

# **Welcome to MGNT102**

## **Professional Communication: Concepts and Practices**

Interpersonal Communication 2

1

# Kahoot.it

Ready?!

Body Languages

# Topics covered

1. Listening
2. Assertive behaviour
3. 'I' statements
4. Emotional intelligence and competency clusters
  - Self awareness and self-management
  - Social awareness and relationship management
5. Impact of self-concept and self-disclosure

# Importance of Listening



# Importance of Listening



- Most frequent skill used at work
- Affects quality, productivity, & costs
- Good listeners are more successful

[http://ed.ted.com/featured/foptnjVE?utm\\_source=TED-Ed+Subscribers&utm\\_campaign=625d12bcce-2013\\_09\\_21\\_19\\_2013&utm\\_medium=email&utm\\_term=0\\_1aaccce48-625d12bcce-37054433](http://ed.ted.com/featured/foptnjVE?utm_source=TED-Ed+Subscribers&utm_campaign=625d12bcce-2013_09_21_19_2013&utm_medium=email&utm_term=0_1aaccce48-625d12bcce-37054433)

"Great listeners are often terrific at uncovering and putting in place strategies and plans that have a big impact," Branson continued. Being able to provide encouragement to aspiring business leaders has been invaluable because those conversations spark his ideas, too, he said.



Richard Branson

“Listen hard to voter concerns, help them to tackle pressing needs, and convey their worries and aspirations to the Government.”



Mark Zuckerberg, owner of Facebook, invited five people 18 years ago to his Harvard room.



Reason? Talk to them about a business opportunity. Only two came to the meeting, listened and helped their project.

Today both are billionaires; Dustin Moskovitz with more than 17.8 billion dollars and Eduardo Saverin with more than 20 billion dollars.

When a friend comes to talk about a business opportunity, always have an open mind!

1.7M views · View 8,450 upvotes · View 84 shares





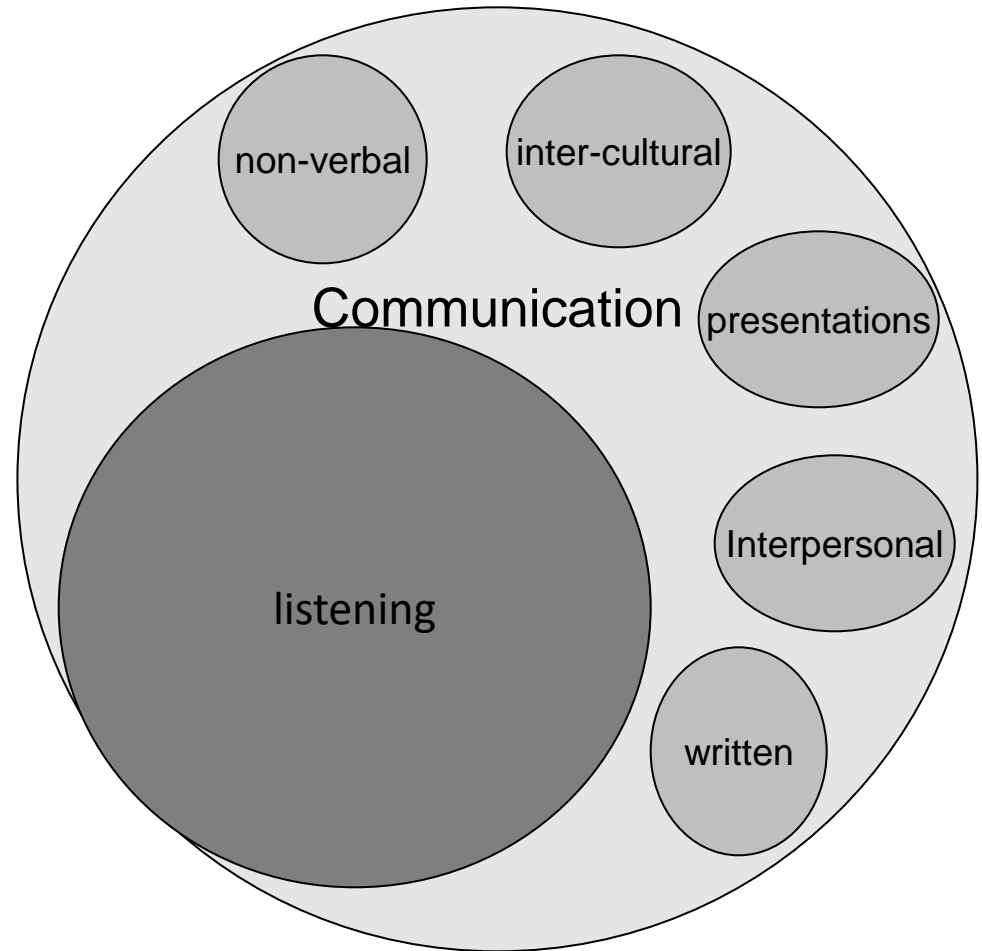


Amongst his different entrepreneurial talents, Jim Breyer, Managing Partner of Accel Partners, talks about the importance of Zuckerberg's **listening skills** that have helped him effectively lead Facebook to success.

