Welcome to MGNT102 Professional Communication: Concepts and Practices Topic 3

Interpersonal communication



Topics covered

- 1. Types of nonverbal communication
- 2. The role of nonverbal communication
- 3. Aspects of nonverbal communication
- 4. The role of questions and feedback



Types of nonverbal communication

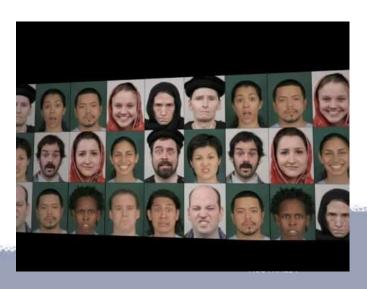
- 1. Universal to humankind
- 2. Personal to the individual
- 3. Common to a group of people or culture



Types of nonverbal communication

- Universal to humankind
 - Common to humankind
 - http://www.youtube.com/watch?v=5G6ZR5lJgTl
- Personal to the individual
 - Personal or unique to that person





- Common to a group of people or culture
 - Learned unconsciously by observing others
 - Or receiving direct instructions
 - Or imitating the behaviors of others in the group





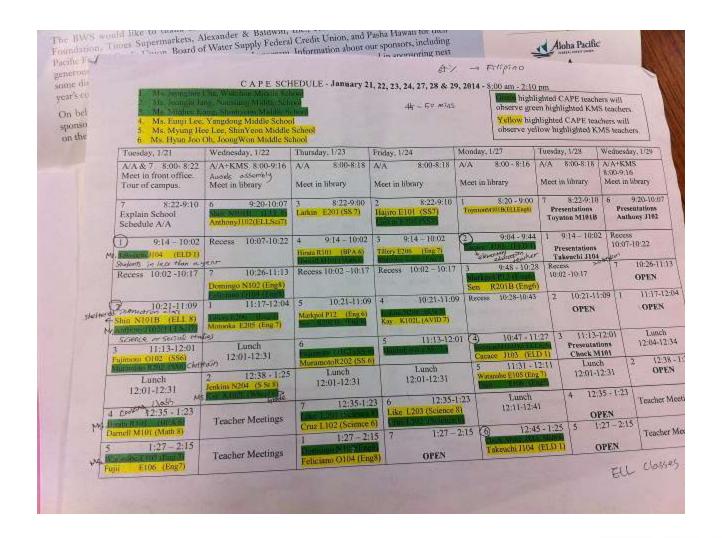


Cultural

Hall (1976) identified the concepts of 'High Context' and 'Low Context' to classify differences in communication styles in cultures.

	High context	Low context
Identification	Group	Individual
Sensory involvement	High (low personal space needs, high-contact touch behaviour)	Low (high personal space needs, low-contact touch behaviour)
Messages	Implicit: embedded in social context: ritual, personal relationships, personal word as guarantee	Explicit: words carry most information (emphasis on legal documents etc.)
Time sense/chronicity	Polychronic: multiple times. Time is circular. Events proceed at their own pace. Multiple events occur simultaneously (e.g. different people in room working on different tasks)	Monochronic. One time only. Time is linear. Events happen sequentially. Punctuality, scheduling, planning very important

Monochronic





Polychronic







French colleagues report Sharon Au to HR after she emails them about work at 8pm

Work-life balance is very important to the French.

Zhangxin Zheng 1 (5: October 14: 2019; 02:47 PM





Former Mediacorp artist, 44-year-old Sharon Au, has been working and living in Paris for more than a year.









The 'right to disconnect': French employees can now legally ignore work emails outside of office hours

Employees physically leave the office, but they do not leave their work. They remain attached by a kind of electronic leash, like a dog' a French MP said

Washington Post

Published Ian 02, 2017 • 3 minute read



A new employment law requires French companies with more than 50 employees to begin drawing up policies with their workers about limiting work-related technology usage outside the office.

That 10 p.m. email from your boss? It's your right to ignore it.

That Saturday ping from a colleague with "just one quick question?" A response on Monday should suffice.

