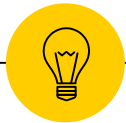


Communicative side of communication



Lecture 13

by Natalya Vladimirovna
Polyvyannaya



Communicative side of communication

MAIN ISSUES

- Process of communication
- Goals of communication
- Principles of communication
- Barriers in communication
- Overcoming barriers
- 4 Communicative styles
- Importance of developing communicative skills

ADDITIONAL ISSUES

- Practices (optional) – scene, contact talk, public speaking etc.

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Communicative side of communication





The Body Language Game

You tell the group that you are going to give them **a series of instructions that they must repeat** after you.

Simultaneously say and carry out the following instructions:

1. Touch your nose with your finger.
2. Clap.
3. Place your feet shoulder-width apart.
4. Touch your shoulders with your fingers.
5. Cross your arms.
6. Touch your stomach.



Communication

Communication is a complex multifaceted process of establishing and developing contacts between people, generated by the need for joint activities

Communication has three sides:

- the perceptual side – perception of each other;
- the communicative side – the exchange of information;
- the interactive side – interaction (cooperation).



Communicative side

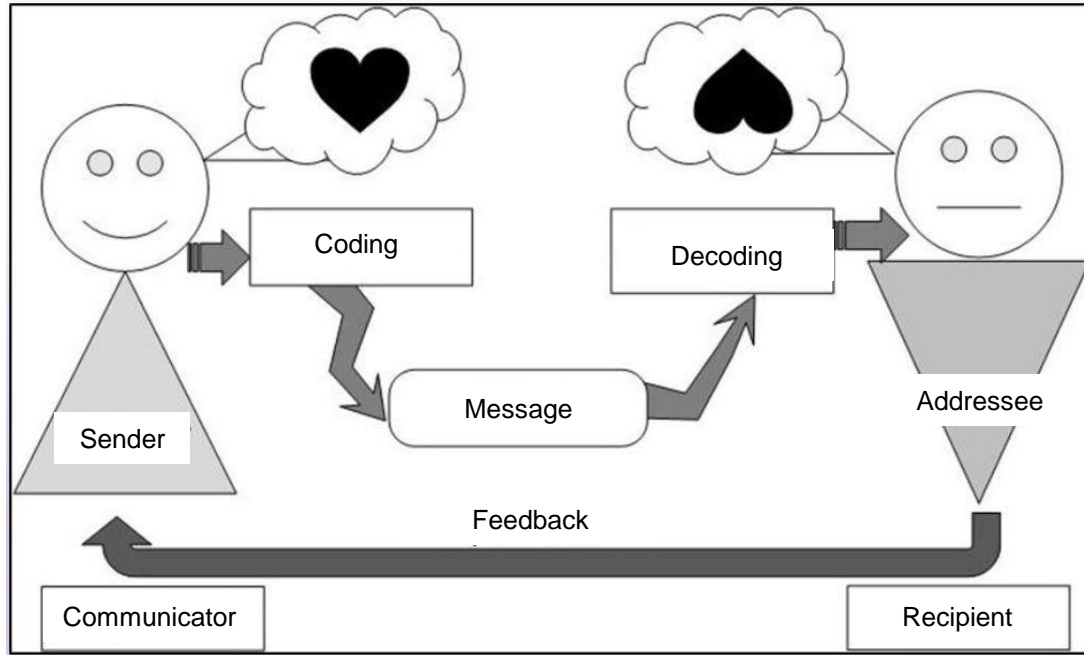


The communicative side of communication involves the transmission and exchange of information between individuals, emphasizing:

- The clarity of the message.
- The effectiveness of the channel used.
- The ability to ensure mutual understanding through feedback.

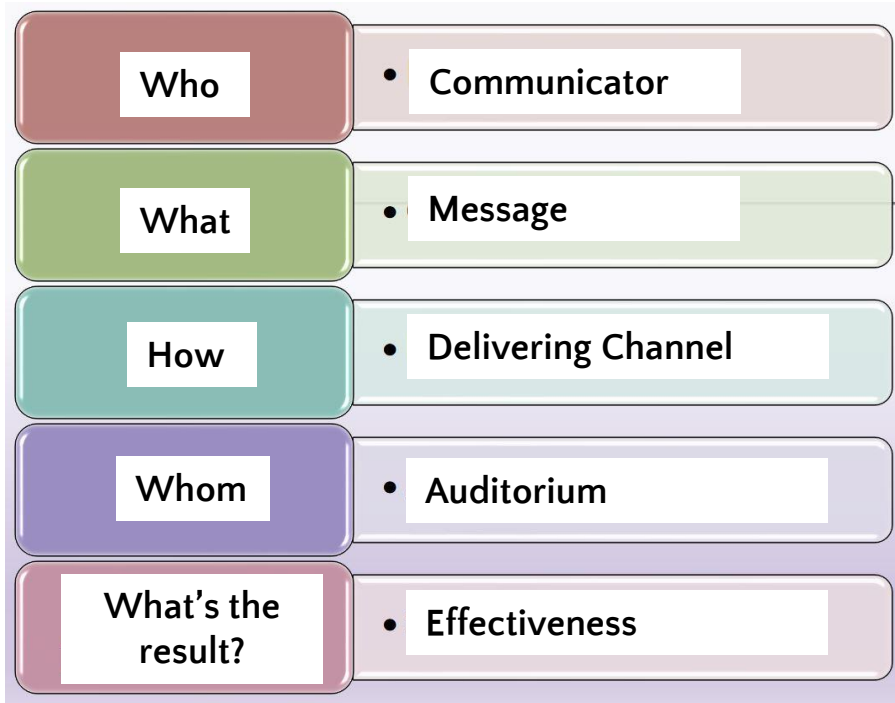


Process of communication





Process of communication





Importance of communication skills



Communication is the exchange of information, ideas, feelings, and thoughts with others. It can occur through speech, writing, gestures, facial expressions, and tone of voice. Effective communication skills are fundamental for smooth interaction, understanding, and cooperation.

