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Skills for Communicating Information (IT007UN)

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



SCAN ME

Contents

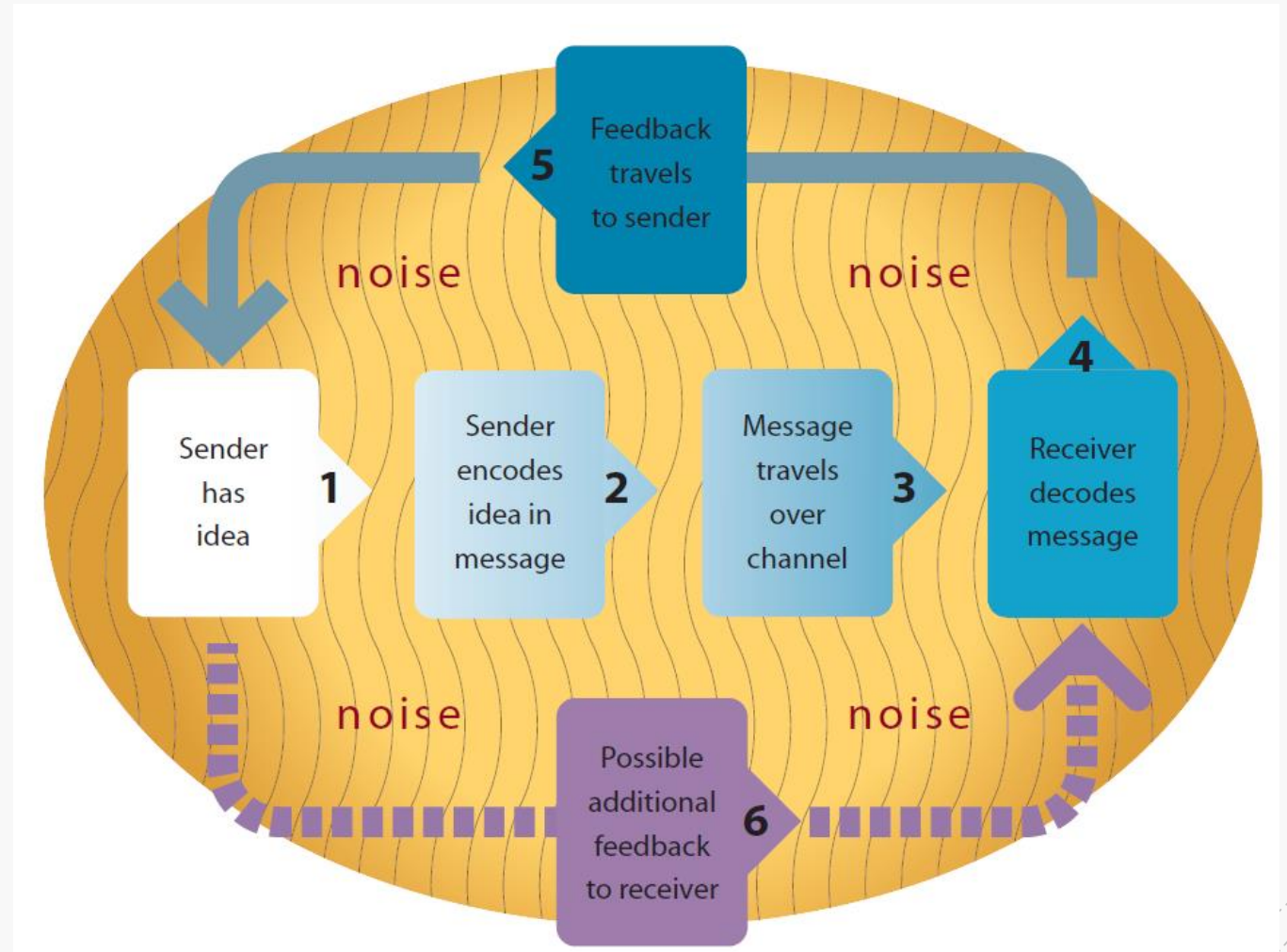
+Quiz (15 minutes)

+Miscommunication

Miscommunication



The Communication Process



Shannon and Weaver Model of Communication

Example



<https://www.youtube.com/watch?v=sngRrkQayDA>

Miscommunication

- + Miscommunication refers to misunderstandings that occur when team members don't communicate effectively, and their audience doesn't understand their intent or meaning.
- + The reasons for these inadequacies may be varied, but they usually result in confusion and frustration for both parties involved.