<https://www.youtube.com/watch?v=MozvgHLasQE>

# Communication Importance

**Communication  
is listed as  
the most  
important  
employment skill**



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## ICT Consultant (e2i)

Employment and Employability Institute

📍 Jurong East, West

🕒 19 mins ago

## Software Project Lead (Firmware)

Randstad

📍 Central

randstad

🕒 20 mins ago

S\$5k - 7k /month

## Senior Business Analyst - Risk Management

Robert Walters Singapore

📍 North

🕒 22 mins ago

## SAP Project Manager (Manufacturing Execution System)

Michael Page

📍 West

MichaelPage

APPLY NOW

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projects are successfully delivered by vendors/service providers; (ii) contracts continually meet customers' needs; (iii) vendors' performance are monitored in accordance with contractual obligations and service-level agreements; and (iv) project risks are properly mitigated and managed.

- Value-add to business users by providing advice on best practices in exploiting appropriate technology, reviewing and improving their work processes, facilitating and supporting their change management process and influencing their alignment with the Labour Movement vision.
- Develop and enhance customer intimacy to achieve customer satisfaction.

### Requirements:

- Degree in Computer Science, Electronics Engineering, Information Technology or equivalent
- At least 5 years of working experience in business analysis, system analysis, project management, and IT outsourcing management
- Good knowledge of Infocomm industry best practices for ICT planning, business process re-engineering, IT infrastructure and ICT portfolio management
- Appreciation of infocomm industry trends and directions
- Proactive, quality-conscious, self-starter with an analytical and methodological mind
- Result and customer oriented with multi-tasking capabilities
- Be service-oriented and possess good communication, inter-personal presentation and negotiation skills.
- Good conceptual thinking, planning and organisational skills
- Strong Team player who is proactive, quality-conscious and results-oriented.



## 79 Top Executives (CEO, CFO, CTO, GM, MD etc.) jobs in All locations

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Chief Technology Officer

🏢 Talent-Merge Pte Ltd

TALENT MERGE

📍 Clementi, West

🕒 10 hours ago

FRONT OFFICE MANAGER

🏢 Link Hotels International Pte Ltd



📍 Others, Central

🕒 10 hours ago

Chief Executive Officer



🏢 PricewaterhouseCoopers



📍 Overseas

🕒 10 hours ago



Get new jobs like these directly to your inbox.

OK

Strategic Planning Manager (Up to 5K/ Central/ Global Markets Research)

🏢 ACHIEVE CAREER

ACHIEVE

core tactical business and driving business development

- Monitor and analyse business plans and results and ensure effective actions are taken to achieve the desired outcomes
- Ensure spending on operations and projects are carried out in accordance with budgets
- Generate stakeholder awareness and interest by comprehensive safety education and training programs
- Ensure optimal use of all resources whilst improving efficiencies and effectiveness
- Maintain and strengthen business relationships both internally and externally by improving customer service levels and response times and enhancing relationships with regional and international agencies and authorities
- Ensure a productive, safe, healthy, motivated and environmentally aware workforce.

### Qualifications and Essential Attributes:

- An Advanced Diploma in Nautical Science or Degree in Marine Engineering or relevant field is essential. A Masters Degree would be an added advantage
- Extensive maritime experience and at least 10 years of experience in a senior leadership role are essential
- Proven ability in strategic planning and execution
- Sound experience in re-engineering operations and procedures
- Ability to quickly grasp legislation and international conventions
- Excellent management, leadership and negotiation skills
- Excellent presentation skills with the ability to communicate and interact with officials at all levels of government and international bodies.

An attractive remuneration package commensurate with qualifications and experience will be negotiated with the successful candidate. Applications for this position should include three referees and a current resume with an outline of your proven experience to carry out the role and how you meet the criteria mentioned above and the job requirements.