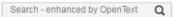




More posts from oki japanisyabai



The Telegraph



Tuesday 26 July 2016



HOME » FOOD AND DRINK

Would you wait 14 years for a restaurant booking?

Prepare to get acquainted with the hold tone; these are the toughest restaurants in the world to get a reservation















Noma restaurant in Copenhagen Photo: Yadid Levy / Alamy









Table 1. High/Low context by culture (Hall & Hall, 1990).

High Context Cultures

Japan

Arab Countries

Greece

Spain

Italy

England

France

North America

Scandinavian Countries

German-Speaking Countries

Low Context Cultures



The Role of Nonverbal Communications



The Role of Nonverbal Communications





65% of total communication
(Birdwhistell, 1970).

- Communicating interpersonal attitudes and emotions
- Self-presentation
- Supporting verbal communication



Nonverbal Characteristics

- Always has communicative value
- Is powerful
- Is ambiguous

http://www.youtube.com/watch?v=gZujYUcY5xc



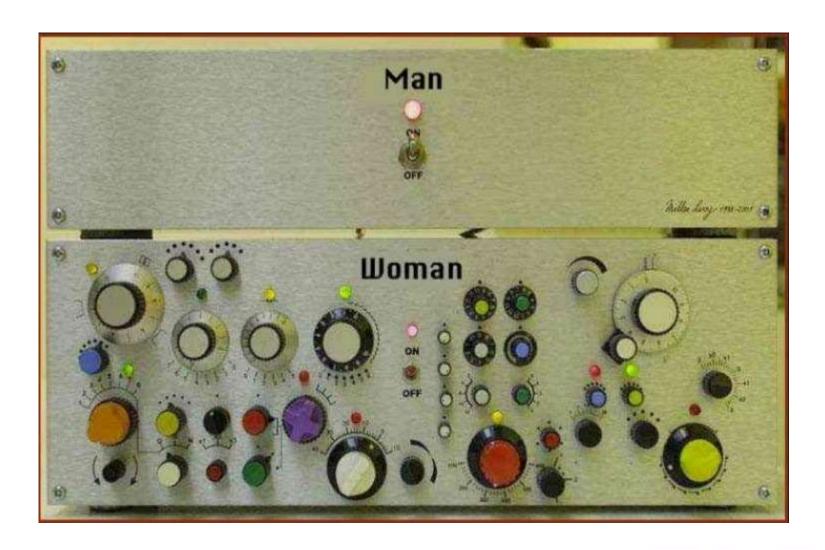


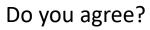


Congruence

- The extent to which verbal and nonverbal messages reinforce or contradict each other
- When they are not congruent with each other, you need to work out what is really true
- Generally the nonverbal communication should be given more credence













Aspects of nonverbal communication



Aspects of nonverbal communication

- More powerful
- Cluster of nonverbal cues
 - put them together
- Classifications such as
 - Physical characteristics
 - Appearance, dress code etc...
 - Facial expressions
 - Kinesics
 - body movements and gestures
 - Haptics
 - · touch (tactile) sensation and control
 - Proxemics
 - Comfort zone and space
 - Artefacts
 - Object of significance etc..
 - Environment
 - Paralinguistics
 - accent, pitch, volume, rate, and fluency
 - Chronemics (Time)
 - Polychronic people keep more flexible schedules and may engage in several activities at once.
 - Monochronic people tend to schedule their time more rigidly and do one thing at a time.

Let's take a look at these today,



- Physical characteristics
 - First impressions
 - Past experiences
 - Body shape
 - General (perceived) attractiveness
 - Hair and skin colour





- Physical characteristics
 - Appearance
 - Clothing
 - Choosing work wardrobe















Can you guess who they are and what's their occupation?

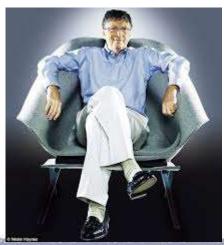


















United Arab Emirates residents want crackdown on foreign women's skimpy dress



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mag.

What to Wear in Dubai: Dubai Dress Code

Character Direction without



Post your response here:



https://padlet.com/jesslynism/rqz5wl07g13k



10mins

Discuss the corporate dress codes and also traditional attire from your home countries.