Causes and Remedies of Miscommunication



<https://www.youtube.com/watch?v=DOE6l4d2pm8>

Causes and Remedies of Miscommunication

+ **Lack of clarity**

- + Sometimes the message is not delivered well, and folks are confused

+ **Hesitating to be direct**

- + Call it what you will – waffling, sidestepping, spin or just “trying to be nice”.
- + When leaders don’t want to say what they mean in a direct way, the message can get lost.
- + Hinting at something or suggesting leaves room for people to guess

+ **Speaking, but not listening.**

- + Communication means not just speaking but listening and understanding.
- + Many folks listen with the intent to respond when, instead, it’s important to listen to understand.
- + The difference is that listening and hearing what your peers, bosses or team members have to say (or, are trying to say), really listening, can change how you react and how you respond.

Causes and Remedies of Miscommunication

+ **Making assumptions.**

- + As human beings, we have experiences, biases and misconceptions that can influence how we perceive others and, in turn, how we communicate with them.

+ **Not speaking for your audience.**

- + Different personalities need to hear messages in different ways – or they react in different ways – which is why many times misunderstandings arise.

+ **Mismanagement of information.**

- + As leaders, we also need to know which information to share and how much is too much (boring or alarming) or too little (leaving questions and possibly mistrust).
- + We also need to be comfortable saying when we need to find out more if we don't know something because pretending to know everything can backfire.

Causes and Remedies of Miscommunication

+ **Inability to Speak/Write Effectively:**

- + not very good at speaking or writing to adequately express their thoughts or ideas.
- + Poorly written messages or articles can leave room for misinterpretation and incorrect assumptions.

+ **Technology:**

- + it may sound, technology has increased miscommunication as much as it has made the world a smaller and smarter place.
- + The lack of body language, tone, and facial expressions can cause messages to be misinterpreted lead to several assumptions that lead to conflict.

Avoid Miscommunication

+ **Make any messages you share clear and concise:**

- + Whether you're speaking or writing an email, avoid unnecessary adjectives and state what you need to say in plain language.
- + When you can, take time to jot down your key thoughts and intentions so that when you speak or write, you're focused.
- + If you have information to share, prepare handouts or attach pertinent documents for reference.
- + When you're emailing, use a clear subject heading and keep your message focused by using headings and bullets as appropriate.
- + It's also helpful to pause and reflect – is there something you know about this situation, or that you take for granted as “common sense” or “basic knowledge” that your audience might not know. If so, you need to explain your thinking before people will understand your message.

Avoid Miscommunication

+ **Check in with your audience:**

- + Did they hear the message the way you intended?
- + What else do they want to know? Respond accordingly. This is when it's valuable to understand how different personalities will react to things in different ways.
- + Ask folks to tell you in their own words how they understand what you've said.
- + For example, if you've had a conversation with Ravi about a performance issue and you've asked for certain things to be improved, ask: *"So, can you reflect back to me what we're agreeing the next steps will be?"*

Avoid Miscommunication

+ **Don't avoid uncomfortable topics:**

- + Be honest and direct.
- + Hinting at things is never as effective as being clear about your expectations (and avoiding these discussions is worse!).
- + If you find yourself thinking, "*maybe this will clear up on its own*" or "*if I am just patient, maybe this will go away,*" it is TIME to have an essential conversation.

Avoid Miscommunication

+ **Choose your method of communication wisely:**

- + It's sometimes easier to send an email than to talk with someone face-to-face or on the phone.
- + There are times that speaking with people in person or even via video teleconference is better than sending an email because they get to hear your tone, observe your body language and ask you questions in the moment if they're uncertain.
- + Email can be problematic because it's so easy for tone or intent to be misconstrued and the subsequent back and forth exchanges can lead to more misunderstanding.

