11/2 Notes

Ch. 7 Nonverbal Communication

M-Time Orientation (monochromic): People with this orientation of time value careful scheduling and time management. They view time as a precious resource: it can be saved, spent, wasted, lost, or made up, and it can even run out.

P-Time Orientation (polychromic): These people don’t view time as a precious resource. View time loosely and fluidly.

* People with different time orientation associate with different behaviors
* We communicate through objects and artifacts
  + Our possessions and accessories
* We Communicate through our environment
  + Fixed Features: stable and unchanging environmental elements such as walls, floors, doors, or furniture that you don’t move around.
  + Semifixed Features: impermanent and usually easy to change; they include furniture, lighting, and color
* Nonverbal communication is not easy to read

Ch. 8 Managing Conflict and Power

Conflict synonyms

* Altercation
* Squabble
* Ruckus
* Problem
* Issue
* Disagreement

What causes Conflict?

* Arguments over
  + Opinions
  + Morals
  + Ideals
  + Politics
  + Spirituality
  + Religion
  + Culture
  + Power and Resources
    - Disputes about land, oil, trade routes, waters
  + Location/Proximity

Conflicts are inevitable

How to handle a conflict:

* See the other side of the argument so you have a clear knowledge of both perspectives of the situation
* Don’t jump to conclusions

Most people YELL when they don’t know how to resolve a conflict.

Power

* Power is always present
* Power can be used ethically and unethically
* Power is granted
* Power influences conflicts

Power currency: a resource that other people value that if you possess will give you power over them.

Resource currency: includes material things such as money, property, and food.

* If you possess resources that other people need or want, you have power over them

Expertise Currency: consists of special skills or knowledge.

* The more highly specialized and unique the skill or knowledge you have, the more expertise power you possess

Social Network Currency: a person who is linked with a network of friends, and acquaintances with substantial influence may use these connection to express their power over others.

Personal Currency: Personal characteristics such as beauty, intelligence, charisma, communication skill, sense of humor that people consider desirable.

Intimacy Currency: when you share a close bond with someone that no one else shares.

Power is influenced by culture and gender

Approaches to Handling Conflict

* Avoidance
  + Ignoring the conflict and pretending it doesn’t exist
  + Skirting: a person avoids a conflict by changing the topic or joking about it
  + Sniping: communicating in a negative fashion and then abandoning the situation by physically leaving the scene or refusing to interact further
* Accommodation
  + When someone abandons their own goals and acquiesces to the desires of others
* Competition
  + An open and clear discussion of the goal clash that exists and the pursuit of one’s own goals without regard for other’s goals
* Reactivity
  + When people communicate in an emotionally explosive and negative fashion rather than pursuing any conflict related goals
* Collaboration
  + Most constructive approach
  + Treating conflict as a mutual problem-solving challenge rather than something that must be avoided, accommodated, competed over, or explosively reacted over.

|  |  |
| --- | --- |
| Fighting Clean (Productive) | Fighting Dirty( Unproductive) |
| * Compromising * Remaining calm * Think before you speak * Expressing empathy * “I feel” statements as opposed to “you” statements * Being honest * Being fair * Respectful interaction * Not talking over the other person * Being Assertive * Sticking to the issue * Not ignoring them | * Belittling them * Yelling * Kitchen sinking * Bringing up the past * Bribery * Getting physical * Foul language * Slander * Making threats * Invading space * Manipulation * Blackmailing * Name-calling * Involving others * Passive-aggressiveness * Ignoring them |

Dealing with a confrontation when dealing with technology

* We misunderstand the information
* Autocorrect

Handling Tech Conflict

* Wait and reread
* Assume the best and watch out for the worst
  + When you receive a message that provokes you, presume that the sender meant well, but didn’t express themselves correctly
* Seek outside counsel
  + Discuss the situation offline with someone who knows you well and whose opinion you trust and respect
* Weigh your options carefully
  + Choose cautiously between engaging or avoiding the conflict
  + Consider the consequences of each option
* Communicate Competently
  + Use “I” language, incorporate appropriate emoticons, express empathy and perspective-taking, encourage the other person to share relevant thoughts and feelings, and make clear your willingness to negotiate mutually agreeable solutions.