- Any specific rules or symbolism associated with them.
- Include a photo, drawing, or description of the attire if possible (choose one from your group).
- Post your summary and visuals on the class Padlet page
- Once all groups have shared their posts, take 5 minutes to browse the Padlet and leave a comment or question on at least one other group's post.

This activity promotes cross-cultural understanding and collaboration while utilising digital tools to share and reflect.

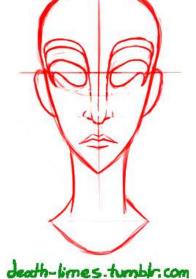




- Face and eyes
 - Facial expression

http://www.youtube.com/watch?v=TrgNKGjSyxA

Eye contact









- Kinesics
 - Posture
 - Gestures
 - Orientation













AUSTRALIA

Amy Cuddy

- Social psychologist
- Non-verbals shape who you are
- Participation in discussions
- Power poses

"We can change other people's perceptions — and even our own body chemistry — simply by changing body positions".

https://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are?language=en#t-745194



Adopt these: "High Power" Poses (top row)

Avoid these: "Low Power" Poses (bottom row)

(images courtesy of A. Cuddy, Harvard University)



- Amy Cuddy
 - Fake it till you make it
 - Power poses itestosterone and cortisol (stress hormone)
 - Fake it till you become it

"Standing in a posture of confidence, even when we don't feel confident — can affect testosterone and cortisol levels in the brain, and might even have an impact on our chances for success".

https://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are?language=en#t-745194



