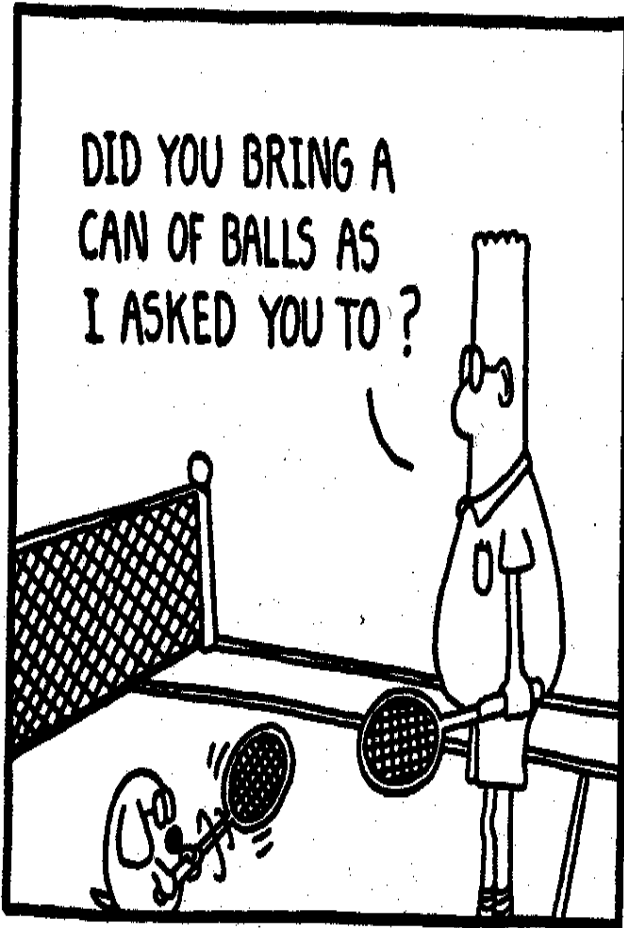
## Basic Model

---



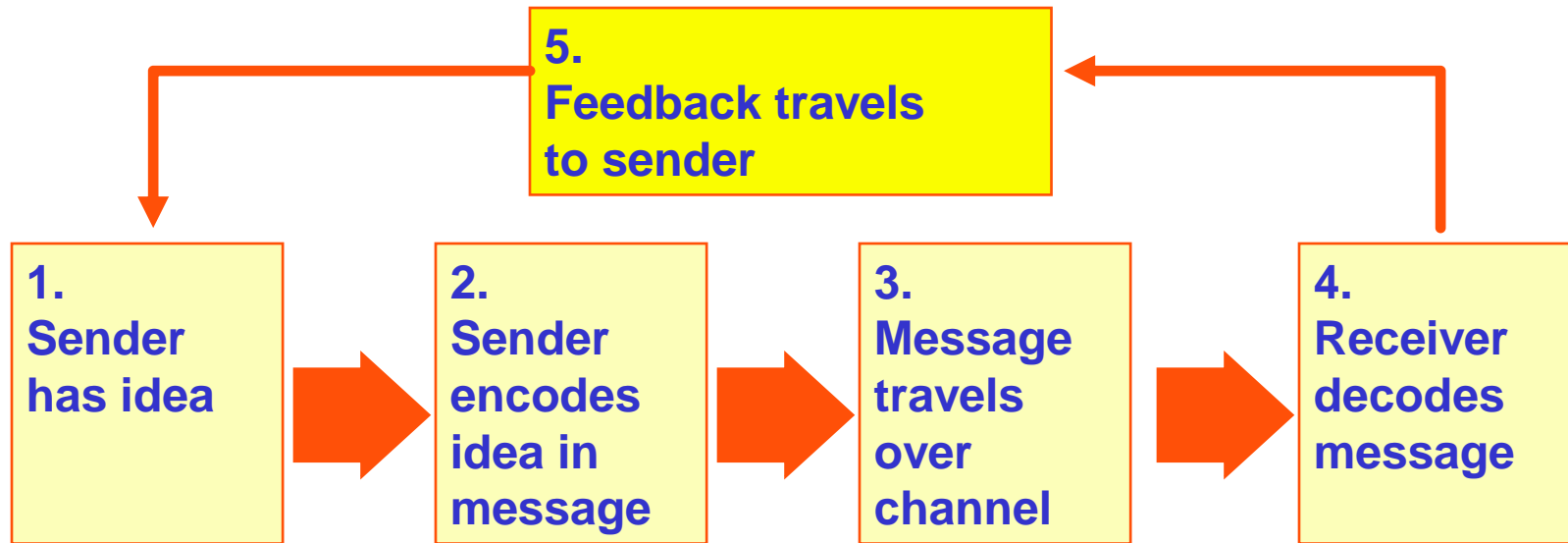
40-60% Loss of Meaning  
Between Step 1 and 4

