

Vietnam National University of HCMC International University School of Computer Science and Engineering



Skills for Communicating Information (ITO07UN)

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https://vichithanh.github.io/teaching_sci_2023_06.html



- +First appeared in English in 1909 when it was translated from the German *Einfühlung* (empathy) by Edward Bradford Titchener
- +Defined as "the ability to understand and share the feelings of another".

Empathic communication

- +<u>Definition #1</u>: Empathic communication is about being fully present, listening consciously, and hearing deeply
 - +Communicating with full presence and the conscious intention to listen, hear deeply, understand, and support the other in such a way that they leave the interaction feeling heard and understood

Empathic communication

- +<u>Definition #2</u>: Empathic communication is about the way a message is delivered
 - + It's about the communicator putting themselves in their audience's shoes and bringing compassion to their situation
- +<u>Definition #3</u>: Empathic communication is communication with perspective and compassion
 - + Deeply understand the perspective of another human being
 - + Have the skills to step outside of our own perspective and into that of another: cognitively and emotionally, with compassion

Empathy – Why?

- 4The foundation of building trusting relationships
- +When you are empathetic, you can see the world from a different perspective, understand other people's feelings, and connect with them in meaningful ways.
- +A foundational building block of meaningful social interaction.
- +Helps us communicate our ideas in a way that makes sense to others and understand others when they communicate with us.

Empathy – Why?

- +Empathic communication creates a psychologically safe environment
- +Empathic communication paves the way for constructive dialog
- +Empathic communication raises awareness about diversity
- +Empathic communication restores humanity in the workplace: "we're more than our title and function in the office"

Empathy - Types

- +**Cognitive Empathy:** Cognitive empathy is being aware of the emotional state of another person.
 - + It allows us to meet people where they are and understand why they would be feeling sad or disappointed about something.
 - + It's what enables us to see things from their shoes.
 - + It makes us more conscious of the words we use.

Empathy - Types

- **+Emotional Empathy:** Emotional empathy is engaging with how others are feeling and sharing those emotions.
 - + It moves beyond cognitive empathy and allows us to share an emotional experience with the person.
 - + Thanks to emotional empathy, we're more willing to help others when they are in pain or distress.
 - + It allows us to have shared experiences and build emotional connections by sharing other people's feelings.
- +Compassionate Empathy goes beyond understanding. It triggers actions to help others.

- +If you are just chatting about casual matters, you don't need to worry too much about being empathetic.
- + It's when you start talking about the bigger stuff that empathy really makes the difference between an "OK" conversation and a meaningful connection.
- +It allows other people to open up, even when talking about their deepest emotions or most unpleasant memories. This sets the stage for life-changing relationships. If you want to help someone out, you will need to understand what the problem is in the first place.

4 Barrier #1: Lack of skills

+Family:

- + Our parents and caregivers don't ask for or value our opinion.
- + Our family members have trouble apologizing to us.
- + Everyone dismisses and ignores our feelings.

+Workplace:

- + Not caring for our peers' opinions and advice.
- + Having trouble apologizing to our managers and teammates.
- + Being dismissive and indifferent to our coworkers' feelings and experiences.

+Barrier #2: Lack of time

- +Now, despite all the scheduling and planning, sometimes we can overwhelm ourselves with tasks and lose control over our pace and time.
- +When this happens when we are in a hurry or when we are spread too thin our empathy decreases
- +When it comes to situations like this at work, in communication, lack of time might also be manifested as rudeness, indifference, or dislike

+Barrier #3: Lack of focus

- +When we're out of focus or having trouble controlling the distractions in our surroundings
- +It can be challenging to fully commit to the conversation we're having
- +In a remote setting, this can be even harder considering the physical distance and time zone differences.

- +Barrier #4: Bias, stigma, and judgment
- +Represent a group of negative thoughts about another person or a group of people
- +When our mind is clouded by these thoughts, our efforts to feel empathy for these people are hampered and we can find it hard to communicate empathically with them

+Barrier #5: Anger

- +This makes it easier to say the things we don't mean and communicate in an ineffective manner
- +Quite often, behind the anger, other emotions hide hurt, fear, shame which can prevent us from communicating with empathy.