Good communication helps people connect better, make a positive impression, and understand others. It is crucial in various areas of life, such as career development, personal relationships, education, and self-growth.



Importance of communication skills



Key Areas Where Communication Skills Are Needed:

- **Career Advancement**
Effective communication is essential for professional growth. Being able to interact well with colleagues, listen actively, and express ideas clearly can lead to better problem-solving and collaboration. Strong communication skills are key to successful negotiations, email correspondence, and conflict resolution in the workplace.
- **Personal Relationships**
In personal life, communication fosters trust, empathy, and understanding. Skills like active listening, offering support without judgment, and recognizing the emotional states of others help strengthen bonds with loved ones. Emotional regulation and self-awareness also play a role in building positive relationships.
- **Education and Personal Development**
Good communication skills improve learning by facilitating better interactions with teachers and peers. Being able to ask questions, share ideas, and discuss difficult topics helps in grasping complex subjects. These skills also promote personal growth by broadening perspectives and enhancing self-awareness.



4 Principles of communication



Effective communication fosters mutual understanding but is complex and influenced by internal, interactional, and environmental factors. Mastering communication principles can significantly reduce misunderstandings and conflicts.

- **The Message Sent is Not Always the Message Received**
Communication is filtered through thoughts, feelings, and expectations, leading to possible misunderstandings. Feedback is crucial to ensure clarity and alignment between speaker and listener.
- **It is Impossible Not to Communicate**
Every action, intentional or not, conveys a message, including body language, tone, and silence.



4 Principles of communication



- **Every Message Has Content and Feeling**

Content (words) and feeling (nonverbal cues) must align; contradictions cause confusion.

Nonverbal cues like tone and gestures add essential context, often missing in electronic communication.

- **Nonverbal Cues Are More Believable**

When verbal and nonverbal messages conflict, people trust nonverbal cues more.

For example, sarcasm in tone can override positive words.

By focusing on these principles, communication becomes more skillful, effective, and meaningful.



Common goals of communication



- To inform.
- To suggest that the interlocutor take certain actions.
- To persuade, strengthen, or change the interlocutor's opinion on a particular issue, and possibly encourage them to take appropriate action.
- To create a friendly atmosphere.



Barriers in communication



Communication barriers are factors that lead to ineffective business communication, misunderstandings between interlocutors, and can create conditions for conflict behavior. These barriers can decrease the effectiveness of interaction between business partners.

Communication barriers include:

- Psychophysiological and personal characteristics of the communication partners
- Psychological defense mechanisms that manifest during communication
- Mental states that affect communication dynamics
- Attitudes and motives influencing how information is received and understood
- Antisocial and ergonomic communication contexts that negatively impact the overall effectiveness of communication



When these barriers are present, they can hinder the exchange of ideas and create a foundation for conflict. Recognizing and addressing these barriers is crucial for improving communication in a business environment.



Barriers in communication



Main types of **psychological** barriers:

Esthetic barriers – arise in a situation when a person does not like the appearance of the interlocutor. This may concern the features of his appearance, style of clothing, certain details of the wardrobe.

Intellectual barriers – consist in differences in types of thinking, the speed of mental operations and differences in the level of intellectual development. For example, communication between an optimist and a pessimist cannot always be called productive, because one will look for the positives and ways out in any situation, and the second will focus on the negative.

Intellectual barriers include the **barrier of incompetence**, when a person does not understand the topic under discussion, which causes a feeling of disappointment or irritation in the communication partner.



Barriers in communication



Motivational barriers – appear when people have different goals. This leads to misunderstanding, distorted perception of information.

Moral or ethical barriers – the effectiveness of communication is hampered by the incompatibility of moral positions, principles, views.

Attitude barrier – if a person has a negative attitude towards a partner, then his words are not perceived objectively, often with internal protest. It can arise as a result of previous communication experience or based on feedback from other people.

Barrier of negative emotions or poor physical condition – refers to situational barriers. Sometimes communication problems arise when a person is in a bad mood or feeling unwell, and is not in the mood to establish contact with others.

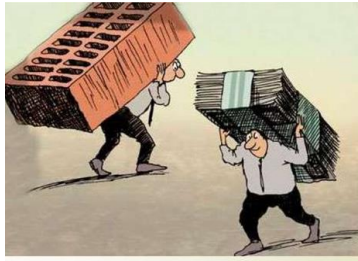
Temperament barrier.

Every person has their own temperament, but well-mannered, self-controlled people know how to behave so that their temperament is not a source of conflict or discomfort. Not everyone, however, wants and knows how to understand themselves and control themselves. People with pronounced temperamental features are often difficult conversationalists.





