

Programming Language v. Business Language:

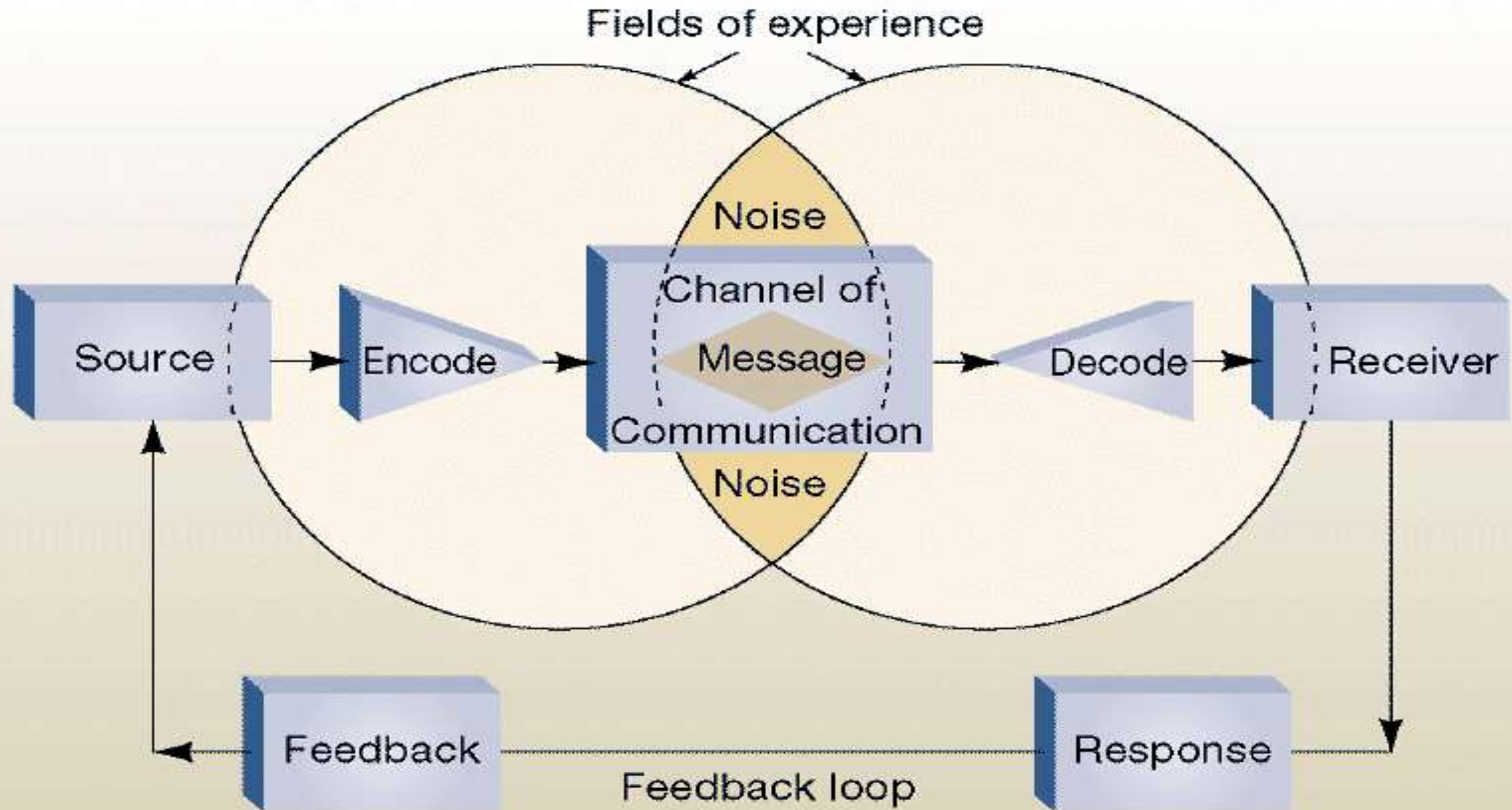
One is LOGICAL; the other an ABSTRACTION

Presented by James Smith

What Does a
Communication
Transaction Look
Like?...