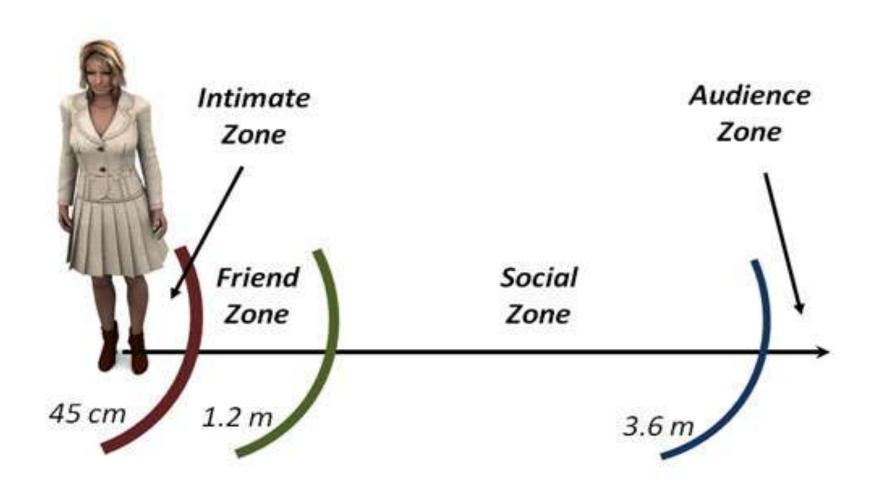




- Proxemics
 - Reflects attitudes
 - Creates feelings
 - Indicates power

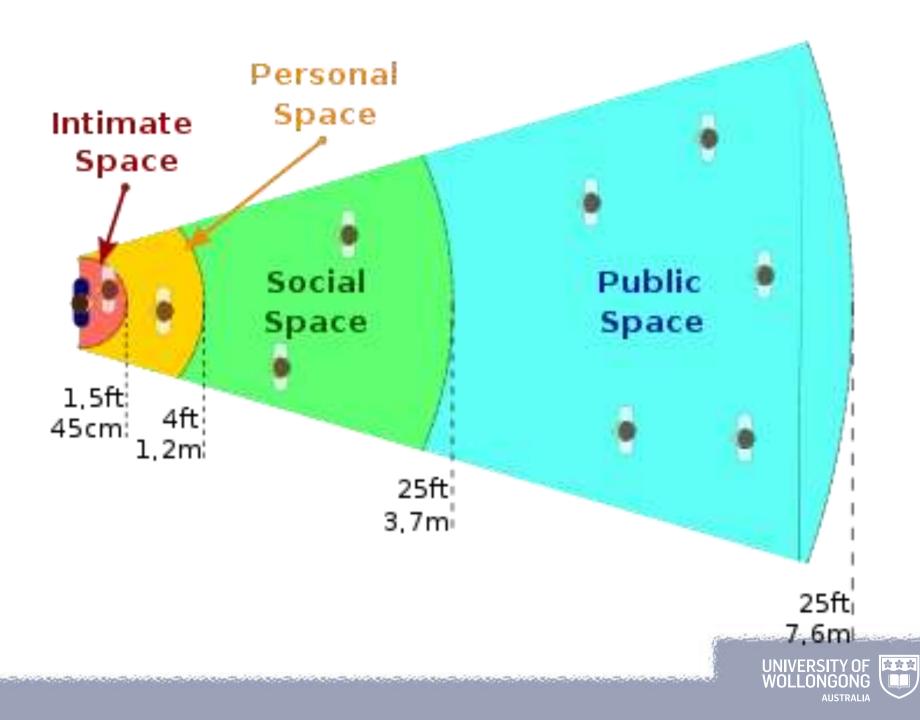




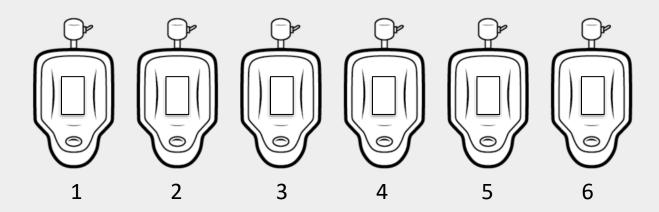


Personal Space







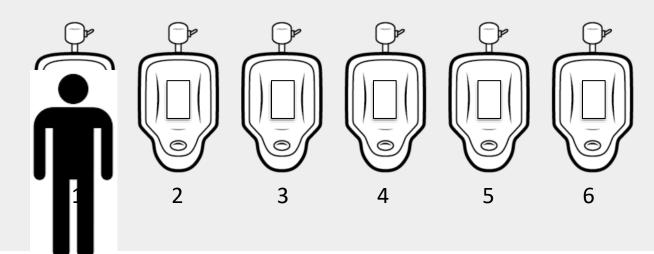










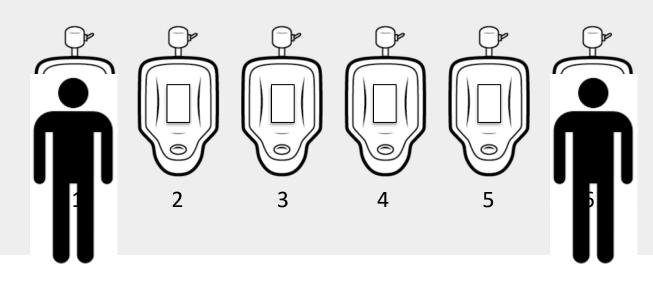








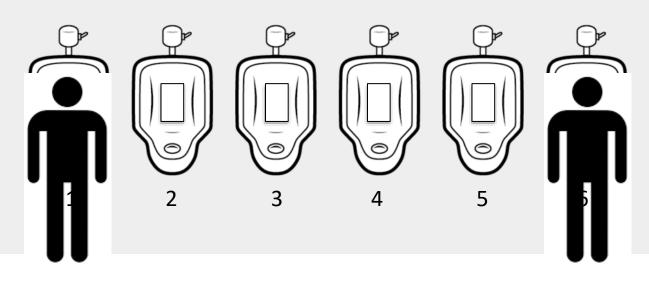










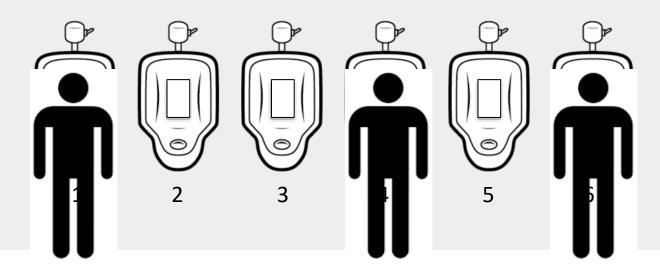










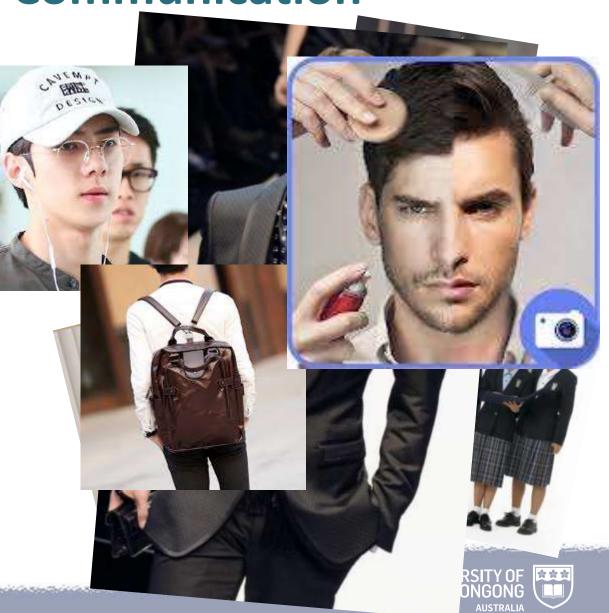








- Artefacts
 - Jewellery
 - Perfume
 - Glasses
 - Badges
 - Uniforms
 - Designer clothing



Physical environment

- Building architect
- Room size and sh
- Furniture
- Decoration
- Climate
- Privacy
- Noise







- Paralinguistics
 - Pitch
 - Volume
 - Rhythm
 - Tempo
 - Articulation
 - Emphasis
 - Inflection (change of tone/timbre)
 - Nasality
 - Vocalisation





- Chronemics
 - Use of time
 - Variations in culture



Monochronic	Polychronic
One thing at a time	Multiple activities at once
Rigid approach to time	Flexible approach to time
Strict agenda	No strict agenda
Focus on task	Focus on relationship
Completion of job most important	Relationships more important than the job
Emphasise promptness	Promptness based on relationships



Improving Nonverbal Effectiveness



- Monitor your behavior
- Demonstrate interest in others
- Be positive
- Observe conventions



Questioning



Questioning

Effective questioning:

- Asking questions requires the other person to listen, think and respond.
- Giving and receiving effective feedback supports, values, encourages and underpins positive relationships.
- Let people know how well they are performing and how their work contributes to their team's and organisation's goals