Barriers in communication



Social barrier. The reason for communication difficulties may be the different social status of the partners.

Barrier of negative emotions. Agree, it is quite difficult to communicate with an upset or angry person. However, if the negative emotions of the interlocutor significantly hinder the conversation, it is better to postpone it for another time.

Barrier of attitude. Very often, communication is complicated if your partner initially does not have a very good opinion of you.



Value judgments. We evaluate the opinion and experience of the interlocutor, expressing this evaluation in phrases of approximately the following form: "You are talking nonsense, listen to what I have to tell you." Value judgments lead to the emergence of negative emotions in the conversation, as a result of which mutual understanding is disrupted.



Barriers in communication

Language barriers



Semantic communication barrier. Any word usually has more than one meaning and, depending on the context of use, can have several meanings.

Logical communication barrier. It arises because each person sees the world, situation, problem from his own point of view.

Stylistic communication barrier. The style can be too heavy or lightweight, not corresponding to the situation and the interlocutor's intentions.

Phonetic communication barrier. This is an obstacle created by the peculiarities of the speaker's speech (lisping, burring, sharp decrease or increase in voice volume, etc.)



Barriers in communication



Communication style barrier. Each of us has our own unique manner. It depends on temperament, character, upbringing, profession and other factors. As a rule, it takes a long time to form, and then it becomes difficult to change.

Communication style includes the main motive (why you communicate – self-affirmation, support, etc. ...), attitude towards others (kindness, tolerance, cruelty ...), attitude towards yourself and the nature of the impact on people (pressure, manipulation, persuasion, etc. ...). More often than not, we simply have to accept another person's communication style, since it is difficult to change, and communication is often necessary.



4 Rules of Overcoming barriers



1. **Be Clear:** Avoid using vague or unclear words, and don't overload your message with complicated terms or jargon.
2. **Know Your Audience:** Try to speak in a way that matches the listener's experience, background, culture, education, values, and interests.
3. **Be Open:** Be willing to change your opinion when new information comes up and be open to understanding the other person's point of view.
4. **Consider the Time and Place:** A message is more effective when it is timely and delivered in the right setting or context.



Overcoming barriers



How else to overcome communication barriers?

One of the most common barriers is an inferiority complex (неполноценности). People with low self-esteem believe that they are worse than others, do not see their merits and prefer to live their lives quietly and calmly. But in fact, you just need to change your image, start working on yourself and smile at difficulties, so the need for communication appears by itself. Self-doubt goes away with practice. Psychologists advise not to avoid people, but try to keep up a conversation as often as possible.

Another problem in communication can be overestimated self-esteem. A superiority complex manifests itself in a biased attitude towards people around you. A person feels better than others. If a person himself understands the reason for the difficulties in communication, then self-control and a loyal attitude to society will help to cope with them. *When talking, try to find positive traits in the interlocutor, thanks to this, the conversation will be more comfortable for both parties.*



Overcoming barriers



How else to overcome communication barriers,

It often happens that a person **is simply afraid to make contact with someone**. For example, not finding the right words, seeming stupid or saying something wrong. There is a fear of not being accepted and condemned. Perhaps the person does not have enough communication skills or an insufficient vocabulary. The way out of this situation is practice. You can practice in front of a mirror, as if talking to an imaginary friend. Try to correspond on the Internet, because without the ability to look at the interlocutor, it is much easier to express your thoughts.

Sometimes communication difficulties **are not realized by people**. This is especially true for psychological barriers. If communication barriers are perceived as lack of skill speaking language, then psychological difficulties are a consequence of subconscious attitudes. They are difficult to control.

In order to interact with a person correctly, you need to know as much as possible about him, and act in accordance with his program of action, and not your own. You should humbly accept the fact that other people, even those who, due to circumstances, are close to us, are in fact completely different, think, feel and act differently from us. True closeness becomes possible only after achieving this understanding and its practical implementation.



Barriers in communication

1. Sit down in your place, find your own center of gravity, mentally placing it in the center of the universe, imagining that everything that happens around them is happening exclusively for them.
2. A virtual door is imagined, passing through which, a person should purposefully feel that he has changed, that he has entered a world where he is confident in himself, can allow himself to behave as he pleases in any communication situation, if it is rational.
3. We imagine our shyness as a monster. Then, with “magic” willpower, we turn it into a cockroach and crush it with our foot
4. Stand at a source of water and imagine how the flow of water carries away shyness and communication barriers forever.



Communicative styles

- People are more complex than any typology or framework. While we can divide communication styles into four types, most people don't fit 100 percent into one particular category.
- Still, a framework can be a useful way to assess your own style, and it offers a useful tool to discuss communication tactics with your team.
- Here's an overview of the four different styles of communication, and what they mean for your workplace:



Communicative styles

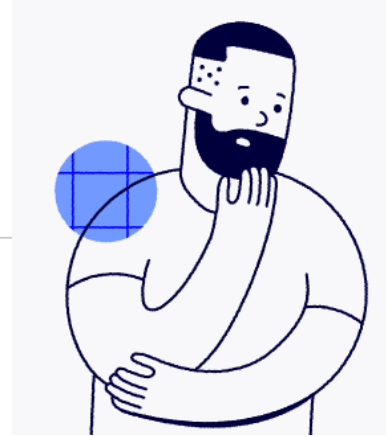


Direct

- **The direct (analytical or dominant)** communicator prefers direct, no-frills communication, backed by hard facts. They are highly focused on the end result and are generally risk-tolerant.
- **What you should know:** Direct communicators can be intense and very blunt. They lack subtlety and are uncomfortable with ambiguity. They are more likely to give commands than make polite requests. They struggle with small talk and emotional decision-making.
- **When working with a direct communicator:** it's most effective to be clear and concise, and avoid unnecessary details. While dominant communicators must continually work on patience and sensitivity, co-workers should try to avoid taking their bluntness and lack of subtlety as personal criticism.