A Barrier #6: Asynchronicity

- +Asynchronous communication entails a time lag between the time a message is sent and the time the receiver interprets the same message
- + In remote and hybrid teams, asynchronous communication is the preferred way of communication and it's mostly done with the help of online collaboration technology.
- + Make it harder to have empathic communication:
 - + In time-pressing, delicate, or stressful situations that require handling and communicating in real-time or in person.
 - + When resolving conflict among remote employees.
 - + When managing a remote and cross-cultural team.



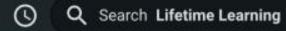
TUESDAY, 04 JULY 2023

SKILLS FOR COMMUNICATING INFORMATION (IT007UN)

Lifetime Learning >



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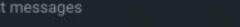


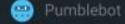


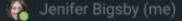


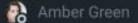


- # team-building-bonding
- workshop_backup_plan
- Direct messages









Grace Jones

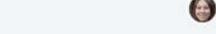
Joshua Black

Joshua Black, Amber Green, Oliver Weasly

Marjorie Bigsby

Add teammates









Louay



Grace Jones 11:50 AM

Hello Jenifer. I hope you're doing okay. I wanted to talk to you about the piece I'm writing on cybersecurity. I know it's due on Friday but I've been having some issues with finding relevant sources and I need more time for research. Plus, I've lost an entire day due to internet malfunction and I'm certain that a couple of extra days would be very helpful for me in this situation. I would have more time for doing research and writing an excellent piece. Can we move the deadline for next Tuesday?



Jenifer Bigsby 11:50 AM

Um yeah, Grace, the thing is that we need that piece done by Friday. Make it shorter and finish it when it's actually due, okay? (edited)



Message Grace Jones







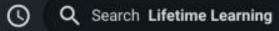


Example

- +This response is more likely to:
 - + Make Grace think her hard work and effort aren't important or valued.
 - + Decrease her motivation and morale.
 - + Reduce the quality of her work.
 - + Make her lose interest in putting that much effort into her future tasks.

Example

Lifetime Learn... 🗸 🧪



UPGRADE

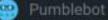


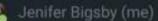


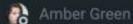
main-onice

- # marketing
- # randon
- a sale:
- # software_development
- # staff-meetings
- # team-building-bonding
- @ workshop_backup_plan
- → Direct messages









Grace Jones

🕞 Grace Jones, Mark John..

Joshua Black

Grace Jones









Grace Jones 8:25 AM

Hello Jenifer. I hope you're doing okay. I wanted to talk to you about the piece I'm writing on cybersecurity. I know it's due on Friday but I've been having some issues with finding relevant sources and I need more time for research. Plus, I've lost an entire day due to internet malfunction and I'm certain that a couple of extra days would be very helpful for me in this situation. I would have more time for doing research and writing an excellent piece. Can we move the deadline for next Tuesday?



Jenifer Bigsby 8:45 AM

Hi Grace! I'm so glad you've decided to reach out to me about this and not try to finish the piece on Friday. I believe that you've had troubles researching for the text and I support your decision to take more time for doing research. I trust your judgment. Take the time you need and feel free to let me know if I can support you in any way. Don't hesitate to reach out whenever you're having troubles with something or you need someone to talk to.



Message Grace Jones





Example

- +People feeling heard, appreciated, and understood.
- +Better final outcomes.
- +Increased engagement and morale.
- +A stronger and more trusting relationship (i.e., between managers and their employees).



Group work: Action to show empathy in communication?



- # Don't speak badly of others. Keep your tone non-judgmental. Other peoples' actions and behaviours tend to come up in all kinds of conversation. Everyone gossips from time to time.
- + However, if you want someone to feel comfortable in opening up to you, you need to fight the urge to talk badly of others. Who is going to feel safe talking to you if you repeatedly demonstrate a willingness to stab other people in the back?
- + No one feels safe opening up to someone judgmental, because they worry that they'll also be judged! Obviously, you should also abstain from passing judgment on what your conversation partner is telling you.
- + You should also refrain from giving unsolicited advice. Assume that if they want you to make a suggestion, they'll ask for it.

