MONASH University

FIT1049 - IT Professional Practice

Week 2:

Interpersonal Communications

GROUP OF EIGHT AUSTRALIA

Last Week

Introductions

Things you need to know about FIT1049

Unit content overview

Graduate attributes and the IT "Profession"
Communication basics

Did you read the ePub for week 2

A. Yes, It was good.

B. Yes, It was bad

C. No, I had technical difficulties

D. No, I did not get around to it.

Learning Outcomes

Be able to lists several types of communication

Be aware of the strength and weaknesses in your intrapersonal communication skills

Be able to identify the essential skills for effective interpersonal communication: Assertiveness, Listening, Questioning, & Feedback

Know who Intercultural Communication applies to

Be able to articulate why Mindfulness is important to an Information technology professional

Interpersonal Communications

Types of communication

Intrapersonal communication skills

Interpersonal Communication skills

- **Assertiveness**

- **Listening**

- **Questioning**

- **Feedback**

Intercultural Communication

Mindfulness

Types of Communications

1. Intrapersonal
2. Interpersonal
3. Team
4. Organisational
5. Public/media
6. Intercultural

"I hope this bullhorn will make this meeting a little less boring."

Miscommunication

Communication if not done properly can often cause misunderstanding

George W. Bush "Miscommunication" Video: (or Moodle)

Interpersonal Communications

Types of communication

Intrapersonal communication skills

Interpersonal Communication skills

- Assertiveness

- Listening

- Questioning

- Feedback

Intercultural Communication

Activity: Intrapersonal communication skills
Self Assessment

I recognize my emotions and their effects; knowing ones strengths and limits

1. Strongly Disagree
2. Somewhat Disagree
3. Neutral
4. Agree
5. Strongly Agree

I keep disruptive emotions and impulses in check and take responsibility for personal performance,

1. Strongly Disagree
2. Somewhat Disagree
3. Neutral
4. Agree
5. Strongly Agree

I strive to meet goals, act on opportunities, and persist despite setbacks.

1. Strongly Disagree
2. Somewhat Disagree
3. Neutral
4. Agree
5. Strongly Agree

I am understanding and seek to develop others

1. Strongly Disagree
2. Somewhat Disagree
3. Neutral
4. Agree
5. Strongly Agree

I am able to influence, communicate, negotiate, inspire, managing change, collaborate and cooperate

1. Strongly Disagree
2. Somewhat Disagree
3. Neutral
4. Agree
5. Strongly Agree

How did you do?

How do you think you went

Do you feel that you know your strengths and weaknesses

What do you need in a boss or a team

Interpersonal Communications

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Intercultural Communication

Interpersonal Communications

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Intercultural Communication

Assertiveness

Communicating with appropriate assertiveness enables one to be effective in:

Giving and receiving compliments

Making requests: asking for favours or help

Initiating and maintaining conversation

Standing up for your rights

I am Assertive

A. Strongly Agree

B. Agree

C. Neutral

D. Disagree

E. Strongly Disagree

Clickers: Examples of Verbal Skills

A. Say No
B. Dismiss and Redirect
C. Fogging
D. Threat
E. Broken Record

"The fact is that this functionality is not stated in initial project requirements."
"If this requirement is highly essential, we can re-evaluate the current project schedule to see if we could fix it in this project."

Verbal Skills

Dismissing and redirecting to get a conversation back on track

"The fact is that this functionality is not stated in initial project requirements." [Dismiss]

"If this requirement is highly essential, we can re-evaluate the current project schedule to see if we could fix it in this project." [Redirect]

http://www.finetunedfinances.com/2009/04/getting-back-on-track-after-a-financial-misha/

22
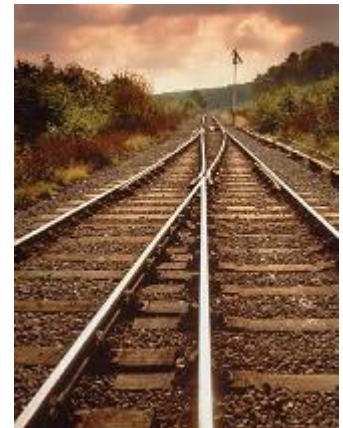
A. Dismiss and Redirect
B. Asking for Specifics
C. Fogging
D. Broken Record

Maria: "You've mucked it up again? Are you completely useless?"
Freddy: "Yes, you're right. I do appear to have got it wrong."

Verbal Skills

Maria: "You've mucked it up again? Are you completely useless?"

