Self-Assessment Report On Chapter 1: Communication Strategy

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In this section, I will assess the report that I submitted for my course on Human and Organization. On my report on the Ainu, Copper Inuit, and Semang cultures, I realized that there are several areas where I can make the report more effective based on the Communication Strategy Checklist. By refining my communicator strategy, addressing the needs of my audience, improving the structure of my message, carefully deciding my channel, and lastly considering cultural factors, I could have made the report much more effective. Starting with the communicator strategy, I now understand that my communication objective could have been clearer. While my aim was to compare how these cultures adapted to their environments, I did not clearly state that objective in the introduction. A stronger, more direct, and clearer thesis would have guided the readers better. Additionally, I could have reinforced my credibility by integrating more cited sources throughout my report to back up my points, and also to make my writing more persuasive. Next part is the audience strategy. I believe that I did not fully anticipate the expectations of the audience. My primary audience, my professor and peers, and secondary audience, readers from outside the class, would have benefited from more background information and context about the historical significance of the cultures. While I provided information on each group’s cultures, I could have adjusted my language to make the comparisons easier for those unfamiliar with these groups. Additionally, I could have persuaded the audience more by using real-world example or historical references to highlight the significance of each culture’s adaption strategies, rather than just listing practices. Regarding message strategy, my report would have been stronger if I had focused more on organizing the content effectively. Although I separated the analysis of each culture into different sections, I lacked in emphasis on the beginning and ending. A clearer and stronger introduction with thesis statement could have drawn audience in by emphasizing why studying these cultures is important in understanding human adaptation. Similarly, my conclusion should have done more than just summarize. I could have mentioned again all the main points from previous comparison and reflected on the wider implications of these cultures’ strategies in the context of global human development. Additionally, the important part of the paper, the middle, needed better cohesion. I could have included more clearer transition sentences connecting ideas between sections and could have made the flow more cohesive. Then, for channel choice I could have enriched the paper by incorporating visual aids such as tables. For example, I could have made a table to compare the Ainu, Copper Inuit, Semang’s social structure, trade practices. It would have helped audience to see the different and similarity better. Finally, the culture strategy could have been more thoroughly considered. While mentioning the specific practices of each culture, I could have explored their cultural attitude toward land, resource, and community in more depth.

The best way to describe my communication style is relational, collaborative, and focuses on improving connection and mutual understanding. I aim for an environment where people can feel open to discussion and know they are being listened to respectfully. This works effectively with the supportive communication style, which focuses on active listening, encourages others to participate, and understands others' perspective before stating my own. If no one in the group spoke up, I frequently find myself starting the topic and making sure that everyone gets a chance to comment about. According to the Communication Style Matrix from BCcampus reading, my style leans more to the amiable quadrant, which emphasizes cooperation, harmony and empathy. I want to keep positive relationships, and I would like to avoid unnecessary conflict. I tend to resolve misunderstanding through discussion and compromise. One area I have recognized that I needed to improve is balancing between empathy and assertiveness. While I am confident at understanding and relating to others, I often find myself hesitating to assert my ideas when I think I might cause tension. I understand that if I want to be an effective communicator, I need to be able to express my thoughts confidently and standing firm on important matters. To achieve this, I need to improve on assertive communication style while still understanding others' perspective and being empathic. As for my information processing style, I strongly believe that it is reflective and analytical. I tend to gather data from different sources and spend time determining before making any decisions. This reflective approach allows me to consider different perspectives and make precise decisions. While this can be beneficial for the team before making important decision, it can be quite challenging when it comes to situation where quick thinking is needed. I sometimes find it difficult to make quick decisions since I believe that there might be other ways to solve the problems, or I might be wrong. That makes others think that I am unsure or hesitant. I understand that improving my ability to process information quickly in certain situations is necessary to become an effective communicator. To solve it, I need to be able to understand the key information from the topic to make quicker decisions. Additionally, I want to mention values of for diverse perspectives. Growing up and seeing people from multicultural environment and different backgrounds, I have always understood the importance of being open and respectful toward others’ perspectives, cultures, and experience. People from my home country, Vietnam, believe that homeless people in our country need to be cared for more and that everyone should help them. On the other hand, most of the homeless people in the US are being scared of. With different experience, people would have different feelings. I understand what the difference between homeless people in Vietnam and most of the homeless people in the US, since I have seen both. Everyone’s voice is valued and encouraged, regardless of their background. I always try to keep in mind how different cultural communication styles are. For example, I have learnt that some cultures value directness and assertiveness in communication, while others may prioritize indirect or high-context communication. By understanding these differences, my communication style adapts to be more effective in different environments. For instance, when I am part of a team with students that have English as their second language like me, I make an effort to consider not just what is being said, but how it is being said, paying attention to non-verbal cues and adjusting my approach accordingly. Moreover, I believe that listening is not just hearing, it is understanding the speakers, their emotion, their expectation, and their messages. This allows me to engage with other more actively not just simply hearing about the speech. There are times when I find myself not wanting to listen to the speaker because of the difference in perspective, but later when I look back, I understand that these are difference in cultures. I understand that communication style, information processing style, and values has several are necessary for me to become an effective communicator. Firstly, I find my communication style would benefit the team in working environment, but I need to improve on assertiveness. I want to contribute as much as possible for the team. If I can balance between empathy and assertiveness, it will make me a more effective communicator. Secondly, being reflective and analytical before processing information allows me to think more thoroughly and precisely making decisions. Lastly, nowadays, cross-cultural communication is part of our daily life, I strongly believe that being able to listen and understand others' perspective are necessary. To sum up, this assessment help to have deep insights about my strength and weakness as a communicator. If I want to become an effective communicator, I need to improve a lot.