- 4 Show that you are taking an expansive listening position. Remember, an expansive listening position is one in which you happily and patiently follow the listener's train of thought, without judgment.
- + If you show even the merest hint of impatience, the other person will shut down. They will assume that you would rather get the conversation over and done with. This isn't going to encourage them to trust you.
- + Ask them directly but gently whether there's something on their mind. If your conversation partner seems a little distracted, and their body language is tense, ask them whether there's anything they would like to talk about. Don't be aggressive about it. Just give them the chance to speak if they would like to do so.

- 4 Of course, if they tell you that something is bothering them, but they would rather not it, you should show empathy by telling them that you understand, and if they change their mind, they can still come and talk to you.
- + Give them time to "empty the tank." When was the last time someone truly listened to you, without leaping in with an interruption or judgment? We all know that sometimes, we just want to tell someone exactly what we are thinking and feeling.
- + If we are lucky, they will have empathy for our position, and go out of their way to give us as much space as we need. If you find yourself occupying the role of listener, allow the other person to say all the things they need to say.

+When you interrupt someone, you are signalling to them that your personal thoughts are more important than their right to speak. This isn't the message you want to send.



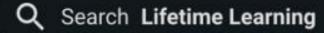
https://www.youtube.com/watch?v=JQ0AXIhdZ0Q

- +Be present with no agenda
- +Adjust your communication style
 - + Different people communicate in different ways. This means they have different communication styles.
- +Be curious and courageous
- +Practice active listening
- +Acknowledge other people's perspectives
- +Don't be afraid of overcommunicating

- +Embrace diversity
- +Do away with judgment: "Hold space for the other person's truth: listen, without judgment."
- +Give advice only when asked
- +Cultivate compassion and acceptance
- +Ask good questions













Jenifer Bigsby









Sophie Tucker 2:05 PM

Hey Jenifer, how are you? You skipped the weekly today so I wanted to see if you're okay. Can I do something to support you?



Message Jenifer Bigsby



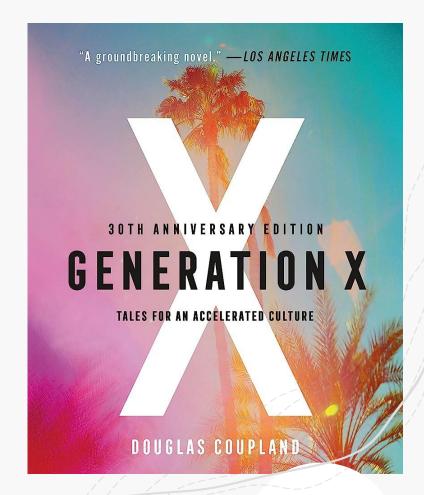


+Mind the generational gap

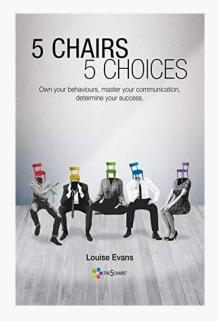
- +Silent Gen
 - +Born between the years of 1928 and 1945
 - +Often seen as conformist and less inclined to express their opinions or challenge the status quo
- +Baby Boomers
 - +Born between the years 1946 and 1964
 - +The significant increase in birth rates following the end of World War II, resulting in a "boom" in the population

+ Mind the generational gap

- + Gen X
 - + Born between the years 1965 and 1980
 - + Popularized by a novel titled "Generation X: Tales for an Accelerated Culture" by Douglas Coupland, published in 1991
- + Millennials
 - + Gen Y
 - + Born between the years 1981 and 1996
- + Gen Z
 - + Born between the years 1997 and 2012
 - + The most recent generation to come of age.



