Essentials of Communication

Types of Communication
First Classification of Communication

Oral Communication

Written Communication

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Second Classification of Communication

Verbal Communication

Non-Verbal Communication

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Third Classification of Communication

- Formal Communication
- Informal Communication
Fourth Classification of Communication

Top-down Communication

Bottom-up Communication
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Process of Communication-Part 1
Language as a Medium

Sender

Ways of seeing the world

Perception

Motivation

Receiver

Perception

Experience

Ways of looking at the world

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Process of Communication-Part 2
Sender

Too Complex
Too Simple

Message

Receiver

Enhancing Communication Effectiveness
Debilitating Communication Effectiveness

Medium

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Implications of Viewing Communication as a Process

- Reflect on whether the effectiveness of communication is impacted by the receiver or other factors.

- Do not underestimate the role of medium message and noise in distorting or disrupting communication process.
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Barriers to Communication-Part 1
Barriers to Communication

- Selective Perception
- Information Overload
- Language
- Lack of Self Awareness
Factors Impacting Selective Perception

- Favoritism for good workers - unable to see any negative feedback
- Non-Receptive - negative feedback
- Crisis/Deadline - miss out on several important activities
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Barriers to Communication-Part 2
As a manager, use *data* and *facts* from *multiple sources* to arrive at a judgment that informs you to communicate effectively.
A large number of communication barriers arise out of lack of proficiency or fluency in a common language.
Self Awareness

- Are you aware of *Distorting* Communication Process?
- Are you aware of *Enabling* Communication Process?
- Are you aware of How a *Message* is being Received?
- Are you aware of Is the *Medium* appropriate?
- Are you taking precaution to Manage *Noise*?
Be aware of *biases* you bring in because of lack of *self awareness*.
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Consequences of Ineffective Communication
It is important to address the barriers to communication as they have outcomes and consequences that have a vicious cycle.
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Conflict and it’s Management-Part 1
Types of Conflict

Organizational Factors
- Ambiguity in Roles and Responsibilities
- High interdependencies With Individual or Department

Functional/Departmental Conflicts

Intra-Personal Conflicts
- Differences in Value System
- Differences in Demonstrating Behaviour

Personality Related Conflicts
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Conflict and it’s Management-Part 2
Avoiding conflict is counterproductive for any manager.
Conflicts Provide Space For:

- Thinking out of the box
- Thinking constructively
- Adding value to the organization
Constructive Engagement in Conflict Results in:

✓ Respect from peers.

✓ Opportunities for collaborations.
Ten Ways to Manage Self to Manage Conflict Effectively

- Stay **calm** and understand different perspectives.
- Listen to understand not to **argue** or **defend**.
- Look for positive spaces to **build** conversations.
- Present your viewpoint **tactfully** and **appropriately**.
- Focus on **future**.
- Do not make **personal** attacks.
- Do not loose **self** respect.
- Ask **questions** and pick your own battle.
- Find **solutions** creatively.
- Celebrate **agreements**.
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Ways to overcome Barriers-Part 1
Ways to Overcome Communication Barriers

Active Listening

Being Open Minded
Benefits of Being Open Minded:

- Listening to different perspectives.
- Willing to inquire.
- Examining issues from receivers point of view.
- Actively seeking solutions to resolve problems.
- Thinking of what is yet to be done to be more effective.
- Having fewer judgements.
- Open to reviewing decisions.
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Ways to overcome Barriers-Part 2
Benefits of Active Listening:

- Helps in responding instead of reacting
- Allows to operate in complex environment and collaborate with multiple stakeholders
Critical Capabilities of an Effective First Time Manager

✓ Ask the right question.
✓ Paraphrase.
✓ Summarise.
✓ Help to arrive at a clarity.