# Miscommunication Example



# The Communication Process

## Basic Model



# Feedback: 4 Horsemen of the Apocalypse of Communication

- Rationalizing/Defensiveness
- Criticizing/Attacking sender
- Contemptuousness/Sarcasm
- Silent treatment/Stonewalling



Source: Gottman *7 Principles for Making Marriage Work*



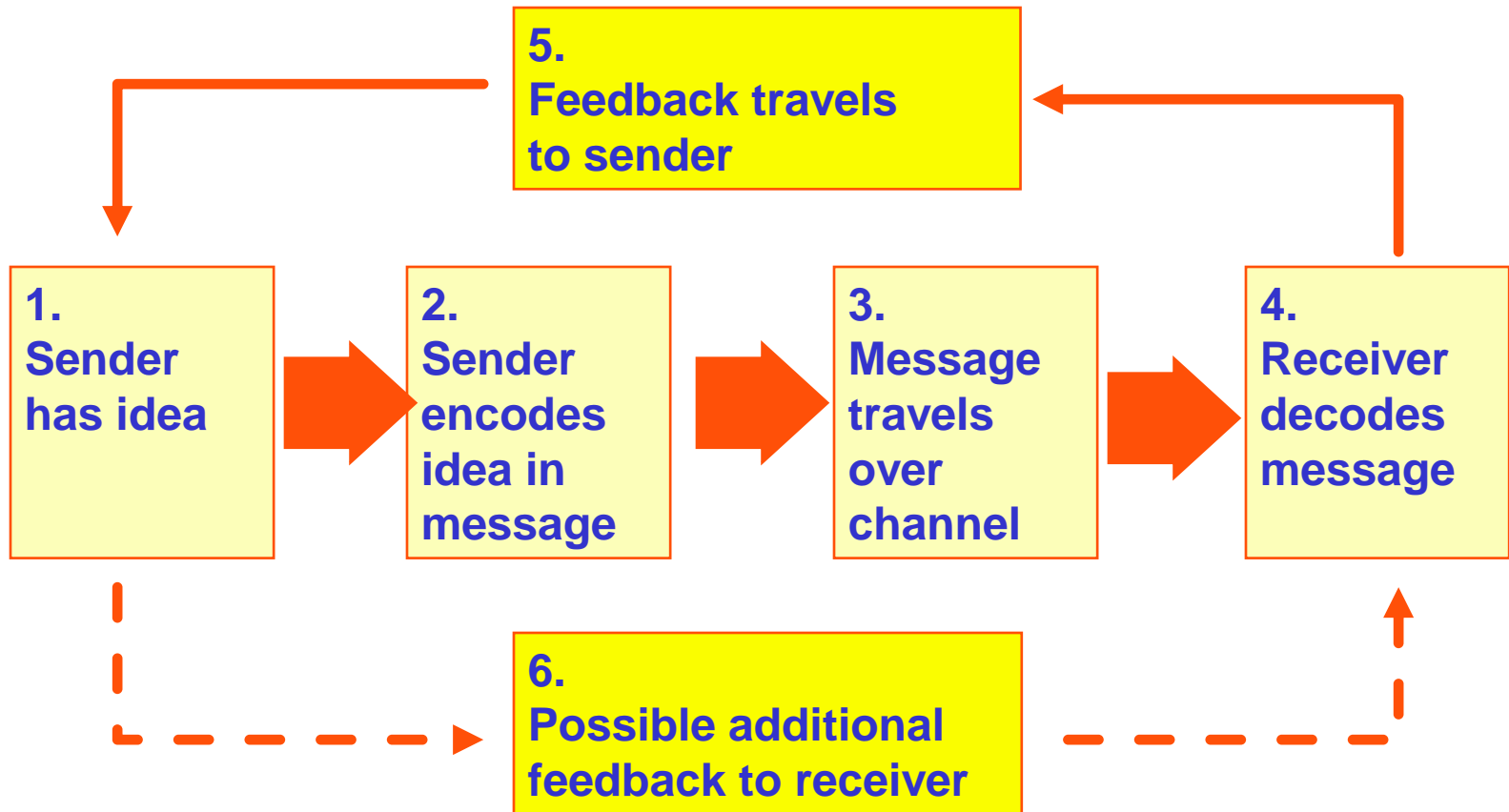
# Relationships and Communication

- Relationship required for communication to occur
- 4-horsemen undermine foundation of relationships (trust/respect)
- Focus on de-escalating
  - Naming/validating feelings
  - Apologize
  - Refocus on common goals



