

EFFECTIVE COMMUNICATION

WHAT MAKES YOU YOU?

- There are countless components that make up each individual and what impacts communication, but today the focus will be on three areas
 - Gender
 - Generational placement
 - Personal evolution

GENDER COMMUNICATION

MEN

- Status
- Independence
- Advice
- Information
- Orders
- Conflict

vs

WOMEN

- Support
- Intimacy
- Understanding
- Feelings
- Proposal
- Compromise

(Deborah Tannen: "Can't We Talk?")

GENDER DIFFERENCES...



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GENERATIONS

- Silent Generation: 1925-1945
- Baby Boom Generation: 1946-1964
- Generation X: 1965-1980
- Generation Y: 1981-1997
- Generation Z: 1998-2012

(“Supervision of Intergenerational Dynamics”-the University of Iowa)

SILENT GENERATION

MARKERS

- WWII
- Great Depression
- Korean War

VALUES

- Loyalty
- Respect for others
- Hard work/Sacrifice

BABY BOOM GENERATION

MARKERS

- Civil Rights Movement
- Women's Liberation
- Vietnam War

VALUES

- Optimism
- Personal fulfillment
- Discovery

GENERATION X

MARKERS

- Watergate
- MTV emerged
- Latch-key situations

VALUES

- Seek balance
- Self-reliant & independent
- Embrace diversity

GENERATION Y

MARKERS

- Technology
- Education
- Racial/ethnic diversity

VALUES

- Globally oriented
- Health & body interest
- Technologically focused

GENERATION Z

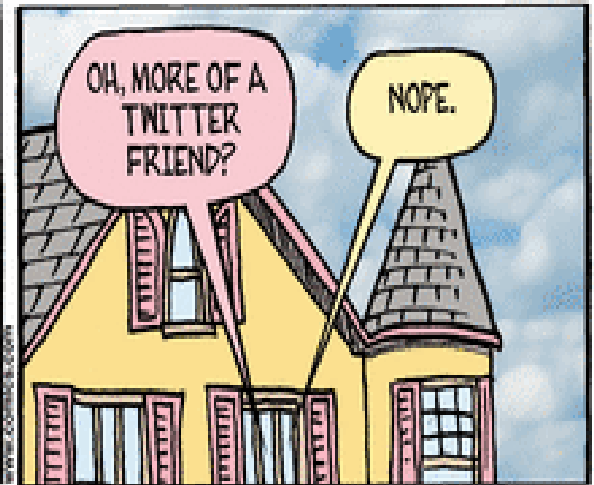
MARKERS

- Global experience
- Economic uncertainty and social disruption
- Social media

VALUES

- Financially cautious and entrepreneurial
- Sustainable environment
- Expect diversity

GENERATIONAL DIFFERENCES...



PERSONAL EVOLUTION

- Personal evolution is the compilation of factors that play into the development of an individual