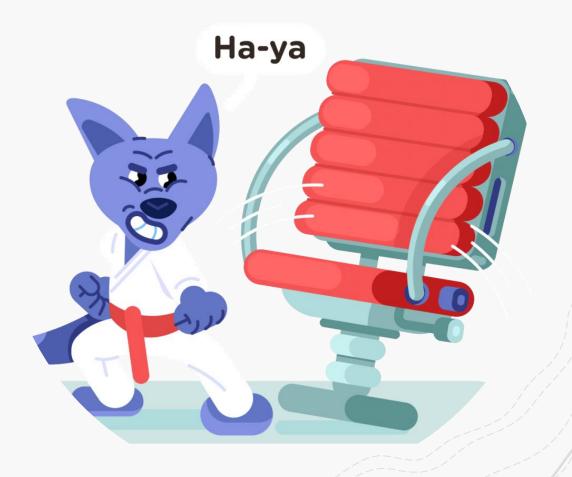
- + Implement the 5 Chairs, 5 Choices Method
- + Not jump to conclusions and use multiple lenses (chairs) to examine the entire situation, the people, the behaviors, etc.





The Red Chair — Attack

- + When we're in this chair, we usually complain, judge, blame, and gossip.
- + We're always right and don't give room for explanations or justifications.



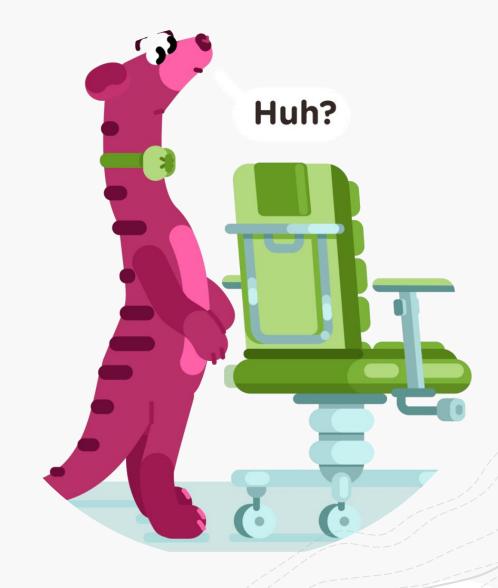
The Yellow Chair — Self-doubt

- + We often feel vulnerable and unlovable in this chair – we judge ourselves, playing the victim.
- + We're terrified of rejection, disappointment, and being weak.



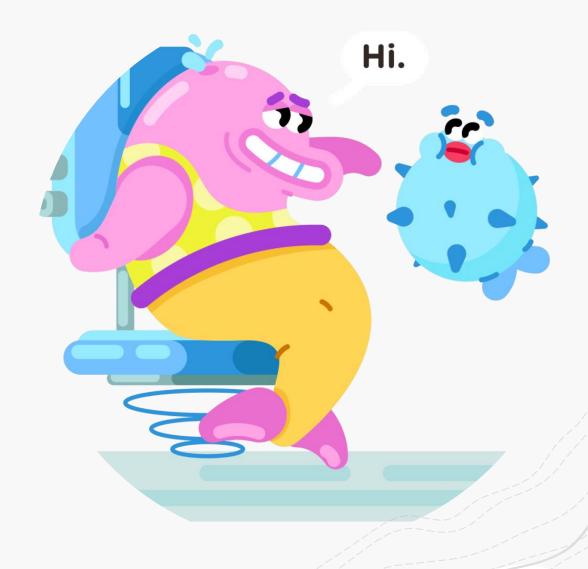
The Green Chair — Wait

- + In this chair, we are aware, mindful, observant, conscious, curious, etc.
- + We are interested in knowing why other people are angry or sad



The Blue Chair — Detect

- + In this chair, we become detectives of ourselves.
- + We practice self-awareness, fearlessness, assertiveness, and freedom.
- + We're capable of creating boundaries we know what we want and where we're headed



The Violet Chair — Connect

- + In this chair, we are empathic, tolerant, compassionate, caring, and understanding.
- + We listen to people, we're present and generous.
- + We embrace diversity and other people's realities.
- + We are here to connect deeply.





Self-awareness

- A Self-awareness is the ability to see yourself clearly and objectively through reflection and introspection.
- + Self-awareness means that you know how your thoughts, emotions and behaviours affect others and you're able to manage yourself
- + Self-awareness helps you be more comfortable with yourself so you can relate to others with genuine confidence and kindness.
- + Self-awareness allows you to get out of the way and let people tell you what's important to them without letting your stuff complicate the interaction.
- + Self-awareness gives you the ability to shift from always having to talk to listening to people instead.