79 Top Executives (CEO, CFO, CTO, GM, MD etc.) jobs in All locations

Last 30 days

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30-Jul-16

Head of Pricing, HealthCare

Hudson

CBD (Central Area)

30-Jul-16

Base salary + high commission

Hudson

GENERAL MANAGER

JAY GEE ENTERPRISES PTE LTD

Others, North East

30-Jul-16

Levi's

Head of Finance (Shah Alam, Selangor) - Leading heavy industrial technology and solutions provider

Kerry Consulting Pte Ltd

Overseas

29-Jul-16

S\$5k - 7k /month (negotiable)

Director (Social Service Organisation)

APPLY NOW

Save job

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Report

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GENERAL MANAGER

- Responsible for achieving the overall company's sales objectives and retail operations
- Prepare annual budget, profit and loss, and sales forecasting of the whole division
- Actively develop and manage all facets of retail expansion opportunities to meet organizational goals
- Plan, design and facilitate layout/look of new and existing retail locations
- Communicate, execute and manage marketing/merchandising to improve brand image and ensure consistency
- Lead and motivate team to achieve goals and objectives by providing clear direction, motivation, support and guidance
- Work closely with the brand principals and management to further the brand and company growth

Job Requirements:

- Post graduate candidates with minimum 10 years of experience in retail management with leading international fashion labels
- Matured, well rounded personality, strong positive attitude, self-motivated and determination to make things happen
- Ability to remain calm, organized and hands-on under highly demanding situations
- Strong creative and analytical skills together with a flair for fashion

# Listening versus hearing

- Hearing is an **involuntary** physiological process
  - Passive
- Listening is a **deliberate** psychological process
  - **Active, conscious**





# Listening versus hearing

- The most prevalent mistake that people make about listening is to regard it as passively receiving rather than as actively participating ...
- Catching is as much an activity as throwing and requires as much skill, though it is a skill of a different kind. Without the complementary efforts of both players . . . the play cannot be completed.

*(Mortimer Adler quoted in Sigband & Bell 1989)*



# Listening More Effectively

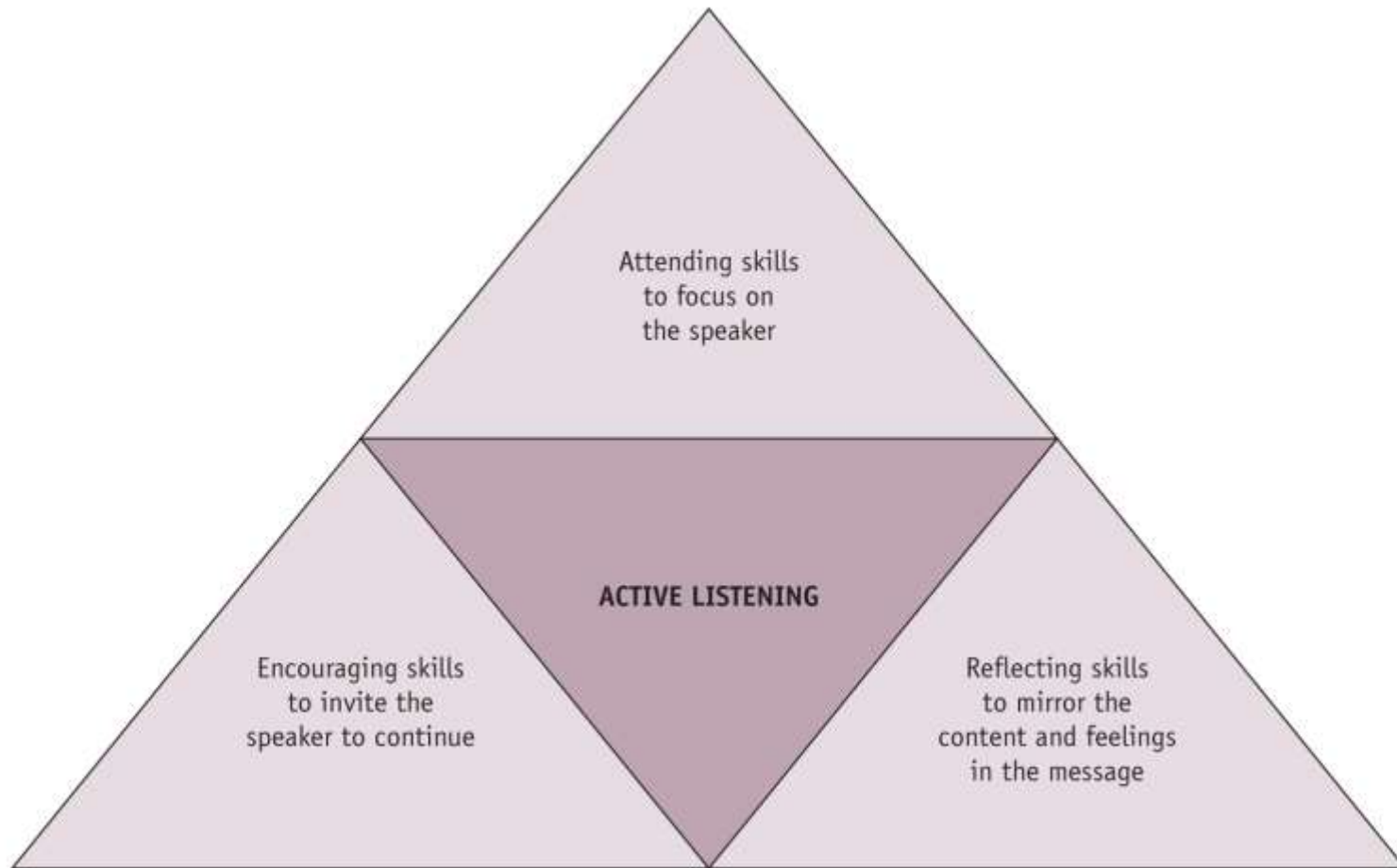
- Mindful listening (active)
- Mindless listening (passive)