Dominance



Preference



Interests



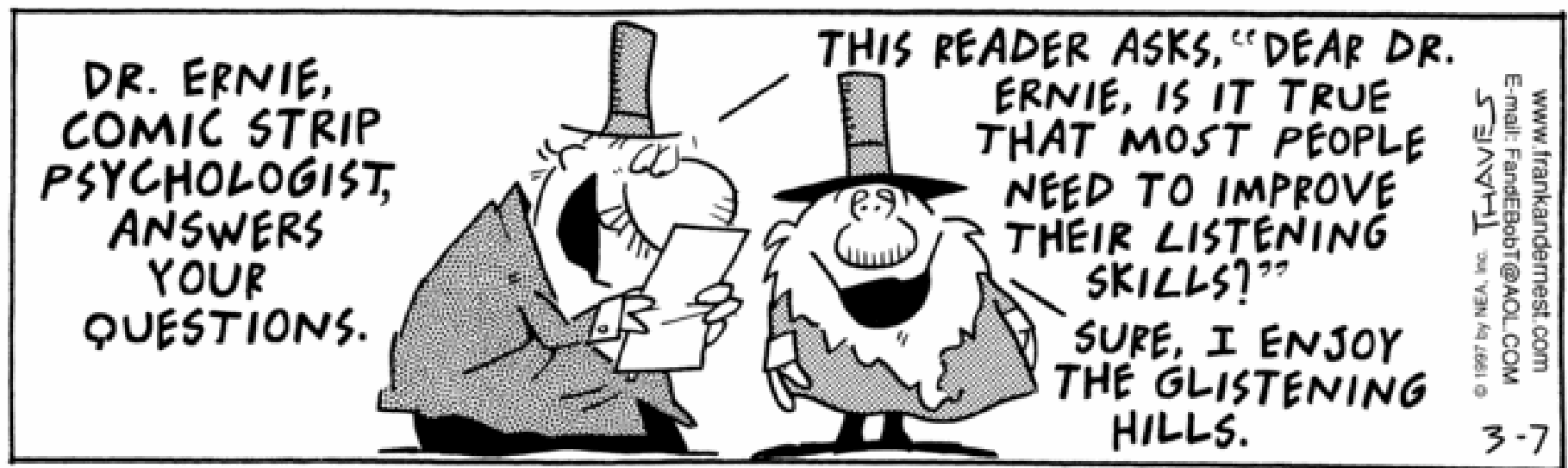
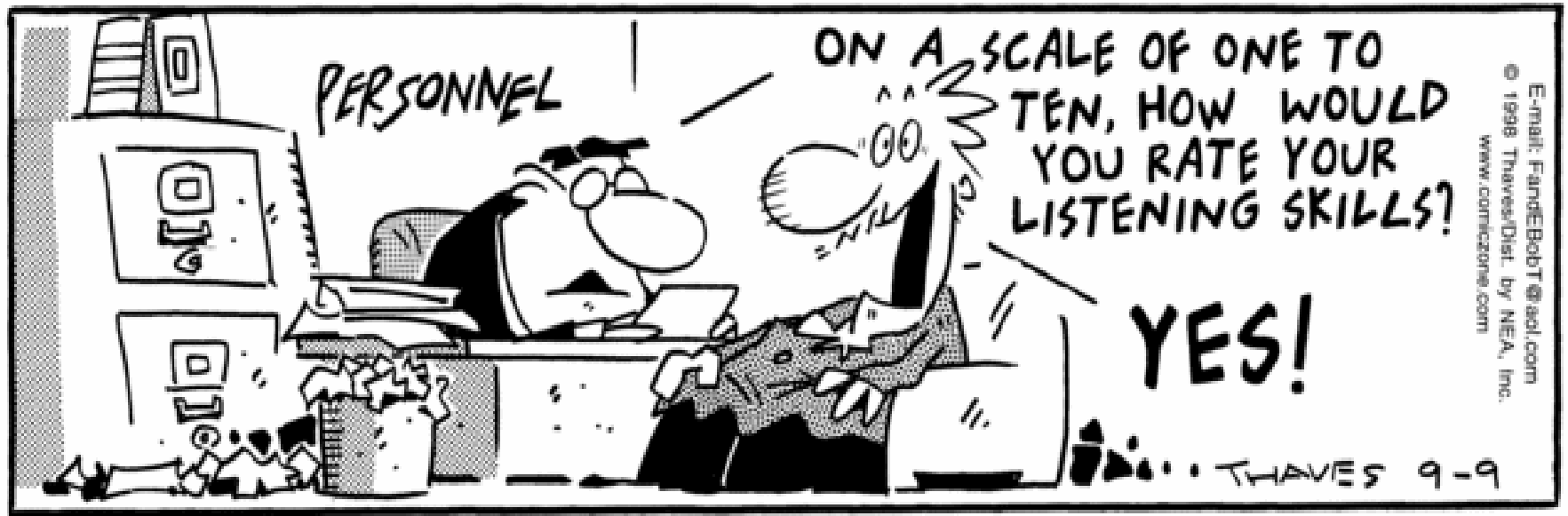
Competencies



Way We Work

YOUR COMMUNICATION STYLE ACTIVITY

- Pierre Casse: “Training for the Cross-Cultural Mind”



COMMUNICATION

- Facts
- Feelings
- Perceptions



FEELINGS



FACTS



PERCEPTIONS

Why did the chicken
cross the road?