Communicative styles



Functional

- **The functional communicator** (conscientious, sometimes also called analytical) likes process, precision, and details. They analyze a project or problem from multiple perspectives to ensure that every possible angle has been considered.
- **What you should know:** Functional communicators enjoy learning and demonstrating new skills. They thrive in environments with clear expectations, firm deadlines, and the opportunity to work independently.
- **When working with a functional communicator:** expect them to ask many questions before they feel comfortable moving forward. They may struggle with “big picture” thinking if they feel it’s not well thought-out. Like the direct communicator, they are uncomfortable with small talk and emotional decision-making.



Communicative styles



Collaborative

- **Collaborative communicators** are sometimes called harmonizers (also steady or intuitive). They are focused on people over end results. Their goal is to find solutions that work for everyone.
- **What you should know:** Collaborative communicators work best in an environment that prioritizes cooperation, loyalty, and stability. They are great at thinking about the big picture, but can struggle with decision-making. They may not feel comfortable moving forward until everyone on the team has had a chance to provide input.
- **When working with a collaborative communicator:** ensure that you listen before issuing directives; they will resist being told what to do if they feel their perspective has not been heard. Because they can, at times, struggle keeping track of small details, managers and co-workers should be prepared for multiple follow-up conversations throughout a project to help harmonizers make decisions and stay on track.



Communicative styles



Influencers

- **The classic “people person”,** the influencer (personal or expressive communicator) believes that the emotional connections among team members bring success. They focus on building interpersonal relationships and are great collaborators.
- **What you should know:** Influencers are more focused on “the why” than “the how”, and are excellent visionaries. They prefer informal discussions to formal meetings, and enjoy friendly small talk among team members. They are very comfortable expressing their feelings and navigating emotional decision-making.
- **When working with an influencer:** enable them to collaborate to maximize their potential. They may need help developing practical solutions. Because they can struggle with details and follow-through, organizing projects with short timeframes can be helpful.



Flexibility in communicative styles

For example, many leaders are naturally direct communicators.

However, a direct communication style may be counterproductive when working with employees who lean toward a steady or influencer-style of communication. For an influencer, for example, an unwillingness to share weekend plans may be seen as lack of interest in their well-being. A direct, “tell-it-like-it-is” style of communication may be interpreted as overly critical to an employee who is sensitive to criticism, no matter how constructive.

How can you adopt a more flexible communication style?

Be honest with yourself about how you communicate. Honest self-assessment, as difficult as it can be, is always the first step to embracing necessary change.

Analyze past miscommunications to think about what went wrong. Again, be honest about the part your communication style might have played in that situation. Identify ways that you might have approached the situation differently to achieve a more constructive outcome.

Practice active listening. Active listening requires clearing your mind of potential responses so you can really hear the other side of the conversation. Repeating back what you heard (“what I hear you saying is...”) before you reply lets the other person know they were heard.



Core communication skills:

Listening

Listening attentively helps in understanding the speaker's message, emotional tone, and context. It also builds trust and rapport in relationships.

Expressing Thoughts Clearly

The ability to convey ideas in a clear, concise, and articulate manner is essential in both verbal and written communication. This includes controlling the tone of voice, volume, and speed of speech.

Nonverbal Communication

Body language, facial expressions, and gestures provide additional context to what is being said. Effective use of nonverbal cues can enhance the clarity and impact of communication.

Empathy

Understanding others' feelings and perspectives is crucial for building trust and managing conflicts.

Stress Management

Managing one's emotions and staying calm during discussions helps in maintaining clear communication and resolving disagreements without escalation.

Improving Communication Skills (Short answer):

Practice active listening and avoid interruptions.

Be mindful of nonverbal signals, as they often reveal more than words.

Engage in exercises to improve emotional regulation and self-awareness.



Maximizing communication skills for success

1. Be Clear and Concise

Focus on clarity and brevity in your messages.

Define your goals and audience before communicating.

Avoid irrelevant details and overly flowery language.

2. Prepare Ahead of Time

Plan your communication from start to finish.

Anticipate questions, disagreements, and unexpected situations.

Support your message with relevant facts and examples.



Maximizing communication skills for success

3. Watch Your Tone

Ensure your tone matches your intent to avoid misunderstandings.
In written communication, re-read and revise for clarity and emotional balance.

4. Practice Active Listening

Give your full attention to the speaker and avoid distractions.
Use open-ended questions and paraphrase to confirm understanding.



Maximizing communication skills for success

5. Build Emotional Intelligence

Understand and manage your own emotions.

Practice empathy to connect with others and handle difficult conversations.

6. Develop a Communication Strategy

Structure how, when, and to whom information is conveyed.