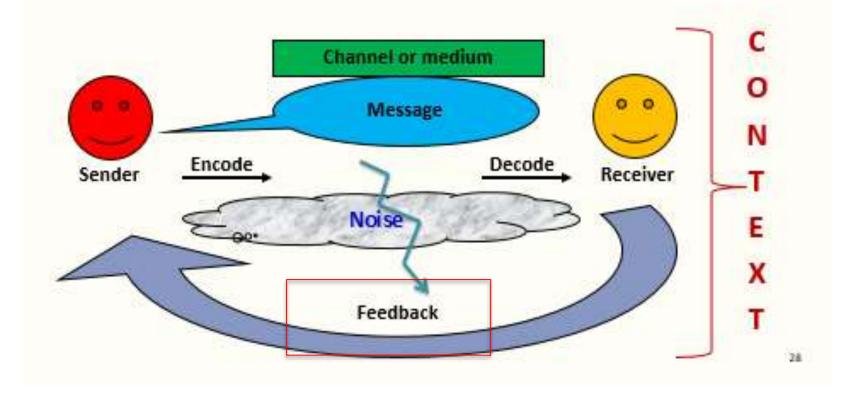
Questions

Effective question types and purpose	Ineffective question types and problem
Open questions invite the other person to talk. 'How is the project progressing?'	Multiple questions that cover a number of issues. 'Do you think you can do the project scoping and how will you involve the external stakeholders?'
Closed questions invite the other person to give a 'yes' or 'no' response. 'Do you have concerns about the project?'	Ambiguous vague questions that confuse. 'To what extent did using project management software and the company intranet help various stages of the project?'
Probing questions gain more details. 'Could you provide more information about how you reached your conclusion?'	Implied value questions that reflect your values. 'Do you agree that project communication plans are more trouble than they are worth?'
Reflective questions restate and clarify what the other person said. 'Then you haven't had time to work on the new project?'	Aggressive questions that attack the other person. 'So what are you going to do, pull a fast one on us?'
Challenge questions examine assumptions, conclusions and interpretations. 'How else might we account for the increasing number of equipment failures?'	Leading questions to get the answer you want. 'With all these benefits we've highlighted, don't you think that the benefits of this approach make it the best way for all of us to go forward?'
Hypothetical questions probe and explore options. 'If you were project leader, how would you proceed?'	Rhetorical questions that do not need an answer. 'Isn't it obvious that we should proceed to the next stage?'





Process of Communication



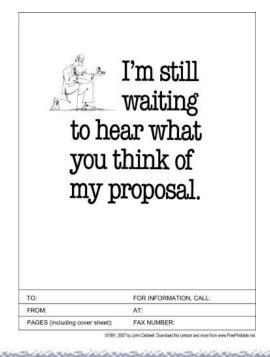




- The advice, support and critique provided in response by one person to another
- Our own perception vs. how others perceive us
- Self knowledge
- Technology as feedback



- Feedback important for personal and professional growth
- But....







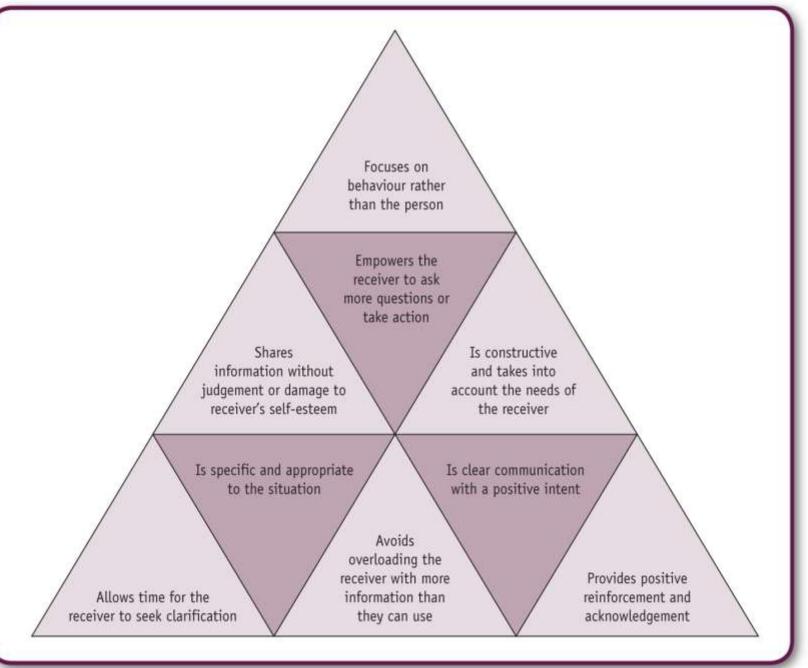


Figure 2.2
Characteristics of effective feedback

Feedback Types

- Informative
- Immediate
- Specific
- Positive
- Negative
- No feedback







Can take place from a number of directions

- downwards (from superior to subordinate)
- upwards (from subordinate to superior)
- laterally (from peer to peer)
- from outside to inside (from customers to organisation members)
- between family and friends



Can occur as:

- A spoken communication in private
- A spoken communication in a public situation
- A written communication
- An objective response
- Non-verbal communication



Feedback is effective when it is	Feedback is ineffective when it is
Fair	Unfair
Accurate	Inaccurate
Specific	Vague
Formally structured	Disorganised
Solution oriented	Problem oriented
Focused on behaviour, not personality	Focused on personality, not behaviour

Source: Eunson, 2012





Questions Comments Feedback



Next lesson

Interpersonal Communication 2



Refer to Assignment 1's brief on Moodle and complete your 1st blog post.

See you in the next lesson!