# The Communication Process

## Basic Model



# Barriers to Interpersonal Communication

- Bypassing
- Differing frames of reference
- Lack of language skills
- Lack of listening skills



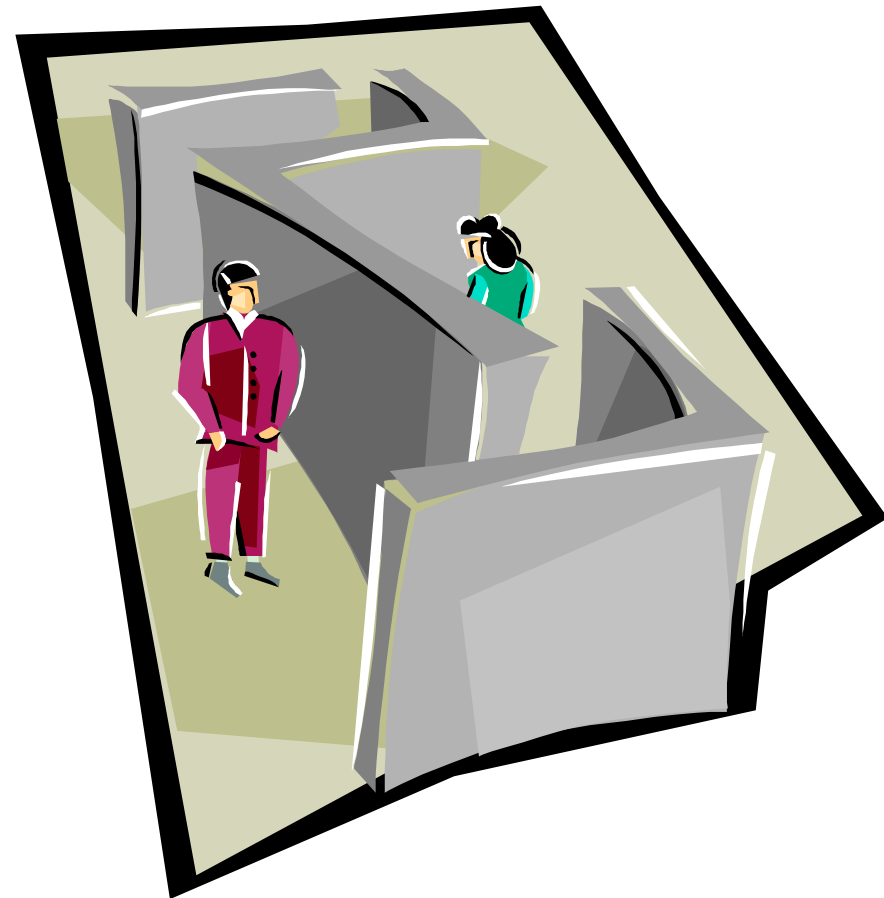
# More Barriers to Interpersonal Communication

- Emotional interference
- Physical distractions
- Competition for power, status, rewards