Use appropriate channels to ensure messages are clear and impactful.



Maximizing communication skills for success

7. Be Mindful of Nonverbal Communication

Learn to read others' nonverbal signals and adjust your approach accordingly.

Ensure your own nonverbal cues align with and support your message to avoid confusion or mistrust.

8. Foster a Positive Organizational Culture

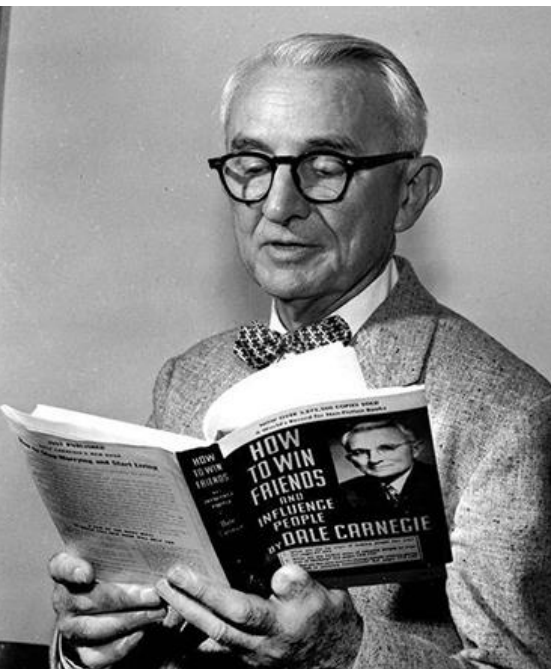
Build trust through transparency, empathy, and open dialogue.

Encourage feedback and create an environment where everyone feels safe to communicate.

By mastering these skills, leaders can communicate effectively, minimize misunderstandings, and create a more productive and harmonious work environment.



Winning people 6 Rules



So, if you want to win people over.

Rule 1: Show genuine interest in other people.

Rule 2: Smile!

Rule 3: Remember that to a person, the sound of his name is the sweetest and most important sound of human speech.

Rule 4: Be a good listener. Encourage others to tell you about themselves.

Rule 5: Keep the conversation within the circle of your interlocutor's interests.

Rule 6: Make people feel important and do it sincerely.



Inspirational public speaking (Optional)

1. Topic Selection:

Choose any topic that you find interesting and are passionate about. It can be related to your field of study, a personal experience, or something you want to learn more about.

2. Speech Structure:

The speech should contain the following components:

- **Open-ended question**

Include at least one open-ended question in your speech that encourages the audience to think deeply or share their own perspectives. Make sure the question relates to your topic and invites a discussion.

- **Storytelling or Parable**

Share a personal story, anecdote, or a relevant parable that highlights your message. This could be a real-life experience, a fictional tale, or something you've heard that ties into your topic. The storytelling should serve to make your speech more engaging and relatable.

- **Call to action or reflection**

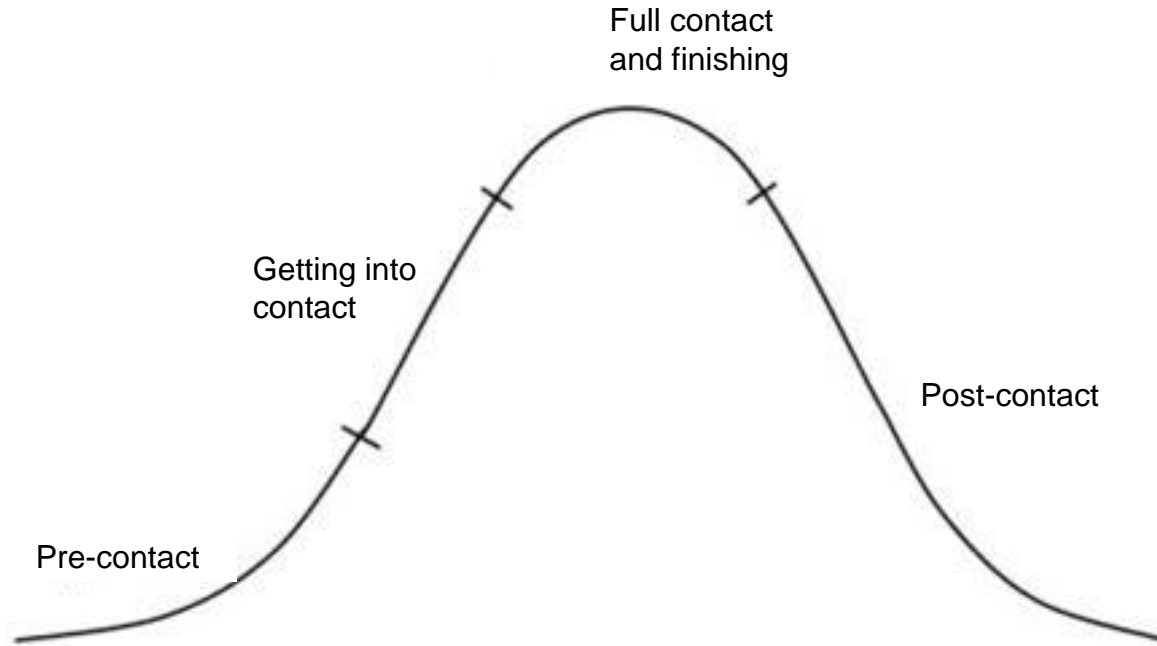
End your speech with a clear takeaway. This can be a **call to action** (what you want the audience to do after hearing your speech) For example: "I challenge each of you to take one small step toward change today. It doesn't have to be big, but it has to start. What will you do?". Or a **reflective thought** (something for them to ponder). For example: "Think about this: if you had one more chance, what would you change in your life? And why is it important?"

