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# COMMUNICATION



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# WHY COMMUNICATION

- I WANT PROGRAMMING!!!!
- And you will get it...
- After these short messages

# WHY COMMUNICATION

- When we are in any environment, communication is so vital and important.
- Even alone, how we communicate with our selves is something worth knowing.
- In our classroom and workspaces, we are dealing with other people we are communicating.



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# DEAR

- Describe
- Express
- Ask
- Reinforce



# DESCRIBE

- Describe- when you begin a communication its good to describe what you are talking about:
- Lets say you are asking a boss for a raise and you walk in there and say “Give me more money!” you are asking for what you want but you give not context about why you deserve it.
- Try: Hello there Boss! I would like to talk to you about my recent performance
- Or if you want your landlord to the dripping tap in your home
- Try: I have a tap in my place right now and its leaking



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# EXPRESS

- After you Describe the situation, you express how you feel or think about it (generally using I statements)
- For a raise: D = Hello there Boss! I would like to talk to you about my recent performance, E = I feel like I have been doing a pretty good job lately, from my last quarter report I sold 10% more
- For leaky tap: D = I have a tap in my place right now and its leaking, E = I feel a bit concerned about how much water it is wasting

# ASK

- After you Express your feelings, ask for what you want
- For a raise: D = Hello there Boss! I would like to talk to you about my recent performance, E = I feel like I have been doing a pretty good job lately, from my last quarter report I sold 10% more A= with this type of improvement I think it would be reasonable to receive a pay increase, don't you?
- For leaky tap: D = I have a tap in my place right now and its leaking, E = I feel a bit concerned about how much water it is wasting. A= do you think you would be able to fix it?





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# REINFORCE

- After you ask for what you want, reinforce why it would be beneficial to the person you are asking to do the thing.
- For a raise: D = Hello there Boss! I would like to talk to you about my recent performance, E = I feel like I have been doing a pretty good job lately, from my last quarter report I sold 10% more A= with this type of improvement I think it would be reasonable to receive a pay increase, don't you? R = This would not only help me, but the company. If I get this raise, I can buy the nicer suites when I am meeting our more prestigious clients
- For leaky tap: D = I have a tap in my place right now and its leaking, E = I feel a bit concerned about how much water it is wasting. A= do you think you would be able to fix it? R = I think if this got fixed we would not only save water, but it would save you money as well



# FOR PROGRAMMING (ALL TOGETHER)

- D = I need help understanding how to Add all the numbers from 1 – 100. E = I feel like I understand the loop, because I can print all the numbers from 1 – 100. I feel like the issue is how to add the numbers using a variable. A = Can you show me how to do it? R = It would really give me a greater sense of clarity.



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# ANOTHER QUICK TECHNIQUE IS...

- When asking a question use this formula:

I am Working on the \_\_\_\_\_

When I try to \_\_\_\_\_

I've looked at \_\_\_\_\_ and \_\_\_\_\_, but \_\_\_\_\_

Example:

I am working on adding all the numbers from 1 - 100

When I try to go through the loop it's only printing out the numbers and not adding them

I have looked at the debug console and there is no error, But it is still not adding the numbers



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# BOOKS ON COMMUNICATION

- How To Win Friends and Influence People – Dale Carnegie
- You Can Negotiate anything – Herb Cohen
- How I Raised Myself From Failure To Success Through Selling - Frank Bettger