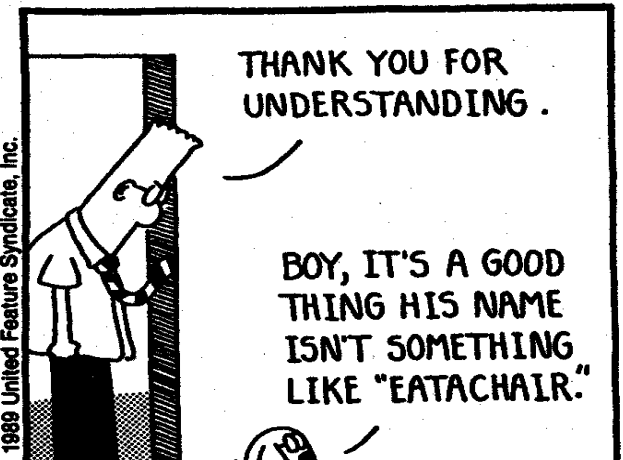
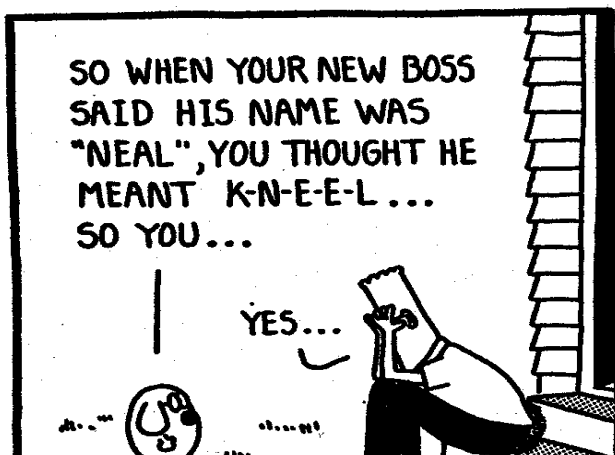
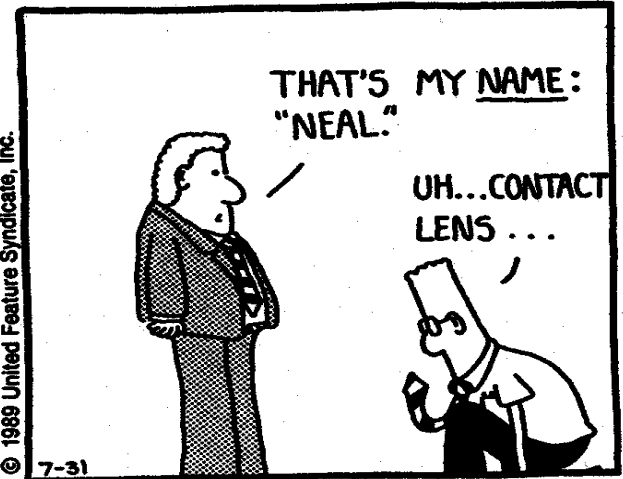
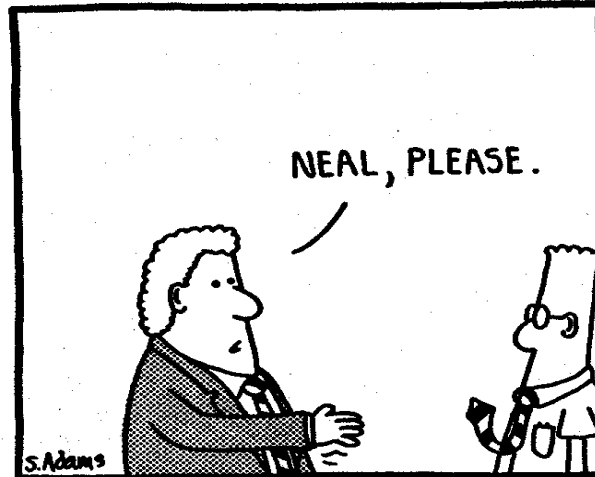
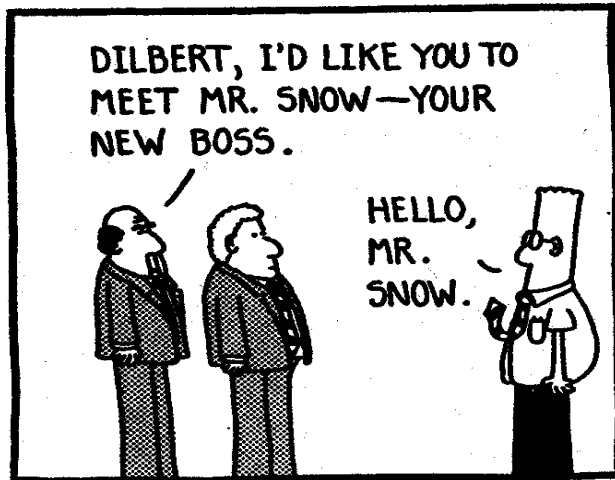


# Organizational Communication Barriers

- Closed culture
- Top-heavy structure
- Many layers  
(long lines of communication)
- Lack of trust  
(fear of reprisal)



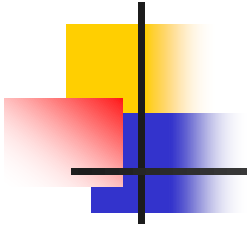
# Which organizational communication barriers contributed to this message distortion:



# Overcoming Barriers

- Realize communication is imperfect
- Adapt message to receiver
- Choose effective channel(s)
- Improve language and listening skills
- Question assumptions/preconceptions
- Plan for feedback





The End