Avoid Miscommunication

+ **Pay special attention to communicating with virtual team members:**

- + When you're not in a physical office space together, it can be more challenging to build strong team relationships (but not impossible when you're managing virtual teams!). It's very easy for emails or instant messages to be taken the wrong way.
- + If you ask, "When did that happen?" the recipient might be wondering if you're angry or annoyed, when you're just curious.
- + Be very clear about things like deadlines or expectations, using calendar reminders or project management apps so you're never saying, "I thought that was clear."
- + Using more than one way to communicate, a combination of email, phone and videoconference, helps to build in some camaraderie (mutual trust and friendship).

Group work: Analysing Miscommunication

- + Objective: Explore and analyse instances of miscommunication, identify the underlying causes, and develop strategies to prevent or resolve miscommunication in various contexts.
- + Groups of 3-5 students.
- + Contexts: as in the printed sheet
- + In your groups
 1. Read and analyze the given scenario, paying attention to the communication breakdown and its consequences.
 2. Identify the key factors contributing to the miscommunication, such as language barriers, cultural differences, lack of clarity, assumptions, or nonverbal cues.
 3. Discuss the impact of miscommunication on the individuals involved and any potential ripple effects.
 4. Brainstorm strategies or alternative approaches that could have been used to prevent or resolve the miscommunication in the given scenario.
 5. Prepare a group presentation to share their analysis and proposed solutions.

Avoid Miscommunication

+ **Maintain your sense of calm:**

- + It's easy for leaders to react or, listen to respond.
- + If you can, take a few moments to compose yourself and stabilize your mood before you communicate something difficult, so you avoid miscommunication.
- + Remember that if you are frustrated or angry or need time to think, you can return to a conversation after you take some time.

Avoid Miscommunication

+ **See silence as a good thing:**

- + Learning to sit comfortably in a silent pause is an excellent leadership skill. Sometimes we are conditioned to or feel we should fill all the silence with our own ideas and directives.
- + Pausing before we respond allows time for reflection and an opportunity for other people to interject with their own ideas and opinions.
- + It also demonstrates active listening to the other person or people.

Avoid Miscommunication

- + **Encourage people to come to you when they're unclear.**

- + If you say there is no such thing as a stupid question, you must work to ensure you don't make anyone feel silly if they ask you something you think they should know.
- + Make time to talk with your team members, and consider setting up one-to-one meetings to build a solid culture of engaged employees.

Exercises

- + Scenario: Husband calls home to tell wife about a stop after work
- + Husband calls wife to let her know that he is stopping by a friend's house after work.
- + Husband: "Hi Hon, I am going to stop by Jay's house on the way home from work tonight but I won't be late".
- + Miscommunication problem: Wife interprets "won't be late" to mean he will only stop for a few minutes and be home around his usual time.
- + Husband meant: he would be stopping at friends and will not be home really late at night like 11 pm or midnight.
- + How to make the communication better?

Group work: Analysing Miscommunication

+ In your groups

1. **Find an example** (i.e., a video clip, a news article, etc.) that you find miscommunication (may) happen.
2. Analyse the given scenario, paying attention to the communication breakdown and its consequences.
3. Identify the key factors contributing to the miscommunication, such as language barriers, cultural differences, lack of clarity, assumptions, or nonverbal cues.
4. Discuss the impact of miscommunication on the individuals involved and any potential ripple effects.
5. Brainstorm strategies or alternative approaches that could have been used to prevent or resolve the miscommunication in the given scenario.
6. Prepare a group presentation to share their analysis and proposed solutions.

The background features a light gray field with intricate, wavy, dashed lines that resemble topographical contours or liquid ripples. These lines are more densely packed on the left side and become sparser towards the right. In the top-left corner, a portion of a solid white circle is visible. Similarly, in the bottom-right corner, another solid white circle is partially shown, overlapping with the wavy lines.

THANK YOU