

Strategies for Successful Interpersonal Communication

- *Another aspect of business communication besides the formal, is informal, more casual, more given to interaction .*
- *Such interactions may be called **Interpersonal**, it is primarily face – to – face communication between 2 or more people with the opportunity for immediate feedback.*
- *Many of your communications will be with one other person, such interaction is called **Dyadic**.*
- *There are three common forms of interpersonal communication: interviewing, telephoning, dictating.*
- *Face – to – face communication is the most common form of communication within organization.*

Dyadic Communication

- *We define a **dyad** as two persons seeking to exchange information.*

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- *And because two persons interact, we begin with a look at self – perception.*

Self Perception

- *We can, objectively or subjectively, consider who we are.*
- *Others perceptions of us may be different.*
- *It is virtually impossible to arrive at conclusions based on visible, nonverbal characteristics.*
- *We often are inaccurate in our perceptions of others, or we may have a distorted view of even ourselves.*
- *Thus **misjudging a person** because of **idiosyncratic behavior** can lead to serious **misunderstanding**.*

Dyadic Communication Relationships

- *It is virtually impossible not to communicate in reaction to another person.*

- *Consequently, communication that is unidirectional lacks feedback.*

- *We can classify two – person communication two ways by function and type.*

Functional Relationships

1. *Interviewing for a position.*
2. *Instruction interview.*
3. *Telephone exchange.*
4. *Grade review.*
5. *Job termination.*

Types of Relations

- *A second way of reviewing dyadic communication is to think about **the levels at which you relate to people**, for example: your family, your boss, your teacher, your spouse, your friends.*
- *Clearly we desire to communicate more often, and, intimately with those with whom we feel comfortable and trust.*
- *Most of your interpersonal communication at work will be at the **friend and acquaintance** levels.*
- *As your intimacy with another person increases, the kinds of communication you exchange and the kinds of things you talk about also change.*
- *A slight nod, or a hesitant wave to a stranger is usually acceptable.*



Interviewing

- *A job interview may be the most **intense dyadic** communication you will ever encounter.*

Interview Purposes

- *Seeking position*
- *Informing on job*
- *Solving problem*
- *Supporting solution*
- *Counseling employee*
- *Evaluating employee*
- *Gathering information*

Interviewee's Responsibilities

- *Considerable literature – articles, books is readily available for a detailed discussion of the role you play in the process of seeking a job.*

Preparation Before the Job Interview

- *Understand yourself.*
- *Know details about the available position.*
- *Do homework on company.*
- *Rehearse the possible questions.*
- *Speak with insiders.*

Computer interview

- *It's a form of an interview which dominates the Western world.*

Interviewer's Responsibilities

~~— • — In patterned interview, the interviewer controls the~~
direction of the conversation.

- *Remember that they have read your resume, and they will know more about you than you do about them.*
- *Recruiters often have four goals.*
 1. *Evaluate job qualifications that your resume provides.*
 2. *Determine the oral communication ability of yours.*
 3. *Give the applicant essential facts about the job and company.*
 4. *Establish goodwill on the behalf of the company.*

Interviewer's Preparation Before Interview

- *Warm – Up Period of the Interview.*
- *Main Content of the Interview: asking appropriate questions.*
- *Use Effective Methods: give positive and confident attitude is required.*

Evaluation After the Interview

- *Some interviewers make notes, others complete evaluation form.*
- *The form is unimportant, the important are your topic inclusions such as education, training, work experience, personal characteristics and an overall summary.*


Telephoning

- *It is basic to business communication and is used extensively even in international communications.*
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- *Beware of Time Zones.*
- *Speak more clearly.*
- *Restate and summarize more often.*
- *Follow up the conversation with a letter or a fax.*

Dictating

- *Dictation is oral communication to an intermediary who transcribes the spoken words into a written message.*
- *Here too you collect information, plan for your purpose, organize ideas clearly and speak in a clear voice.*

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1. *Give the precise name, address to whom the message is to be sent.*
 2. *Speak clearly, be careful with plurals, it is better to repeat numbers.*
 3. *Spell unusual words or names.*
 4. *Suggest pronunciation.*
 5. *Avoid side comments.*
 6. *Dictate at a slower rate of speech.*
 7. *End with the suggestion regarding the time you will need the recorded information and state where you can be reached.*