# Active Listening

**Figure 3.1**  
**Cluster of active listening skills**



# Attending skills

Focuses on the speaker by giving physical attention through:

- Verbal responses
  - I see
  - Uh hmmm
- Eye contact
- Posture
- Body movement
- Personal space
- Environment
  - Avoid distractions



# Encouraging skills

Invites speaker to disclose thoughts and feelings:

- Without pressuring them (their choice)
- Using encouraging questions
  - I'd like to hear how you feel
  - Would you like to talk about it
- Using reflective statements
  - So you are....
  - It sounds as if.....
- Allowing for silence or pauses for speaker to reflect and consider

# Reflecting skills

Restates to the speaker the feeling and content in the message:

- Paraphrasing
  - You are saying that.....
- Reflective statements
  - Sounds like you.....
- Clarifying statements
  - Could you give me an example of....
- Summarising
  - Your main concerns seem to be....



# BARRIERS TO EFFECTIVE LISTENING

# Barriers to Effective Listening

- Physiological
- Environmental
- Attitudinal
- False assumptions
- Socio-cultural differences
- Lack of training

Let's take a look

Adler and Elmhorst, 2011

# Barriers to Effective Listening



## 1. Physiological barriers

- Hearing problems
- Rapid thought
- <http://www.youtube.com/watch?v=CPDQgaDiDJE>





"The average **speaker** speaks at about  
**125 words** per min. But,  
the average **listener** can comprehend  
about **500 words** per min"



# Barriers to Effective Listening

## 2. Environmental barriers

- Physical distractions
- Problems in channel
- Message overload



# Barriers to Effective Listening



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## 3. Attitudinal barriers

- Preoccupation
- Egocentrism
- Fear of appearing ignorant

# Barriers to Effective Listening

## 4. False assumptions

- Effective communication is sender's responsibility
- Listening is passive
- Talking has more advantages



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# Barriers to Effective Listening

## 5. Socio-cultural differences

- Cultural differences
- Gender differences







# Barriers to Effective Listening

- 6. Lack of training



# Effective Listening

Practice the following 5 filters (tools) to encourage better listening:

- Quiet
  - 3 minutes silence
  - a day, helps to reset your ear
- Mixer
  - Identify individual channels
- Savouring
  - Hidden choir (enjoying)
- Listening positions
  - Filters (switched to any of filters easily?)
- RASA
  - receive, appreciate, summarise, ask (afterwards)



Julian Treasure  
Sound consultant

<http://www.youtube.com/watch?v=cSohjIYQI2A>



# Emotional intelligence (EI)

- IQ gets you hired
- EI gets you promoted
- Key to employment and personal success
  - Softskills, such as
    - Self management skills
    - Interpersonal skills
    - Communication skills