- 4 Self-awareness theory is based on the idea that you are not your thoughts, but the entity observing your thoughts; you are the thinker, separate and apart from your thoughts (Duval & Wicklund, 1972).
- +According to the theory, there are two primary outcomes of comparing ourselves against our (internal) standards of correctness:
 - + We "pass," or find alignment between ourselves and our standards.
 - + We "fail," or find a discrepancy between ourselves and our standards (Silvia & Duval, 2001).
- +When we find a discrepancy between the two, we find ourselves with two choices: to work toward reducing the discrepancy or avoid it entirely.

- +Self-awareness theory (and subsequent research) suggests that there are a couple of different factors that influence how we choose to respond.
- +Basically, it comes down to how we think it will turn out
 - + If we believe there's little chance of actually changing this discrepancy, we tend to avoid it.
 - + If we believe it's likely that we can improve our alignment with our standards of correctness, we take action.

- A Our actions will also depend on how much time and effort we believe that realignment will take
 - + The slower progress will be, the less likely we are to take on the realignment efforts, especially if the perceived discrepancy between ourselves and our standards is large (Silvia & Duval, 2001).
- + This means that when faced with a significant discrepancy that will take a lot of consistent and focused work, we often simply don't bother and stick to avoiding self-evaluation on this particular discrepancy.
- + Our level of self-awareness interacts with the likelihood of success in realigning ourselves and our standards to determine how we think about the outcome.
 - + When we are self-aware and believe there is a high chance of success, we are generally quick to attribute that success or failure to our efforts.

- +Conversely, when we are self-aware but believe there is a low chance of success, we tend to think that the outcome is more influenced by external factors than our efforts (Silvia & Duval, 2001).
 - + Of course, sometimes our success in realignment with our standards is driven in part by external factors, but we always have a role to play in our successes and failures.
- + We also have some control over our standards, such that we may alter our standards if we find that we don't measure up to them (Dana, Lalwani, & Duval, 1997).
 - + This is more likely to happen if we're focused more on the standards than on ourselves; if we fail when we are focused on the standards more than our performance, we are more likely to blame the standards and alter them to fit our performance (Dana et al., 1997).

- +Although it may sound like merely shifting the blame to standards and, therefore, letting yourself off the hook for a real discrepancy, there are many situations in which the standards are overly strict.
- +Therapists' offices are filled with people who hold themselves to impossibly high standards, effectively giving themselves no chance of success when comparing themselves to their internal standards.

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Self-Awareness: Benefits

- Alt can make us more proactive, boost our acceptance, and encourage positive self-development (Sutton, 2016).
- + Self-awareness allows us to see things from the perspective of others, practice self-control, work creatively and productively, and experience pride in ourselves and our work as well as general self-esteem (Silvia & O'Brien, 2004).
- + It leads to better decision making (Ridley, Schutz, Glanz, & Weinstein, 1992).
- + It can make us better at our jobs, better communicators in the workplace, and enhance our self-confidence and job-related wellbeing (Sutton, Williams, & Allinson, 2015).

- 4 Self- Awareness helps us to understand ourselves better
- +It allows you to know what your needs are and how your thoughts and feelings affect your actions today and tomorrow.
- + Without self-awareness, we cannot know what is going on with our emotions or our thoughts, which makes it hard for us to make healthy choices or make positive changes in our lives.

- 4 Self-awareness helps us to understand others better: it allows us to know and junderstand our own thoughts and feelings towards that person.
- + This allows us to better understand their feelings and the level of concern they are experiencing. In turn, this will help us to know what our behaviour should be and how to respond appropriately.
- + Self-awareness helps us to control our emotions: control our emotions and use them in a productive way in order to strengthen personal relationships or manage conflict.