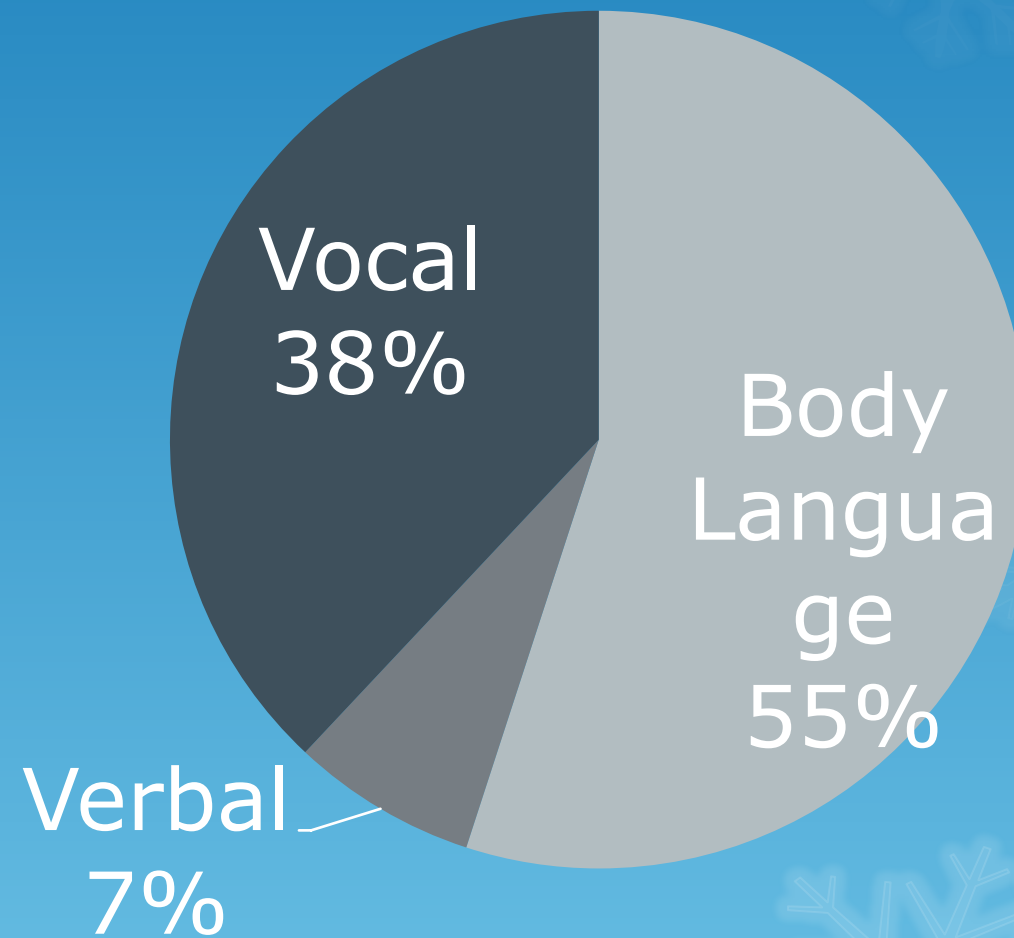
Communication Process





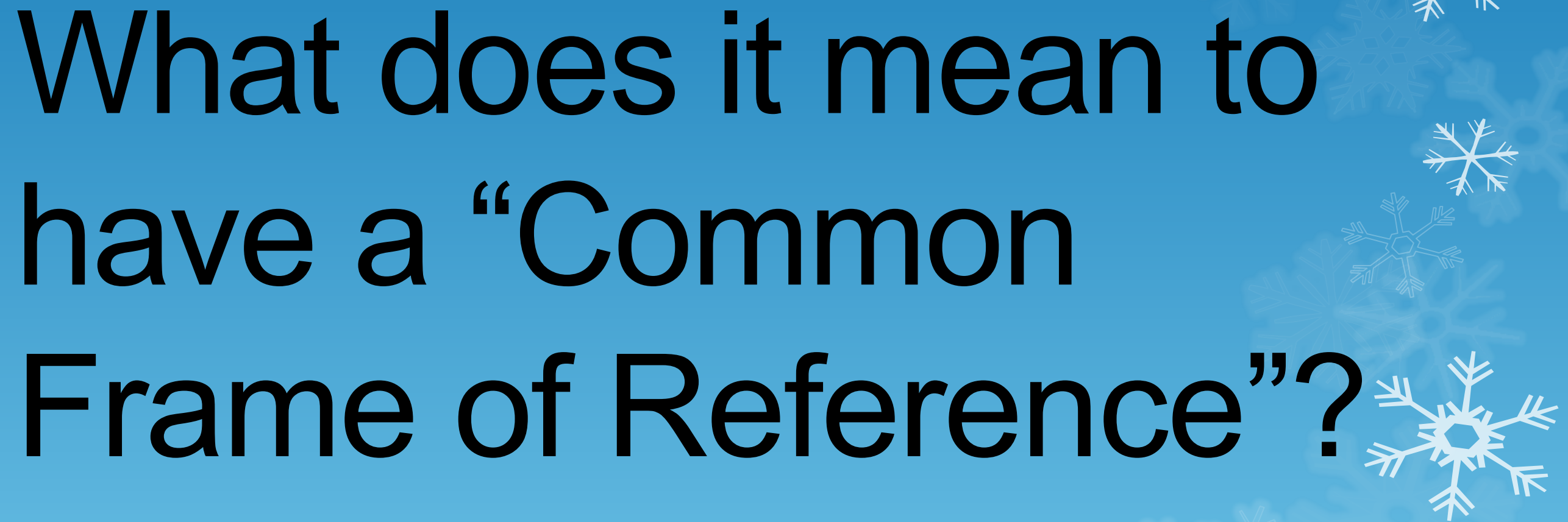
**This results from "NOISE" in
the Communication Process**

Communication



* Based on research by Albert Mehrabian, Ph.D., Professor Emeritus, UCLA.

What does it mean to
have a “Common
Frame of Reference”?

The background is a solid blue color. It is decorated with several white snowflake-like patterns of varying sizes and orientations, scattered primarily on the right side and bottom of the slide.

What is the relationship
between
EXPECTATIONS and
CONFLICT?...





Leader's Expectation

*What the Leader
thinks Others expect*

ALIGN

*Other's expectation
of the Leader*

*What Others think
the Leader expects*

**What Will Conflict
Look Like?...**



Happy

Sad

Mad

Afraid

Ashamed

Confused



Anger



Happiness



Surprise



Disgust



Sadness



Fear

- Active Listening
- Email, phone, in-person,... richer context
- Manage the Gap – between expectations and reality
- Listen for the nature of conflict, to understand what issue to address, and how
- Practice, practice, practice,...

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