# Emotional intelligence (EI)

- Five key components

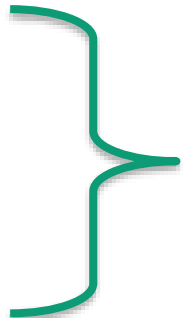
- Self awareness

- Self regulation

- Self motivation

- Social awareness

- Social skills



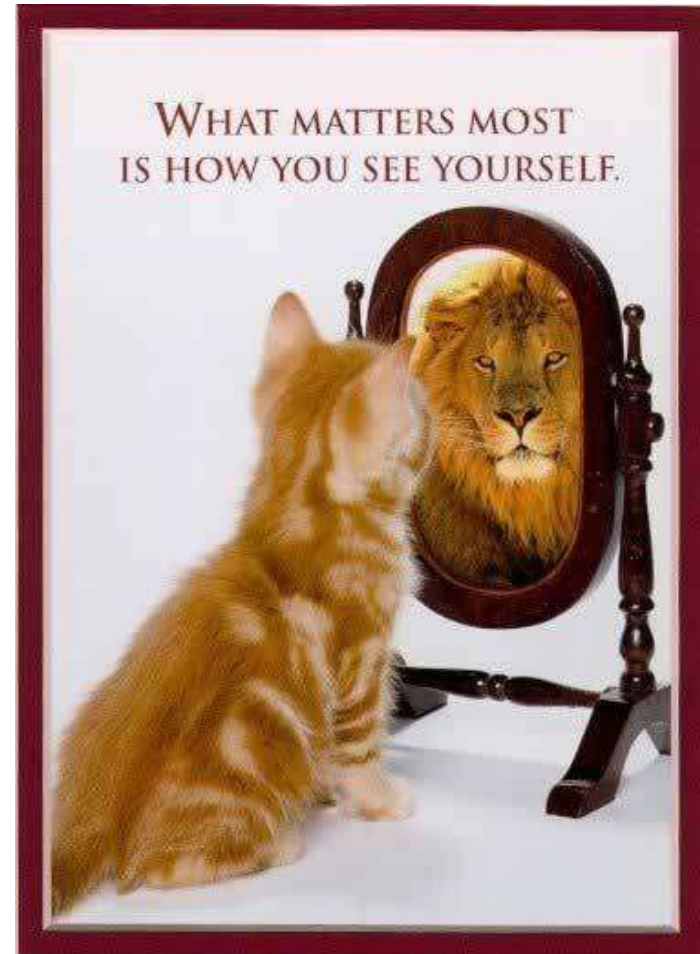
Intrapersonal or  
Personal competence



Interpersonal or  
Social competence

# Self awareness

- Emotional awareness
- Self-assessment
- Self-confidence



# Self regulation

- Self-control
- Trustworthiness
- Conscientiousness
- Openness/flexibility
- Objectivity
- Innovativeness



# Self motivation

- Achievement drive
- Commitment
- Initiative
- Optimism and persistence



“A pessimist is one who  
makes **DIFFICULTIES**  
of his opportunities and an  
optimist is one who makes  
**OPPORTUNITIES**  
of his difficulties.”

-Harry S. Truman





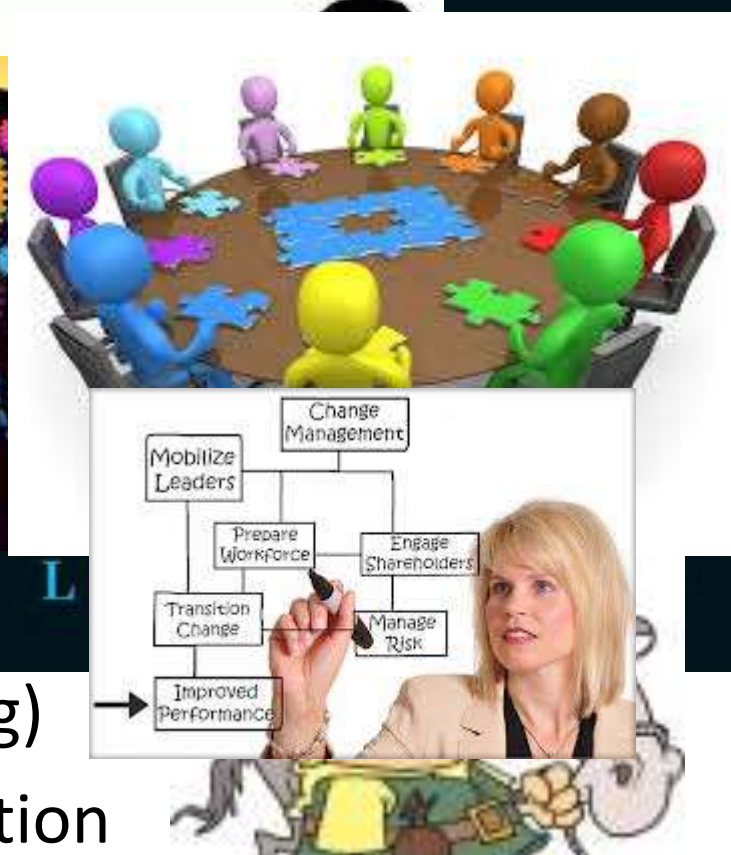
# Social awareness

- Empathy
- Service orientation
- Developing others
- Leveraging diversity
- Political awareness



# Social skills

- Influence
- Communication
- Leadership
- Change catalyst
- Conflict management
- Building bonds (networking)
- Collaboration and cooperation
- Team capabilities





