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Fundamentals of Communication

Obstacle overcome with communication

One obstacle in my life that I overcame by using communication was by applying for a job at a pizza place called Papa Murphy's. The location of the store that I was wanting to apply to was located in Minnetonka, Minnesota, about a twenty five minute drive from my hometown of Orono, Minnesota. My reason for working there was because there was a previous store I had worked at for almost a year that closed down.

The particular obstacle that I was trying to overcome in this situation with communication was walking into the store to ask about the hiring and how to approach it correctly. Before I went to the store to ask them about the hiring, I felt really nervous about it. I was most nervous about approaching them, asking about the hiring, and how to end the conversation correctly.

To help me feel confident in doing it and less nervous about it, my mom and I did some role playing together. A couple of reasons why we did it was to help me understand what I should do if the manager were there, and if the manager were not there. In addition, we practiced how to successfully start and finish the conversation with whomever I would be speaking.

We started the role playing as if the manager were there. For this one, my mom played the role of the manager, and I played the role of the potential employee. We ended up doing it multiple times until I felt that I was ready to take on the challenge. We started with my mom waiting in the office at our house while I waited outside until I was ready to start. When I walked in, the first thing that I said was, "Hi, could I please speak to the manager?" and my mom, who was playing the employee, said in response, "Sure, I can go get him." Now playing the manager, my mother returned and said, "I am the manager, what do you need me for?" I responded, "I am interested in working here, are you hiring?" She answered, "Yes, we are," and then handed me the printed instructions of how to apply online step by step and explained it a little.

The next scenario we did together was as if the manager were not there. For this one, my mom played an employee while I was still the person walking in and asking about the hiring. When I walked up to her, I said "Hi, could I please speak to the manager?" and she responded, "Sorry, the manager's not here right now. What can I help you with?" I replied, "I am interested in working here, are you hiring?" What she said was, "Yes, we are," and then handed me the pamphlet of all the instructions of how to apply. In both scenarios, I ended the conversation with a simple, "Thanks."

One communication principle that we used in this was by my mom providing constructive feedback of how I did each time on what I did well, and what needed some improvement. I found this feedback helpful. The reason why I found it helpful is because it helped me learn from the different mistakes I made during the role playing and helped me improve and get better at them by my mom providing helpful

suggestions on how to improve on them. Another communication principle that was also used a lot was receiving information with volume, tone, eye contact, and body language. The way we used volume was by making sure not to speak too quietly so we could hear each other clearly and effectively. The way we used tone was by making sure we sounded very nice and respectful while we were speaking to each other. The way we used eye contact was by making sure we were looking at each other at all times while we spoke to make sure each of us didn't look like we were speaking to somebody else. The way that we used body language in this scenario was by making sure we looked welcome toward each other and had our full focus while listening to each other while we were speaking.

After the role playing, I felt ready to drive up to the store to talk to them about the hiring. When I got to the store, I felt somewhat nervous; however, when I talked with one of the employees, the way I said everything compared to the role playing turned out to be pretty much the same with only a few minor differences. I would say overall that I ended up doing really well, and the role playing that I did with my mom to prepare me for this scenario worked effectively.