Outline a typical communication encounter (can be from your personal or professional lives) and highlight/relate to the five characteristics of communication. Briefly discuss how these components impact that interaction.

Reading this segment of chapter two made me think of a sentence that I have often heard myself say and how it means different things to different people. The sentence is “THIS makes my head hurt”. Symbolically anything that causes pain must be bad, so I imagine if you reported it to my mother or my doctor the impression would be that THIS should be avoided. Contextually, if I say this about something I am involved in at work my wife would assume that THIS is very sophisticated and interesting and perhaps I’d like to stay late and continue exploring it; whereas, if I use this sentence about a performance, movie, or a social gathering she would not assume that THIS is anything good. Perhaps because her Interpretation of my past behavior also reinforces the idea that I like to be challenged at work so something that makes my head hurt must be interesting or at least new but a social event does not carry that kind of weight. I am afraid the similar Shared Meaning that exists between my wife and me about complexity of something I’d encounter at work does not exist between most of my coworkers and me. So to some of them THIS would be a confusing solution or a problematic answer. In a transactional sense however, involving a few people that work with closely, THIS could be the subject of a very careful conversation. THIS would be endowed with all that in the past required such a distinction.

The congress , the votes the names of the bills

Characteristics of communication

Symbolic

Context

Interpretive

Transactional

Shared meaning

Elements of intercultural communication

As an action, like a text msg

As an interaction, like a job report

As transaction , most descriptive

Honesty or not?

Honesty should be the norm

What does the questioner seeking

Weigh the options

Perception

We observe the available data

We choose what data to se, or hear …

We define the person and build expectation of future behavior

Based on our expectation we form our behavior toward that person

Our behavior affects the other person’s perception

Components of perception process

Attributive: what we attribute to xyz

Expectative: what we expect from xyz

Affective: what we feel about xyz

Smart, reflective, funny, responsible, late bloomer

Joel , Zakieh, john, my mother, zakieh’s dad

Chapter 2 quiz

1. Self-fulfilling prophecies which are predictions that cause an individual to alter his or her behavior in a way that makes the prediction more likely to occur, they are events that happen as a result of being foretold, expected, or talked about.
2. Communication as the process of making sense out of the world. We make sense out of the world by listening, observing, tasting, touching, and smelling, then sharing our conclusions with others through words and unspoken expressions. TRUE
3. Social identities include all of the above
4. Communication relies on the use of symbols—concrete constructions (usually in the form of language or behaviors) that refer to people, things, and concepts. FALSE
5. Perception is a cognitive process through which we interpret our experiences and come to our own unique understandings. TRUE

Hi Hunter,

Thank you for an honest reflection on the influence of race on your perception. Now that you have identified a race based cultural bias in your communication do you think of it as an advantage, disadvantage, or natural? Do you consider maintaining this perception? Do you think you’d change it if you had to move to a different state?

Cheers, Casey

Hi all,

I accept your assertion that action model is not the optimal communication technique but I think you’d agree that there is power in the simplicity of it. I am thinking about the simple message that white lab coats, table cloth, bed sheets, chef jackets, and aprons convey the world over. Don’t think that this is an effective way to communicate “cleanliness” across various communicational barriers?

Happy birthday to me

On June 5th 1968 Robert Kennedy was assassinated, and on June 8th Martin Luter King was killed. Few weeks later Intel Corporation was formed and before thanksgiving that year NASA’s first manned mission, Apollo 7 was launched. In June of 1968 when I was born half a world away in Tehran/Iran my native culture could not have been more removed from the civil rights movement, American politics, or high technology if not for the family of educators that I was born in. But as changing times would have it, political upheaval, advances in technology, and globalization are the biggest influences in the life I live today.

The restrictions that my parents worked under as teachers were only lifted at home so my siblings and I were the beneficiaries of their unbridled teachings. Long before the notion of political correctness, cultural sensitivity, or women’s rights my mother taught us to think, formulate individual opinions about various subjects, and be prepare to defend them in debates. I could get away in school by choosing simple writing subjects about summer holiday or trip to the grandma’s. But at home I had to write about value of time and definition of learning. I even remember writing about how my brother, sister, and I should divide our inheritance. This way they made sure that we had a chance to decide on our own what is right and what is wrong before the prevailing culture had a chance to teach us the norms. To this day my dislike of ethnic jokes is rooted in my mother’s “Why is that funny?” question for which I didn’t have an answer.

We got a TV after most other people in the neighborhood but our prized position was a shortwave transistor radio that brought BBC, VOA and Radio Israel into our house. Listening to reports from faraway places was never a bewildering concept but having to limit discussions of these reports to our home was. Similarly reconciliation those reports with local sources proved to be eye opening. But some subjects like Clay’s boxing matches, Iranian weightlifters in the Olympic, President Nixon’s trip to China, and the frequent references to the moon landing broke the mold which allowed conversations outside the house. I still remember having to struggle with the various national anthems. My friends and I certainly didn’t understand them but if they were anything similar to the national anthem that we sang every morning in school then you could see the confusion. Without knowing it and in or own way we were struggling with concepts as large as nationality, loyalty, and even religion. My little sister even wrote about how advantageous it is for an American girl whose astronaut dad could read her prayers on the moon!