# The Johari Window

# The Johari Window

- The Johari Window model is a simple and useful tool for illustrating and improving self-awareness, and mutual understanding between individuals within a group.
- The Johari Window model can also be used to assess and improve a group's relationship with other groups.
- The Johari Window model was devised by American psychologists Joseph Luft and Harry Ingham in 1955

- **Johari Window**

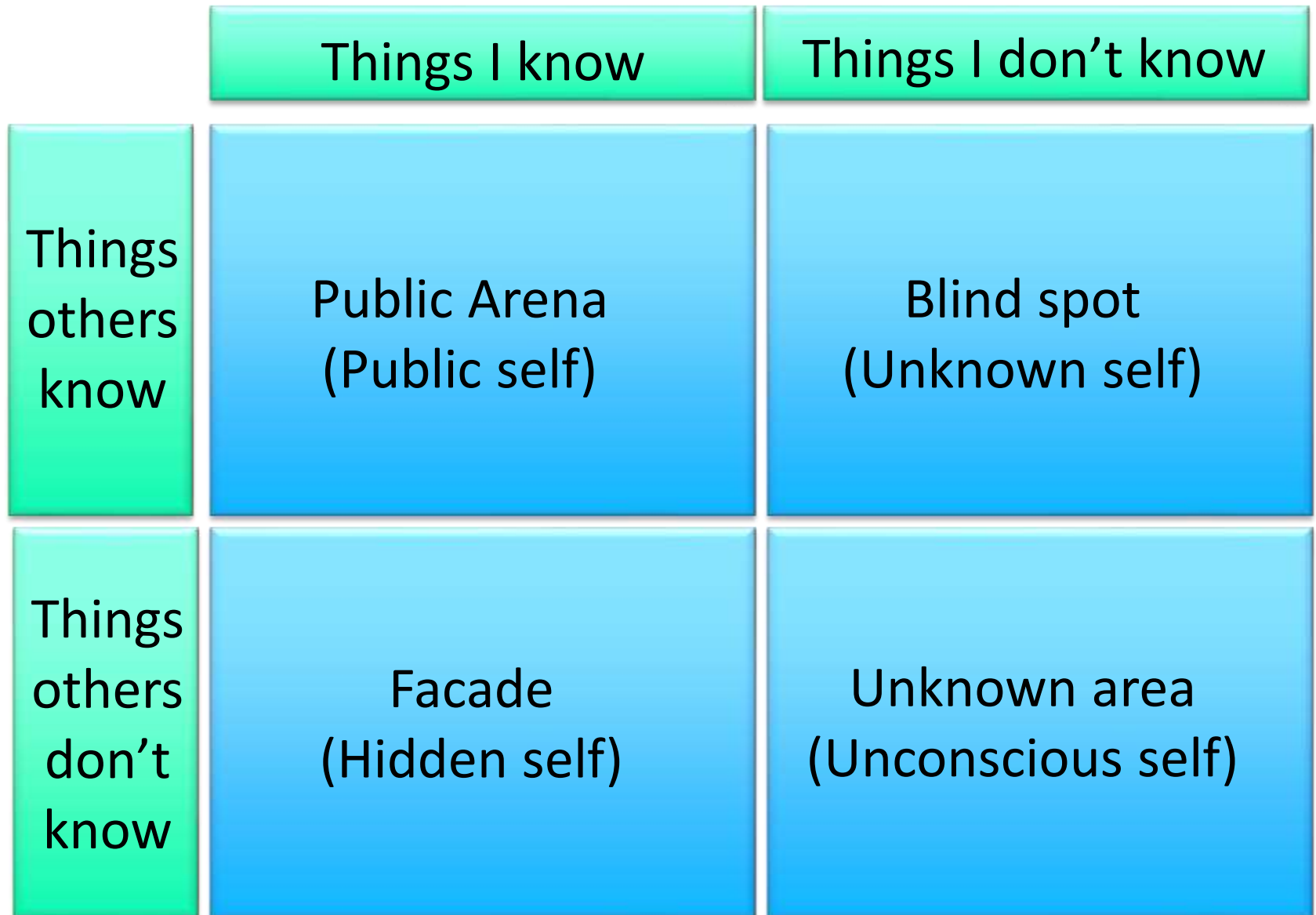
- Two categories

- The areas of yourself known to you
    - The areas of yourself known to others

- Four sections

- Public arena
    - Hidden area (façade)
    - Blind spot
    - Unknown area

# Johari Window





- The Johari Window is a communication model that is used to improve understanding between individuals. The word "Johari" is taken from the names of Joseph Luft and Harry Ingham, who developed the model in 1955.
- Blog post 3: Reflect upon your analysis from the Johari Window model and explain how this result can be used to improve self-awareness and in a team.