Freddy: "Yes, you're right. I do appear to have got it wrong."
[Fogging]

http://www.gettyimages.com.au/detail/6586-000093/Photonica

A. Fogging
B. Workable Compromise
C. Broken Record
D. Asking for Specifics

Boss: "Alright, if you won't do it, I'll do it myself!"

Tom: "No, don't go away mad. I said I couldn't do it now. I can do it at 3pm or in about 40 minutes. This means that it will be ready for your presentation at 4:15. Will this help?"

Verbal Skills

Workable compromise

Boss: "Alright, if you won't do it, I'll do it myself!"

Tom: "No, don't go away mad. I said I couldn't do it now. I can do it at 3pm or in about 40 minutes. This means that it will be ready for your presentation at 4:15. Will this help?"
[Workable compromise]

Verbal Skills

1. Say No [Scrubs Dr. Cox Video](#)
2. Dismiss and redirect
3. Prompting
4. Fogging
5. Forcing Choice
6. Broken Record
7. Asking for Specifics
8. Workable Compromise
9. Threat

Interpersonal Communications

Types of communication

Intrapersonal communication skills

Interpersonal Communication skills

- – Assertiveness

- – **Listening**

- – Questioning

- – Feedback

Intercultural Communication

Listening

Listening behaviour can vary considerably according to gender and power relations.

- Example 1:

    High-status people tend to interrupt low-status people more than vice versa.

e-Folio Activity: Listening Skills

Watch the video and note down the active listening skills that are displayed.

(to find this I searched Monash University two people talking)

https://www.youtube.com/watch?v=HfHV4-N2LxQ

Put your list in your efolio

Select your major barrier to listening

A. Subject changing
B. Daydreaming
C. Just give me the facts
D. Mind-reading
E. Stereotyping

Interpersonal Communications

Types of communication

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Intercultural Communication

Questioning
Types of questioning approaches

1. Direct probe
2. **Open**
3. **Closed**
4. Objective criteria
5. Testing
6. Softening up
7. Hypothetical
8. Reflective
9. Leading
10. Rhetorical
11. Stupid
12. Trick compliment
13. Back on Track
14. False dilemma

Open Questions

Broadly framed –

– who; what; when; where; how

– Cannot be answered 'yes' or 'no'

Useful for opening conversations

– Break the ice

– Build rapport

– Obtain information

Not useful when closure/action required

Closed Questions

Has a limited range of responses

– Can require a 'yes' or 'no' answer

Useful for:

– Establishing facts

– Forcing choices / commitments

– Decision-making

– Achieving closure

Can be too blunt to build rapport

Interpersonal Communications

Types of communication

Intrapersonal communication skills

Interpersonal Communication skills

– Assertiveness

– Listening

– Questioning

– **Feedback**

Intercultural Communication

Feedback

Constructive feedback should be:

- Fair

- Accurate

- Specific

- Formally structured

- Solution oriented

- Focused on behaviour, not personality

Alex is a brilliant programmer

Alex has been late 3 of the last 10 days

Alex missed a meeting

Alex got the specifications wrong and wasted 2 days of coding time because of a missed meeting

Has been at the company for 3 years and is usually on time

Alex does not eat lunch with the other people in the company

Interpersonal Communications

Types of communication

Intrapersonal communication skills

Interpersonal Communication skills

— Assertiveness

— Listening

— Questioning

— Feedback

Intercultural Communication

Intercultural Communication

Aim:

– The process of sending and receiving meaningful & unambiguous information between two or more individuals from different cultures

http://www.swamppolitics.com/news/politics/blog/2009/04/01/Obama%20and%20the%20Queen.jpg

Source:
http://www.my25percent.com

40

Intercultural Communication

Culture ≠ Race or Nationality!

Members of a particular race or country are often taught similar beliefs, attitudes and values.

BUT within any large culture there will be enormous difference.

How do cultures differ?

Aspects
Friendships, relationships
Assertiveness
Attitude to authority Face saving, private/public criticism?
What do you call people?

Summary

At the completion of week 2 lectures you should:

Be aware the different types of communication

Be able to explain the importance of interpersonal communication

Be able apply the essential skills for effective interpersonal communication: Assertiveness, Listening, Questioning, & Feedback

Understand that you need to take into account intercultural communication

This week's tutorial

Employment communications

 – Includes items for e-Folio

Interpersonal communications

Reminder Mindfulness starts this week

Next lecture

Research skills

Readings: Link to the e-Pub on Moodle