

گزارش مشاهده جلسه هشتم کارگاه

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محتوای گزارش

1- What Have you observed in your communications with others?

- A. I can neither observe my emotions neutrally devoid of judgment, nor can I enjoy my negative feelings.
- B. When I try to observe and enjoy my emotions, I drown in them. If I observe too closely, I let them engulf me and pull me down. Enjoying negative emotions for me is allowing them to fester and exacerbate. Sadness turns into deep grief, anger becomes rage and annoyance would grow to hatred.
- C. I also do not fully grasp the meaning of enjoying our mistakes. When we enjoy something, we want to repeat it. It is actually a training method.
- D. When communication involves needing and dependence, there is generally a stronger tendency to control our audience's emotions and our behavior towards them. Independence and needlessness are liberating in this way.
- E. About mirror neurons: The younger a person is, the more they use their mirror neurons for learning and imitation. Likewise, the older a person gets, the more they use their mirror neural system for figuring out people's intentions and reading their subtexts.
- F. I am used to listing my chores and tasks and scratching what I finish. Now I realize that this is a commitment mechanism and my little everyday lists are my commitment tracking tool.
- G. Before this talk, I was regretting having to wait in the queue and not commencing my internship sooner. However, I know I didn't have a strong enough motivation then to do some of the more difficult tasks and perhaps I would have left the CS_Internship when the going got tough if I joined then.
- H. On the contrary, I now have a strong incentive to stick to my commitments and endure the hardship, even enjoy them.

2- My take out from the session:

- A. Most of this session was spent with the audiences participating in the talk and sharing their experience.
- B. Communication is not about making people do what you want. An effective communication does not necessarily result in people heeding your advice.
- C. It is not even possible to make people control their actions when they themselves have no control over their conduct.
- D. We, mentors, torture ourselves to be perfects and make a perfect world and subsequently we put this pressure on our intern to be perfect and faultless, where they should enjoy making mistakes and learning from their mistakes. As a result, we are all under stress to keep our record pristine and do make mistakes.
- E. We are not supposed to become this perfect creature that does not make mistakes, but we are going to become a value creating employee, to be a valuable asset to whichever enterprise that hires us.
- F. Who made us responsible to decide what is good or bad for an intern? We are not allowed nor are we even able to determine their redemption.
- G. A mentor or coach is not there to make people obey them, but they serve their interns in the path they choose for themselves. They help interns to achieve the goal they set for themselves.
- H. Consider a sport coach and a successful athlete. The athlete for sure can play that certain sport better than the coach. So, what does the coach do? What is the point of having a coach for a world champion?
- I. The coach is there to observe the athlete from a perspective that is not accessible for the sportsperson themselves. Then they give feedback on what they have observed to make the player see their mistakes and the areas that need improvement which they couldn't see otherwise. As a matter of fact, the best coaches are the ones who observe sharply and provide precise feedback.
- J. Because we are unable to observe ourselves un-obstructively. Our eyes cannot see their own, hence we need a mirror to see ourselves and realize our faults and excellences. Hence the need for a mentor or coach.
- K. The only thing a mentor is allowed, at least in CSI, is to observe the intern's conduct and give them feedback in relation to their commitment.
- L. Even then, the mentor's observation might not be correct because they are just another human being and interpret the world in their own way. That is

the reason sport coaches usually consult other coaches and hire more than one trainer.

M. Finally, communication is only transferring information which in the sense of mentorship means communication observations.

N. A useful and indispensable communication technique in workplace:

O. People generally have four reason to talk in their place of work:

P. They either want to ask a question. A genuine question to learn something they do not know, not a rhetorical question to make a point. E.g. What time is the meeting?

Q. Or, they intend to inform others and make them aware of something. E.g. The customer wants the plans sooner. I will be out of the office tomorrow.

R. They also may ask for something, that is, they make a request. E.g. Would you please share the result? Can you give me a copy of the agenda?

S. Or they order people to do something. Which is usually what bosses or supervisors do. Be ready at ten. Bring me your report. Talk to the client on behalf of me.

T. All workplace communication can be categorized as one of these four: informing, questioning, requesting, or commanding.

U. In fact, we better limit our workplace communication in these categories to avoid miscommunication and save ourselves lots of headaches and stress.

V. If we enter a meeting or talk with a clear intention to pursue one of these types in our speech, then we are able to communicate effectively and have an efficient workforce.

W. Sometimes in a meeting we don't understand people and they don't understand what we are saying. In this case we should reconsider our intention of talking and choose one of these four structures for our talk. That would progress our meeting seamlessly.

X. This formula works in teams and work-related communication, although it might be helpful among family and friends as well.

Y. When we determine what type of communication we have, we practically chose our commitment for the next several minutes and our speaking would be aligned with our commitment. Therefore, our text and subtext would not differ.

3- Instructions:

- A. If mentors communicate effectively, the intern's commitment would be clear for them and they can explicitly decide what to do on their own.
- B. Mentors are not to force interns to keep their commitment. The mentor is there to observe intently and give feedback nonjudgmentally.
- C. Have the four types of workplace communication in your mind when speaking with your mentor or intern.

4- My questions:

- A. What have you observed in me as my mentor? How am I doing in CSI?
- B. What about when a sports coach does motivational talk? Or when they push athletes to their limits and pressure them to exercise more? What about training them?