- **Powerful Conclusion (Optional)**

At the very end you may add Inspirational Quote: e.g: "Be the change that you wish to see in the world." — Mahatma Gandhi
OR close your speech with a personal note that feels like a message for each individual. For example: "I believe each of us is capable of more than we think. Believe in yourself, and the world will open up new possibilities for you."



Contact curve





Topics to speak (for Student A)

1. How do you spend your free time after study or work?
2. What inspires you to tackle challenging tasks?
3. What books, movies, or TV shows have you recently watched, and what did you like about them?
4. What has been your most memorable day recently?
5. What hobbies would you like to develop if you had more time?
6. What qualities do you value in your friends?
7. What do you usually do to relax after a long day?
8. Do you have a favorite place you often go to unwind or relax?
9. How do you maintain relationships with family and friends despite studying or working?
10. What kind of music do you like, and how does it help you focus or relax?
11. What was the funniest or strangest moment you've had at school/work?
12. What are your thoughts on a healthy lifestyle? What habits are you trying to develop?
13. How do you handle situations when you feel exhausted or can't continue?
14. How do you organize your day to get everything done?
15. What are your thoughts on traveling? Is there a place you dream of visiting?
16. How do you handle situations when something doesn't work out on the first try?
17. What's the most important piece of life advice you've received from someone?
18. What movies or books have helped you change your perspective on the world?
19. If you had a day with no obligations, how would you spend it?
20. How do you celebrate your small victories or achievements?

Student B just answers questions



Topics to speak (reflection)

Reflection questions for students A (asked questions):

1. Did you discover anything new about your partner's interests, values, or communication style?
2. What was the most enjoyable part of the conversation for you?
3. How did you ensure that you understood your partner's perspective?
4. Were there any moments when the conversation felt awkward or challenging? How did you handle that?
5. Were there any moments when you felt that the conversation could have gone deeper? What would you have liked to explore more?
6. What did you learn about yourself through this exercise?

Feedback questions for the communicative experience (whom questions were asked – Student B):

1. How did you feel when your partner was listening to you? Did you feel heard and understood?
2. How well did the person asking the questions follow up on your answers? Did they ask clarifying questions or expand on your ideas?
3. Did the conversation flow smoothly? Were there any awkward silences or moments of discomfort?
4. Was the tone of the conversation respectful and supportive? How did the speaker make you feel comfortable?
5. Would you be willing to have a similar conversation again? Why or why not?



Scene (role-play exercise)

Take a group of 2-4 people. Choose a topic for your role-play.
Discuss and create possible scenario and try to make an improvisation role-play for a group.

Common situations

1. A neighbor dispute over loud music
2. A parent-teacher meeting with an overactive parent
3. A doctor talking to a patient who ignores prescriptions
4. A job interview where the candidate exaggerates their skills
5. A friendly argument about whether cats or dogs are better
6. A call to tech support
7. Returning an item to the store
8. Navigating family expectations and personal desires

Funny situations

1. "A conversation between a fridge and a microwave in the kitchen"
2. "Two kids debating who invented the word 'internet'"
3. "A chef defending their unique dish to a food critic"
4. "Two tourists arguing over who found the better selfie spot"
5. "An ant army general sharing a strategy with a rookie soldier"



Scene (role-play exercise)

Workplace situations

1. A discussion about project delays between a manager and a developer
2. Negotiations between a client and a designer over odd requests
3. Firing an employee who doesn't take the hint
4. A call from HR offering a stress test
5. A debate in a team meeting about end-of-year bonus distribution
6. Managing emotions in a high-stress situation
7. Expressing concerns about workload to a supervisor
8. Debating the pros and cons of remote vs. In-person work

Fantasy scenarios

1. "Negotiating with an alien over earth's resources"
2. "A robot explains to a human why it took over their job"
3. "A dragon complains to a hero about violating a castle protection deal"
4. "A wizard explains to a student why magic cannot be used for personal gain"
5. "A divine argument between gods about how to create rain"
6. "Political debates on Venus"



Scene (role-play exercise)

Reflection (1-2 questions)

1. What was the most surprising thing you learned about communication during this exercise?
2. How did your group communicate during the planning process? Were the messages clear and understood by everyone?
3. What nonverbal cues (tone, gestures, facial expressions) did you notice during your group discussions, and how did they affect your teamwork?
4. Did your group encounter any communication barriers (e.g., misunderstandings, conflicting ideas)? How were they addressed?
5. How did your group give and receive feedback during the preparation of the skit? Did this improve your collaboration?
6. What strategies or behaviors helped ensure effective communication within your group?
7. Looking back, what could your group do differently to improve the communication process for future tasks?



Unexpected meeting

TASKS FOR THE GROUPS

You meet extremely unusual person and you have a task – to get something from him or improve communication somehow. Try to use all possible and impossible communicative skills to achieve your goal.