**I have just released the new Chicken
2011 which will both cross roads and
balance your checkbook, though when it
divides 3 by 2 it gets 1.499999....**

Bill Gates

**To steal a job from a
decent, hardworking
American.**

Joe, The Plumber

**In my day we didn't cross the
road. I walked to school for
miles and we didn't complain
about it.**

Your grandpa

**Give us five minutes with the
chicken and we'll find out.**

L.A. Police Department

**Does the chicken cross the road?
Did he cross it with a toad?
Yes! The chicken crossed the road,
But why he crossed it, I've not been told.**

Dr. Seuss

I missed one?

Colonel Sanders

COMMUNICATION OPENERS

- Be attentive
 - Look, listen, track
- Invite responses
- Summarize
- Ask and clarify

- Your feedback should be genuine and given frequently

COMMUNICATION BLOCKERS

- **Directing/Ordering**
 - “Stop complaining...” “Try harder...”
- **Threatening/Warning**
 - “You had better...”
 - “If you don’t.....”
- **Moralizing/Preaching**
 - “You ought to...”
 - “Nice girls don’t...”
- **Lecturing/Arguing**
 - “The fact is...”
 - “Yes, but this is the way...”
- **Advice Giving**
 - “Why don’t you ...”
 - “If you would do this...”
- **Criticizing/Blaming**
 - “You’re not thinking straight..”
 - “You’re acting like an idiot...”
 - “You should have...”
- **Diagnosing/Counseling**
 - “You don’t really mean that...”
 - “What you need is....”
- **Cross-examining, Prying**
 - “When are you going to?”
 - “Why did you do that?”
- **Denying/reassuring/withdrawing**
 - “Don’t worry about it...”
 - “It’s not that big of a deal...”
 - “Let’s not talk about it now...”

REAL LIFE EXAMPLES OF WHEN COMMUNICATION TAKES A TURN FOR THE WORSE...

Tech Support: Ok Bob, let's press the control and escape keys at the same time. That brings up a task list in the middle of the screen. Now type the letter "P" to bring up the program manager.

Customer: I don't have a P.

Tech Support: On your keyboard Bob.

Customer: What do you mean?

Tech: "P" On your keyboard Bob

Customer: I'M NOT GOING TO DO THAT!!

Tech Support: Good Day. How may I help you?

Male Customer: Hello.... I can't print.

Tech Support: Would you click on "start" for me and ...

Customer: Listen pal; don't start getting technical on me! I'm not Bill Gates, dammit!

REAL LIFE EXAMPLES OF WHEN COMMUNICATION TAKES A TURN FOR THE WORSE...

Tech Support: How may I help you?

Customer: I'm writing my first e-mail.

Tech: OK, and what seems to be the problem?

Customer: Well, I have the letter 'a' in the address, but how do I get the circle around it?

A woman customer called the Canon help desk with a problem with her printer.

Tech Support: Are you running it under windows?

Customer: No, my desk is next to the door, but that is a good point. The man sitting in the cubicle next to me is under a window, and his printer is working fine.

CONFLICT RESOLUTION



VS.



WHAT DOES COMMUNICATION HAVE TO DO WITH CONFLICT?



What we've got here is failure to communicate...

CONFLICT

- Why is it important to me and/or the situation that this conflict be resolved?
- What will likely occur if this problem continues? In other words, what are the consequences?
- What type of conversation is warranted for this situation?

(“Positive Discipline” by Eric Harvey and Paul Sims)

HOW TO NAVIGATE CONFLICT

- Understand there will be differences of perspectives and opinions
- Focus energy on the needs and requirements of the conflict, not positions taken
- Explore possibilities and solutions by asking questions

WHAT PEOPLE REALLY NEED TO HEAR...

- What is required of me?
- How am I doing?

THANK YOU!