I have had the chance to work at the airport and have had the chance to interact with various types of customers, and I remember what they said about me as a communicator. In this section, I will discuss how active listening, inquiry skills, my respectfulness toward diverse others, and the implications of these insights would help me becoming a more effective communicator. First of all, active listening is one of the skills that I have always try to improve at the working environment, I strongly believe that it is essential for productive communication. Active listening involves engaging in the discussion and understanding the context behind them, not just hearing. Based on the feedback I have received from my colleagues; they appreciate that I pay full attention when we were having a discussion. I avoid distraction, such as checking my phone or multitasking, and keep eye contact all the time. I tend to paraphrase the message again to make sure that I understand the message being conveyed. When a colleague finishes explaining something, I will often repeat the main points in my own words to show that I engage in the conversation. Moreover, it helps me to clarify the information and avoids misunderstandings. For example, when I was in a briefing before going out for operation, after my colleague described an issue that he had from the others day, I summarized his points and concerns before giving him any suggestions. This not only confirmed my understanding about his issues, but also reassure to him that his context had been received clearly. From the feedback, I have received, this is something my colleagues appreciate. I believe that it creates clarity and fosters trust in communication. However, if I need to quickly response back, I tend to slow down. Sometimes, I feel like I have too much to say in a given situation. I tend to be overthinking with thoughts and want to ensure that I have fully understood what was said before giving opinions. I sometimes find myself slowing down the flow of the conversation. Due to that, I sometimes choose to listen and discuss with them later when there is only me and my colleague. I understand that I need to improve on that. Giving my thoughts at the discussion is essential since everyone else can also hear my thoughts and they can also clarify it too. In addition to active listening, inquiry skills are also important when engaging with others at work. I believe that asking the right questions is as important as offering the right solutions. Asking thoughtful and open-end questions can encourage to deeper discussion and more exploration of the idea. During a discussion, I often see my colleagues asking, “why is it like that?” or “how it will affect…?” … These types of questions promote further discussion make sure that all angle of issued are mentioned. I need to improve more on my inquisitiveness. I need to use questions more even for myself. Inquiry skills also foster a more collaborative atmosphere where everyone feels their contribution are valued. If I can improve this area, not only I can clarify the information, but my colleagues can also clarify their own thoughts. However, sometimes asking too many questions can overwhelm a conversation and the speaker. There were moments where my curiosity and others had led the conversation to a completely different topic. Being more selective with the questions so that it can contribute to the conversation is significant. If I ask too many questions, it can be just as unproductive as not asking or engaging in the conversation. One of the most important values in communication is being respectful. Having the chance to interact with people from different background, I have seen the difference in perspective and experienced. Acknowledging is also a key to foster a collaborative environment. For example, in my prior class, I would encourage who tend to listen more than talking to give opinion. I believe that some people are less likely to speak up because their ideas were already mentioned, or they do not have space for their voice. Sometimes, in a group, there are people who have a lot of energy that can overwhelm others. I tend to create space for them to engage by asking directly for their thoughts or feedback. For example, in the past, when one of my teammates was quiet and did not contribute to the discussion because she was shy to speak up. I took a moment to ask for her opinion, which resulted in valuable insights that might have been missed. At the same time, I understand that different cultures have different communication styles. Some maybe more direct while others might be more indirect. For example, in my home country, it can be impolite to interrupt if I have question, and it is better to let them finish. However, I find that I am encouraged to interreact with the speakers and that it is more engaging. Reflecting on the feedback from my colleagues, classmate, and my self-assessment, I realize my strengths and what I can improve to be more effective in communicating. Being able to focus on the speaker as well as clarifying their message are necessary to develop trust and understanding. My inquiry skills are also important. Asking the right questions at the right time can encourage deeper thinking and collaborative problem solving. I need to be selective with my questions to make sure they do not distract the main point, and that I do not overwhelm the speaker. Additionally, my respect for diverse perspectives is a core value. In my opinion it is essential to create a collaborative environment. In conclusion, this section has helped me have a deeper understanding of how I listen to others.

References

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