1. Space Traveler from Another Planet

Task: Convince the alien to trust you and reveal the secret of their world. You'll need to show curiosity, ask open-ended questions, and overcome language "barriers."

2. Wise Owl – Librarian of the Enchanted Forest

Task: Gain access to a rare book by asking the right questions and demonstrating respect for the library's rules.

3. Robot with an Unusual Program

Task: Break the ice and persuade the robot to help fix your device. You'll need creativity and the ability to adapt to mechanical logic.

4. Pirate Guarding a Treasure Chest

Task: Negotiate with the pirate to share part of the treasure. Show persistence, wit, and a sense of humor.

5. Owner of a Café for Talking Animals

Task: Order an unusual dish, but the menu is completely incomprehensible. You'll need to ask clarifying questions and convince the owner to explain everything in plain language.



Unexpected meeting

6. Sad Dragon

Task: Cheer up the dragon so it lets you pass through its cave. Use empathy and humor to succeed.

7. Time Traveler

Task: Learn about the future of your city or country from the time traveler. You'll need to spark their interest so they're willing to share their secret knowledge.

8. Art Critic from Another Century

Task: Explain a modern work of art in a way that convinces the critic it's a masterpiece. Skills in argumentation and persuasion are key.

9. Ghost in a Haunted Castle

Task: Convince the ghost to help you find the way out of a confusing labyrinth. You'll need to show respect, sincerity, and courage to avoid scaring them off.

10. Stubborn Old Wizard

Task: Negotiate with the wizard to obtain a magical potion. Patience, charm, and confidence will be essential to prevent the wizard from dismissing you outright.



Unexpected meeting

General Tasks for All Main Characters:

Create barriers to communication (e.g., express distrust, speak in metaphors, or confuse logic).

Encourage participants to show patience, creativity, and resourcefulness to win their favor.

Reward participants with "success" only if they provide truly engaging and thoughtful responses.

This active role-play from the characters adds unpredictability to the game, making it exciting and enriching.

MAIN CHARACTERS ABILITIES

1. Space Traveler from Another Planet

Speaks in a strange "language" (includes incomprehensible words or sounds that the participant must decode).

Constantly gets distracted by their "alien" gadgets and shows little interest in the conversation unless the participant does something truly captivating.

2. Wise Owl – Librarian of the Enchanted Forest

Speaks in riddles and requires the participant to answer thought-provoking questions or solve puzzles before offering help.

Strictly enforces "library rules," such as no loud talking or disrespecting books.

3. Robot with an Unusual Program

Responds only to clear and direct questions, ignoring abstract or emotional statements.

May "overload" (pause) or provide automated but illogical answers, prompting the participant to rephrase their communication.

4. Pirate Guarding a Treasure Chest

Demands the participant to tell an interesting or funny story in exchange for access to the chest.

Constantly tries to "trip up" the participant by asking provocative or misleading questions.

5. Owner of a Café for Talking Animals

Speaks in a rhythmic style, as if it's a song or rhyme, complicating understanding.

Insists the participant guess which dish would "suit them best" instead of directly saying what they want.



Unexpected meeting

6. Sad Dragon

Complains about life and constantly shifts the conversation to their own problems, ignoring the participant.

May take offense if they feel a lack of attention or empathy, requiring the participant to show genuine interest and care.

7. Time Traveler

Avoids direct answers to "prevent disrupting the timeline."

Tests the participant's creativity by asking strange or illogical questions about the "future."

8. Art Critic from Another Century

Appears condescending and asks questions with obvious skepticism to test the participant's confidence.

Demands explanations of "modern traditions" before engaging in discussions about contemporary art.

9. Ghost in a Haunted Castle

Constantly frightens the participant with unexpected sounds or remarks.

Speaks only in riddles or whispers, making understanding more challenging and requiring more focus and attention.

10. Stubborn Old Wizard

Interrupts the participant frequently, claiming they "know nothing about real magic."

Pretends to listen but gets distracted by casting spells or criticizes the participant's communication style, demanding more respect and conviction.



Lewis Carol Meeting

Here are some unique pairs for comparison in the "*Lewis Carroll's Riddle*" game:

1. Cloud and Pillow
2. Cat and Shadow
3. River and Road
4. Star and Candle
5. Book and Mirror
6. Tree and Umbrella
7. Mountain and Cake
8. Clock and Heartbeat
9. Bridge and Ladder
10. Sunflower and Windmill
11. Ocean and Blanket
12. Bicycle and Bird
13. Pencil and Raindrop
14. Lantern and Lighthouse
15. Spiderweb and Map
16. Iceberg and Diamond
17. Snowflake and Feather
18. Castle and Hive
19. Rainbow and Paint Palette
20. Train and Snake

An exciting game-exercise that helps develop imagination, unconventional thinking and high communication skills. You can play alone, but it is not so interesting. Invite someone close, friends, and this evening will be remembered. The rules of the game are very simple: one participant says any word, for example, "palm tree", and asks: how is it similar to ...? The second participant says his word, for example, "house". Then the participants of the game list everything in which the first is similar to the second, offer various options and arguments. This exercise can be done at leisure in any company, with children and adults.