# A Johari window consists of the following 56 adjectives to describe the participant:

- |                 |                   |                    |
|-----------------|-------------------|--------------------|
| 1. able         | 20. helpful       | 39. reflective     |
| 2. accepting    | 21. idealistic    | 40. relaxed        |
| 3. adaptable    | 22. independent   | 41. religious      |
| 4. bold         | 23. ingenious     | 42. responsive     |
| 5. brave        | 24. intelligent   | 43. searching      |
| 6. calm         | 25. introverted   | 44. self-assertive |
| 7. caring       | 26. kind          | 45. self-conscious |
| 8. cheerful     | 27. knowledgeable | 46. sensible       |
| 9. clever       | 28. logical       | 47. sentimental    |
| 10. complex     | 29. loving        | 48. shy            |
| 11. confident   | 30. mature        | 49. silly          |
| 12. dependable  | 31. modest        | 50. spontaneous    |
| 13. dignified   | 32. nervous       | 51. sympathetic    |
| 14. empathetic  | 33. observant     | 52. tense          |
| 15. energetic   | 34. organized     | 53. trustworthy    |
| 16. extroverted | 35. patient       | 54. warm           |
| 17. friendly    | 36. powerful      | 55. wise           |
| 18. giving      | 37. proud         | 56. witty          |
| 19. happy       | 38. quiet         |                    |

# Sample

**Step 1:** Select the adjectives that best describe you and insert them under “I know I am” column.

**Step 2:** Select the adjectives that you think do not describe you or if you are unsure and insert them under “I do not know if I am” column.

## How do I describe myself (ViJian Lee)

I know I am:	I do not know if I am:
1. helpful 2. idealistic 3. independent 4. ingenious 5. ...	1. calm 2. caring 3. cheerful 4. clever 5. ...

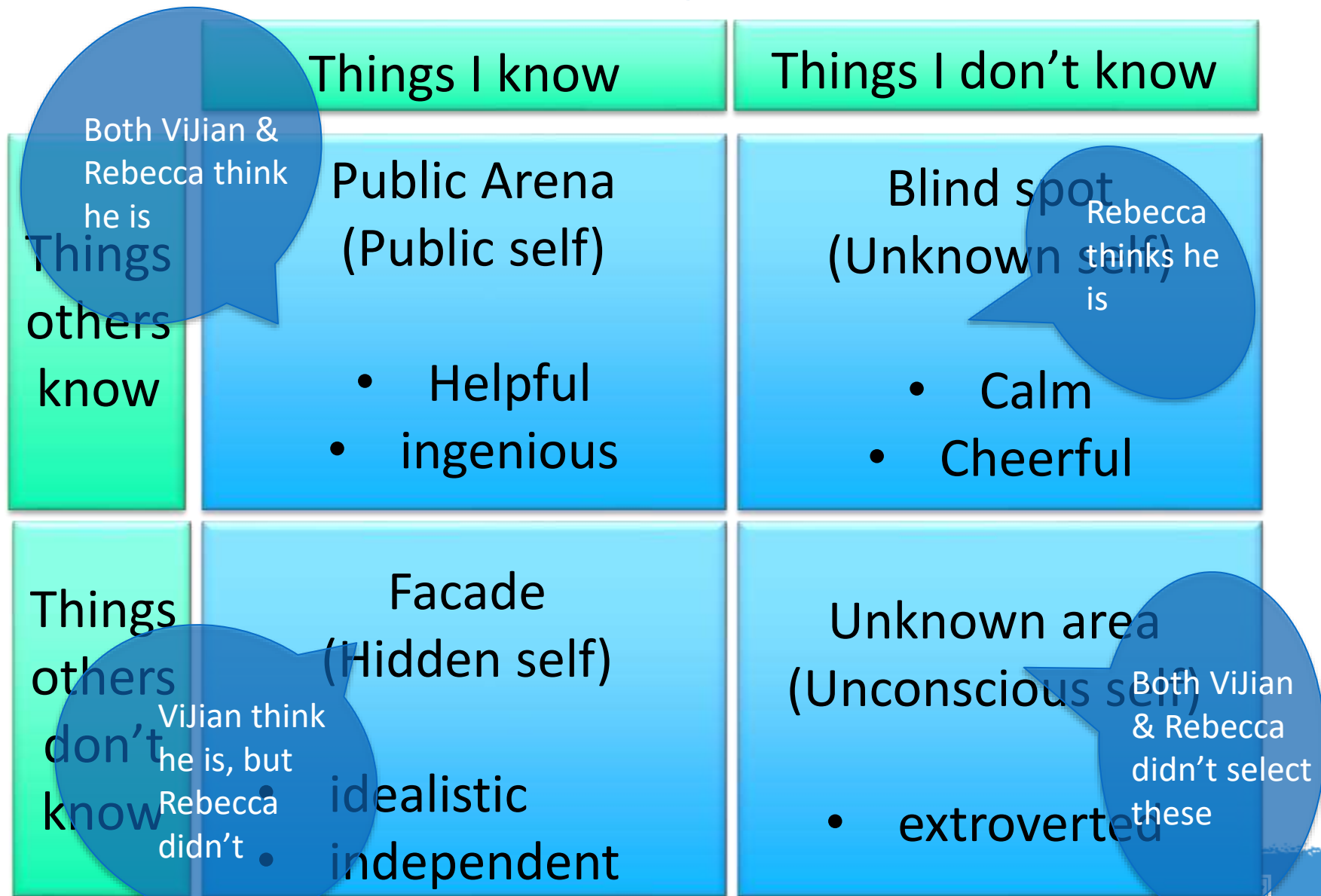
## How do I describe ViJian (Rebecca)