- 4 Self-awareness helps us to communicate effectively
 - + We are aware of mistakes in communication
- + Self- Awareness allows us to understand our own motives
 - + We understand your motives but also what you are trying to do with them as well as the effects of it and how it worked out in the end.
- + Self -Awareness allows us to set individual goals
 - + Based on our own needs and desires rather than the expectations of others

- # Self-Awareness allows us to avoid Obsessive-Compulsive Disorder (OCD): The greatest form of self-awareness is being able to maintain your own identity without letting others define you.
- + You can be aware of how you react and behave, so you do not become your actions.
- + Being self-aware allows us to avoid obsessive-compulsive disorder by not allowing ourselves allow our minds and bodies to fall into the patterns of having to meet certain expectations in order to feel cherished or loved.
- + Self-Awareness allows us to avoid Escaping Reality: We are not what we do, we are who we are and what we think.
- + We cannot control how our mind works nor can we control our bodies, but that does not mean you should accept them unconditionally. Our thoughts and actions cause others to react in certain ways to which your response will change the outcome of the situation or cause you more harm than good.

- \not Use "I" statements. Simply say what you think or feel about something, and own it.
 - + Ambiguity leads to misunderstandings. "I feel frustrated when people are late to meetings" versus "Some people may think that people who come late to meetings are passive aggressive".
- + Be specific and non-judgemental.
 - + Clearly state the facts, rather than expressing your opinion, which may be coloured by the behaviour of others.
 - + "You interrupted me several times during our staff meeting" versus "you are an attention-seeker and have no concern for others".

- 4 Døn't be afraid to describe how something made you feel.
 - + Historically, describing our feelings was frowned upon and considered a sign of weakness.
 - + How you feel actually impacts on your message. "I felt angry when you cut me off during our staff meeting."
- + Make sure your verbal and non-verbal communications are saying the same thing!
 - + Saying, "I enjoyed your presentation to the board..." with your eyes rolling or a sarcastic tone, will confuse people and most likely decrease trust which closes communication down.

- # You bring pen and paper to meetings and take notes to show your interest in and the importance of what is being said.
- + You respond to all phone calls and emails within 24 hours even if it is only to say you will not have an answer until later.
- + Make eye contact during employee / customer / patient / stakeholder engagement. When listening to a person you need to consciously make eye contact 70% of the time.
- + Never roll your eyes when you are in the middle of discussions or meetings.
- + Do not interrupt while others are talking.
- + During arguments or heated discussions, always repeat back what you heard the other person / people say to confirm your understanding, before you respond.
- + Make sure your starting position is one of belief that people are trying to do their best and are being honest in their communications.



CREATE SPACE AND TIME

- Connect with yourself daily
- Avoid digital distractions
- Carve out solitude



PRACTISE MINDFULNESS

- Pay attention to your inner state as it arises
- Try mindful walking, eating, listening



JOURNAL YOUR AWARENESS

- Process your thoughts through writing
- Record your inner states



PRACTISE LISTENING

- Pay attention to speaker
- Observe emotions and body language
- Don't judge or evaluate



GAIN A DIFFERENT PERSPECTIVE

Ask for feedback





+

TUESDAY, 04 JULY 2023

SKILLS FOR COMMUNICATING INFORMATION (IT007UN)

Bob at work

- +Bob struggles with creating a quarterly report at work, and he frequently produces subpar results. He notices the discrepancy between his standards and performance and engages in self-evaluation to determine where it comes from and how to improve.
- + He asks himself what makes the task so hard for him, and he realizes that he never seems to have trouble doing the work that goes into the report, but rather, writing it up cohesively and clearly.
- +Bob decides to fix the discrepancy by taking a course to improve his writing ability, having a colleague review his report before submitting it, and creating a reusable template for future reports so he is sure to include all relevant information.

Bridget on her own

- # Bridget struggles with low self-esteem, which causes depressive symptoms. She doesn't feel good enough, and she doesn't accept opportunities that come her way because of it. She begins working with a therapist to help her build self-awareness.
- + The next time an opportunity comes her way, she thinks she doesn't want to do it and initially decides to turn it down. Later, with the help of some self-awareness techniques, Bridget realizes that she is only telling herself she doesn't want to do it because of her fear that she won't be good enough.
- + Bridget reminds herself that she is good enough and redirects her thoughts to "what if I succeed?" instead of "what if I fail?" She accepts the opportunity and continues to use self-awareness and self-love to improve her chances of success.



https://www.youtube.com/watch?v=L8sK57NGISM



https://www.youtube.com/watch?v=uyQlx2p7Qe8

https://www.youtube.com/watch?v=uyQlx2p7Qe8&ab_channel=SignatureViews