References

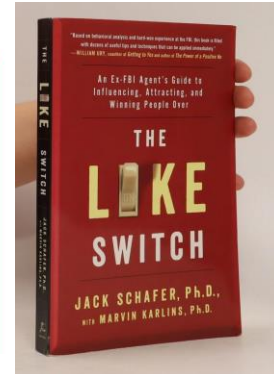
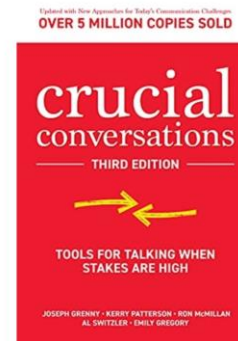
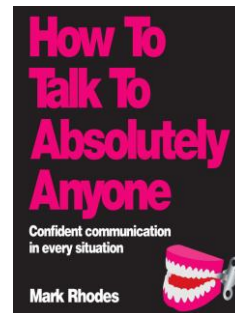
- <https://professional.dce.harvard.edu/blog/is-your-workplace-communication-style-as-effective-as-it-could-be/>
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ADDITIONAL Literature – see pics

Марк Роудз, «Как разговаривать с кем угодно».

Эл Свитцлер, Джозеф Гренни, Керри Паттерсон, «Трудные диалоги».

Джек Шафер, Марвин Карленс, «Включаем обаяние по методике спецслужб»



A photograph of two white doves in flight against a clear, bright blue sky. The dove in the foreground is shown from a low angle, with its wings fully extended, revealing the intricate structure of its feathers. Its head is turned slightly to the right. The second dove is positioned further back and higher up in the frame, also in flight. The overall mood is peaceful and hopeful.

HOMEWORK?





Tasks for the seminar-13

1

*OR!
See
next
page*

Choose 1 topic below to prepare 1 small **text** from reliable **sources**. Point sources at the end of your text.
Not more than 3 pages A4 or 6 slides if presentation

1. How cultural differences influence communication styles
2. The impact of emotional intelligence on communication
3. Barriers to effective communication in professional environments
4. The use of storytelling as a communication strategy
5. Conflict resolution techniques for effective communication
6. How technology has transformed human communication
7. The power of persuasion: techniques for communicating effectively
8. Building rapport in professional communication
9. The impact of social media on modern communication
10. Assertiveness vs. Aggressiveness: finding the balance in communication
11. How to adapt your communication style to balanced communication with different people
12. The role of questions in engaging conversations
13. What communication skills shape leadership effectiveness
14. Resolving misunderstandings in group projects
15. How to handle criticism in a professional environment
16. How to express gratitude effectively
17. Boundaries in professional relationships
18. Expressing disagreement without escalating conflict

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Tasks for the seminar-13

2

Prepare a text and video or audio of you making an inspirational public speech. If there is no public around imagine you do a podcast speech.

Topic Selection:

Choose any topic that you find interesting and are passionate about. It can be related to your field of study, a personal experience, or something you want to learn more about.

Speech Structure:

Open-ended question

Include at least one open-ended question in your speech that encourages the audience to think deeply or share their own perspectives. Make sure the question relates to your topic and invites a discussion.

- **Storytelling or Parable**

Share a personal story, anecdote, or a relevant parable that highlights your message. This could be a real-life experience, a fictional tale, or something you've heard that ties into your topic. The storytelling should serve to make your speech more engaging and relatable.

- **Call to action or reflection**

End your speech with a clear takeaway. This can be a **call to action** (what you want the audience to do after hearing your speech) For example: "I challenge each of you to take one small step toward change today. It doesn't have to be big, but it has to start. What will you do?". Or a **reflective thought** (something for them to ponder). For example: "Think about this: if you had one more chance, what would you change in your life? And why is it important?"

- **Powerful Conclusion (Optional)**

At the very end you may add Inspirational Quote: e.g. "Be the change that you wish to see in the world." — Mahatma Gandhi

OR close your speech with a personal note that feels like a message for each individual. For example: "I believe each of us is capable of more than we think. Believe in yourself, and the world will open up new possibilities for you."

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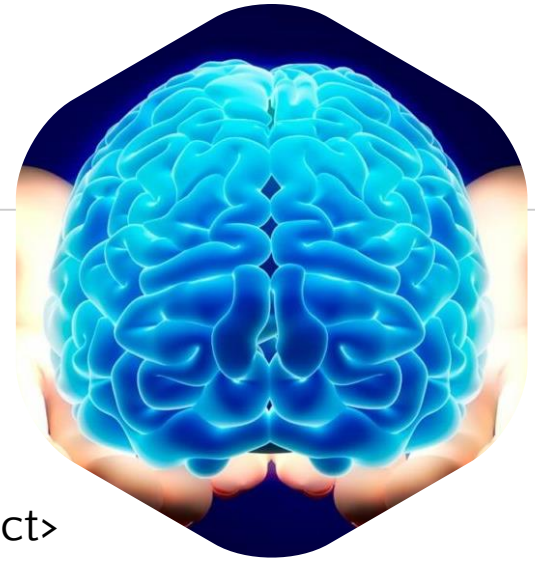
Task for the seminar

In the **SUBJECT** of the letter,
it is **MANDATORY** to indicate:

<Group> – <First Name Last Name> – <Work Subject>

Example:

IT2-2021 – Maria Kukushkina – WEEK-13 (Communicative side).



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Thanks!

Any **questions** ?

You can find me at

- homeworkspsychology@gmail.com