I know he is:	I do not know if he is:
1. helpful 2. idealistic 3. independent 4. ingenious 5. ...	1. witty 2. humorous 3. clever 4. ...

48

\*All adjectives must be selected

# Johari Window (Sample – ViJian Lee)



# Goleman's five 'domains' of EQ

- Knowing your emotions.
- Managing your own emotions.
- Motivating yourself.
- Recognising and understanding other people's emotions.
- Managing relationships, i.e., managing the emotions of others.

[https://www.youtube.com/watch?v=Y7m9eNoB3NU&list=PLz\\_vqwkX2Hi\\_I87RwTA00S8derhDe9wjH](https://www.youtube.com/watch?v=Y7m9eNoB3NU&list=PLz_vqwkX2Hi_I87RwTA00S8derhDe9wjH)

Questions  
Comments  
Feedback

## Blog Post 2

Critically evaluate the completeness of Shannon and Weaver's (1954) communication model. Reflect on its strengths and limitations and consider how it could be improved. Then, design your version communication model and share it as part of your blog post.

### Guidelines:

1. **Evaluate Shannon and Weaver's Model:**
  - Discuss whether the model is complete or if gaps exist.
  - Use passive voice to explain your reasons in detail.
2. **Design Your Communication Model:**
  - Create a new model that reflects your understanding of the communication process.
  - Attach a clear diagram or drawing of your model to the blog post.
3. **Caption and Explanation:**
  - Add a caption for your model and explain its components and process. Use passive voice to provide examples or illustrations of how communication occurs within your model.
4. **Enhance with Media:**
  - Support your answer with pictures, photos, drawings, videos, or animated GIFs to visually enrich your post.

### Tips for Success:

Provide a detailed and insightful evaluation of Shannon and Weaver's model, demonstrating clear understanding. Design a creative, practical, and original communication model. Use high-quality visuals to enhance your explanation and maintain a professional tone in your writing.



# Let's take a look at some blogs

- <https://tengrikhanakhmetov.wordpress.com/2025/01/11/introductory-post/>
- <https://hayazumi.wordpress.com/2025/01/09/introductory-post/>
- <https://marcuschain.wordpress.com/2025/01/07/first-post/>
- <https://zerowordessay.wordpress.com/2025/01/11/blog-post-1-self-introduction/>
- <https://syhan916.wordpress.com/2025/01/12/introduction/>

# Next week

## Interpersonal Communication 2

- Listening
- Assertiveness
- Emotional Intelligence

**REMINDER: WORK ON AND IMPROVE  
THE BLOGGING  
ASSIGNMENT FROM LAST WEEK**

**Next week**

**Intercultural communication**

**Read chapter 5**

55

# Next lesson

Interpersonal Communication 2



# Preparation for presentation

- You may start to identify suitable group members
- Read the assignment's details online **FIRST**
- Start thinking about a country from the given list (get from Moodle) that you are interested to do more research in.

# Let's take a look at some blogs from last year

- <https://saudalhomied.wordpress.com/2024/07/11/shannon-weavers-communication-model/>
- <https://augyteo.blog/2024/07/10/shannon-and-weaver-outdated-model/>
- <https://relin03.wordpress.com/2024/07/03/adaptive-advantage/>
- <https://thestrongestmelvin.wordpress.com/2024/07/14/shannon-weaver-communication-model/>
- <https://celinewiseeyingblog.wordpress.com/2024/07/10/blog-2- incompleteness-of-shannon-and-weavers-model-of-communication/>