



MASARYK UNIVERSITY  
FACULTY OF ECONOMICS  
AND ADMINISTRATION

# Introduction.

Requirements, Communication processes

**Jan Řezáč**

22/02/2016

# Today

- Introduction
- Course requirements
- Your input
- Bonus topic: The Art of Listening



## What will you study here?

- Communication processes
- Basic communication skills
- Assertiveness and its significance
- Effective presentation
- Personality communication types
- Negotiating

Practice > Listening



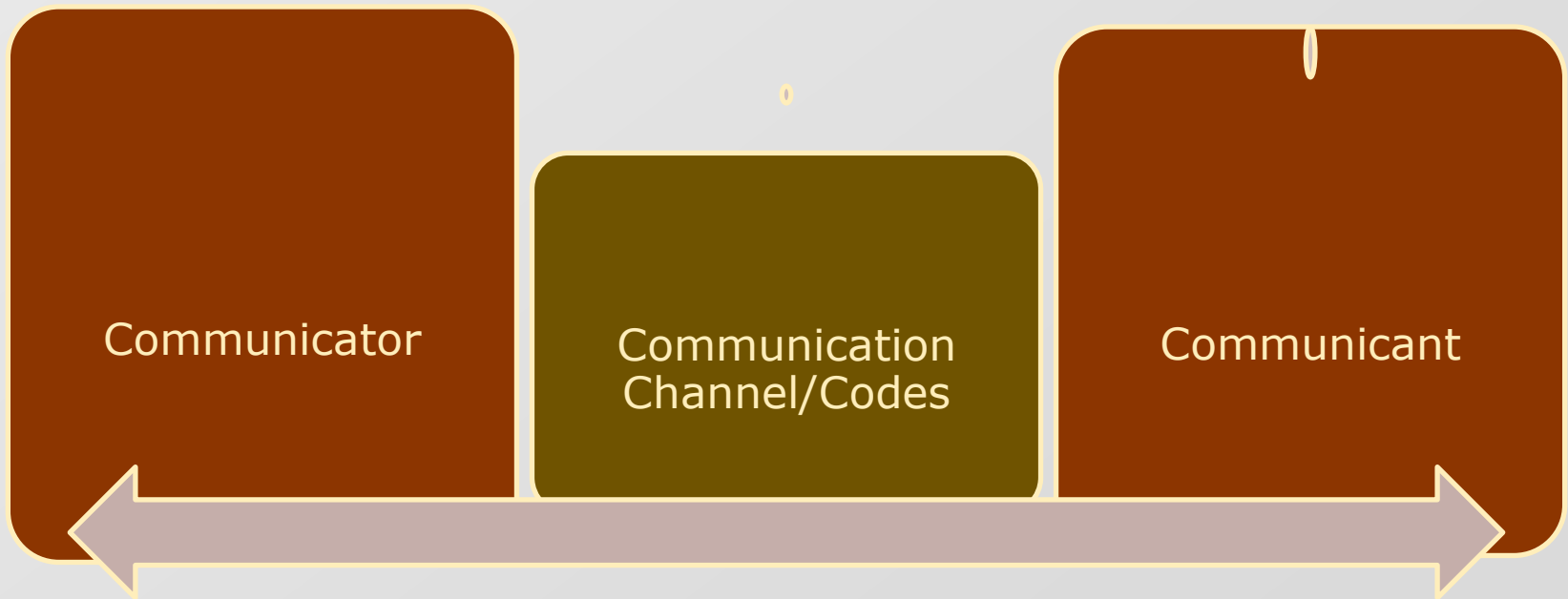
## Course requirements

- Lectures are NOT mandatory
- Seminars ARE mandatory. There is one absence allowed.
- Short presentation at one of the seminars
- Final test (after the course ends, date will be announced)

## Contacts

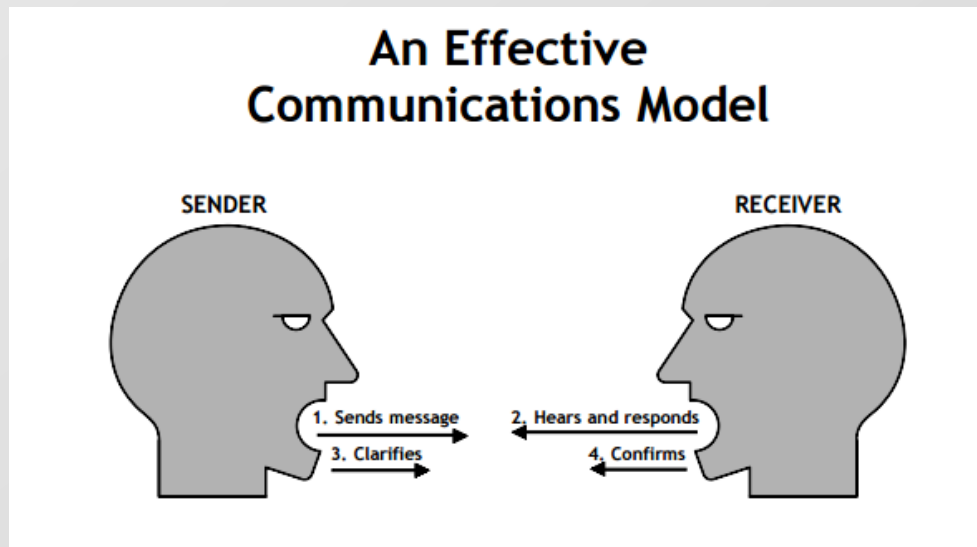
- Regarding seminars (attendance, tasks), please contact ms Kucharova
- Regarding lectures (theory, topics), please write me: [216776@mail.muni.cz](mailto:216776@mail.muni.cz)
- For official matters, we prefer email. My contact hours are the Mondays right after we have lectures.
- Lecture time: 16:20 - 17:50. **The last lecture is on 20th March, 16:20-19:30.**