My generation had to memorize the multiplication table, use the abacus, and learn the calculator not to any great advantage. I always felt unprepared. There was always more to learn. A lot of changes were happening all at the same time. Children still followed their parent’s profession but this practice was becoming questionable more frequently. It was not uncommon for sons to sell the farm or the house that they had inherited to buy a bus or a truck. Driving was defiantly a more prestigious position then subsistence farming. However such shortcuts in modernity neglected to consider that a farmer can recover from a bad harvest if he still has the land to work on but a driver has nothing to fall back on if he loses his bus or truck in an accident. Hundreds of little mistakes like these, details of which is but a diversion from the current subject, collectively provided the atmosphere that eventually lead to the revolution in Iran and my migration to the U.S.

Political violence that cost the life of King and Kennedy were not the first and their destabilizing effects changes millions of people’s lives every day. The globalization that made Clay’s name change relevant to me as a school boy in Iran makes the collapse of garment factory in Bangladesh relevant to me as an American consumer. And the technology that made Intel a household name allows me to finally peruse the love of education that revolution and immigration had delayed.

The irony of reflecting on my life for this assignment on my 45th birthday aside I believe the aforementioned world events are token representations of their kind and their influences so vast that it gave me a new culture al together. If influence and change refer to something that is fundamentally the same but modified then my cultural evolution has been a paradigm shift. I am neither happy nor sad as I reflect. Consistent with all that is organic and real in life these forces have advantages and disadvantages. Gaining my current American worldwide perspective at the cost of never having a chance to grow into a complete Iranian is a comparison of apples and oranges.

By the time I was born the hippie movement had already begun to become redefined and made obsolete. A movement that shared values with classic philosophies of Mazdak, Buddha, and ancient Greek was being branded as sex, drugs, and rock & roll. The focus on common good, the pleasure of being alive, the sense of plenty, the joy of building a better life, and the freedom of self-discipline were either too abstract or hard to maintain. In short order the popular stereotype defined it as drug addicted layabout oblivious to future and progress. The world moved on and we progressed with leaps and bounds. The world got smaller.

In June of 1968 Lockheed C-5 transport aircraft first flew in the U.S. A few weeks later Intel Corporation was formed and before thanksgiving that year NASA’s first manned mission, Apollo 7 was launched. Neither my family nor my upbringing had a direct link with technology but I can not see a more influential force then the culture of technology in my life today.

The massive technology

Chapter 3

Social institutions: family, community, worldview (religion)

Additional context: healthcare – education - business –

distressful ideals hypothesis.

Families job:

Reproduction, teaching economic values, socialization, teaching core religious values, identity development, communication training.

Family roles:

Problem solver, jokester, peace maker, troublemaker, care giver, helpless victim

How does the FIRO model above describe or relate to the community groups or organiza- tions we participate in? Explain how the concepts of inclusion, need for control, and openness directly relate to our involvement in a group or organization we value.

Alcoholic anonymous

Chapter 3

How do you define family? What members currently make up your family? How has your cultural background influenced your perception of (the make up of) your family? Page 69

In my opinion a family is composed of a mother and father and their biological children.  Also, a family is constituted of a single mother or single father raising their children.   A family live under one roof when the kids are younger; they take care of each other by providing food, shelter and nurturing.  Family is people who take care and love each other’s, even if they live far away.   I believe that children are what initiate a family, and without them there would be not a definition of family.  The nucleus of the family is based on the parents and their kids as well as the brothers and sisters.   On the other hand, we have extended family in which is created by grandparents, uncles, aunts, nieces, nephew, and cousins.

The members that make up my family are my children, spouse, parents and siblings.  I consider them my immediate family, the closest to me.  I also consider my aunts, uncles, and cousins members of my family, but they are not the closest to me or my immediate family.  Even though, family member are related by blood, there are family that are not.  This is the case of having stepchildren or the in-laws by sharing a common bond through marriage.

My cultural background has influenced my perception of my family in food, family structure, music, and religion.  My cultural background is from the Dominican Republic.  In my family, we still eat the same type of food as back home.  For Hispanic, the most important meal of the day is lunch and the largest.  When my family gets together we listen and dance to merengue and bachata in which is the traditional music from the Dominican culture.  Food and music is something that is always present from our cultural background.   I have a close family and, it is the most important in my life, for those of us who have it.  Religion is very important in my family.  I believe very strongly in my catholic religion and our family values.

Hi Paula

I can imagine that your initial definition of family would be the same whether here of if you were in Dominican Republic. I also appreciate the fact that being away (long-term/short-term) from your Dominican homeland has made you to be more inclusive in your definition of family “Family is people who take care and love each other, even if they live far away”. Do you think that your definition of family could ever grow as wide as to include people that “take care and love each other” even if they did not included “mother and father and their biological children”? If your cousin and her husband decide to adopt children rather than having children of their own would you think of their family unit as incomplete? Do you think this is a definition you have come to on your own?

Cheers

Casey

Hi All,

It is nice to see multiple comments on a tread about education. If there is one thing that is mandated by the age of information is our ability to continually learn. I recon most of us are here because we want to learn how to learn, thus the importance of recognizing one’s learning style. I wish I could so easily subscribe to the idea of studying “without regard to … particular interest”. There are certainly multiple occasions where we have to learn what we are not interested it. Taxes, mortgages, homeowner’s association bylaws, and … I’d gladly submit myself to the dentist’s office instead if given the chance.

Cheers, Casey

Hi Wei,

Thais is a very introspective post; thank you for sharing. I also appreciate that you kept the idealistic aspects of a friendship in perspective. It was easy for me to visualize a friendship based on close commonalities “supplementary or identical”. But do you think we could learn to build friendships based on a common core quality such as the ones you listed: avid listener, willing to give advice, willing to share their thoughts?

Which approach(s) to health care outlined above does your cultural background follow? How does your culture define disease? How does this blend with society’s definition?

Unfortunately I am a victim of the biomedical approach. For a very long time now we4 have defined health as absence of disease of disease symptoms. Consequently healthcare providers very often diagnose and treat my chart instead of me. On more than one occasion I have felt that I could make an appointment, sit in the waiting room, visit my doctor, and walk out with a tumor on my neck without anyone noticing! Hopefully the upcoming healthcare reforms that focuses on quality of care rather than quantity of procedures performed will change this situation. But as it stands I find communication with in the healthcare context a very challenging one. And disease is defined as an abnormality in a matrix based set of low and high values.

Quiz for chapter 3

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | | | |
|  | 1 The family is the oldest and most fundamental of all human institutions  TRUE |  |  |  |
|  |  | | | |
|  | 2 Culture has little influence on the conduct of business both domestically and internationally.  FALSE |  |  |  |
| |  |  | | --- | --- | |  | https://learn.vccs.edu/images/spacer.gif | |  |  |  |
|  |  | | | |
|  | 3 Local community building requires understanding of the FIRO model which includes; Inclusion, Control and Openness |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | | | |
|  | 4 **Learning preferences** are usually defined as the ways in which individuals like to receive and process information, they describe the different processes people use to absorb information, solve problems, and create objects  5 Improving communication in families involves strict discipline and an Authoritarian leadership style by the head of the family. FALSE |  |  |  |
| |  |  | | --- | --- | |  |  | |  |  |  |

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------- chapter 4 QUIZ----------------------

1 - Disconfirming forms of listening include; Both Defensive Listening and Pseudolistening

2 - To successfully analyze a message, we must suspend or at least delay judgment before we form an opinion TRUE

3 - Civil listening communicates that others are not worthy of our respect. On the other hand, confrontational listening requires that we keep an open mind and that we treat others as equals even if we dislike their opinions. FALSE

4 – SELECTIVE LISTENING which occurs when we attend to some parts of a message and ignore others

5 - Active listening involves only verbal responses to others that let them know we are paying attention and taking responsibility for understanding their meanings. FALSE

Hi Miriam

I have to admit that I started reading your post with reservations. I can imagine that communication in general and listening in particular is important in your line of work, after all someone’s life might depend on it. So my assumption was that constantly being aware of this fact would make you want to be a good listener there by allowing you to assume that you are. After all “comprehension, nonjudgmental, empathic and appreciative listening” is not easy thing to achieve. But you convinced me when you mentioned NPR. As a listener of wide variety of content provided by NPR I like to say: be well, do good work and keep in touch.

Thank you for a detailed post. Being mindful of the qualities you mentioned makes you an valuable asset in your profession.

Hi Nicholas,

I recon we are all practitioners of this to different extent. It is most evident in the number of quick answers we get from people all day long. All the answers that turn out to be wrong, the ones that eventually are followed with a sentence that starts with “I thought you said …” or something similar.

I imagine recognizing it in our own is half the battle but going further do you think you were empowered by studying chapter 4 to change and become a better listener? Is there any benefit that you can see in paying attention to what someone that has a superior attitude towards you might have to say?

|  |  |  |
| --- | --- | --- |
|  | To successfully analyze a message, we must suspend or at least delay judgment before we form an opinion | |
|  |  |

TRUE

More questions than answers

Which of the differing types of listening “comprehensive, critical, appreciative, and empathic” do you engage in most frequently? Which do you feel is most important for competent intercultural communication?

I wonder if one can be too comprehensive a listener. It must be and I am sure that too much of a good thing is never good. Being an avid listener served me well in the earlier years when making connections and networking was a lot more important. I could always pick up a conversation exactly where we left off last time we met. This was a very good quality to be known for. But the demands of modern life make me think if critical thinking should somehow balance comprehensive thinking. Having said that, is it too risky to think that way context of intercultural communication? Should we listen deeply to everything that the other side has to say? Who establishes the rules of communication? What guaranties do I have that my counterpart would be as active a listener as I?

Have you ever asked leading or loaded questions when speaking to a friend or family member? How did the receiver respond to your questions? Give an example.