# What is communication?



## Basic theory

- Communication is not only transfer of knowledge, but a social interaction
- Important is both How and What we communicate, verbally and non-verbally





# What makes for effective communication?

- “I know that you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant!”



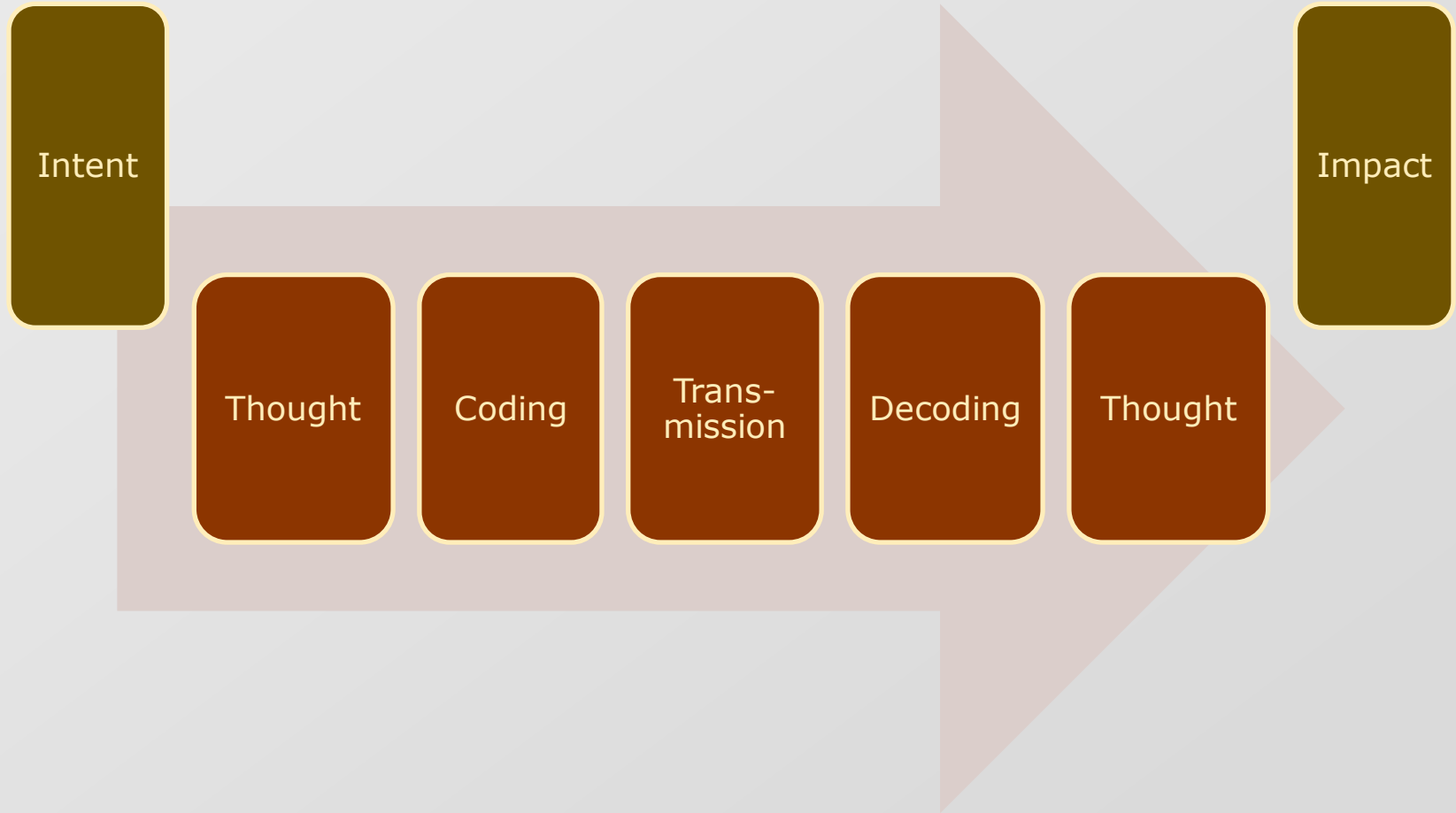


## Structure of an Interaction

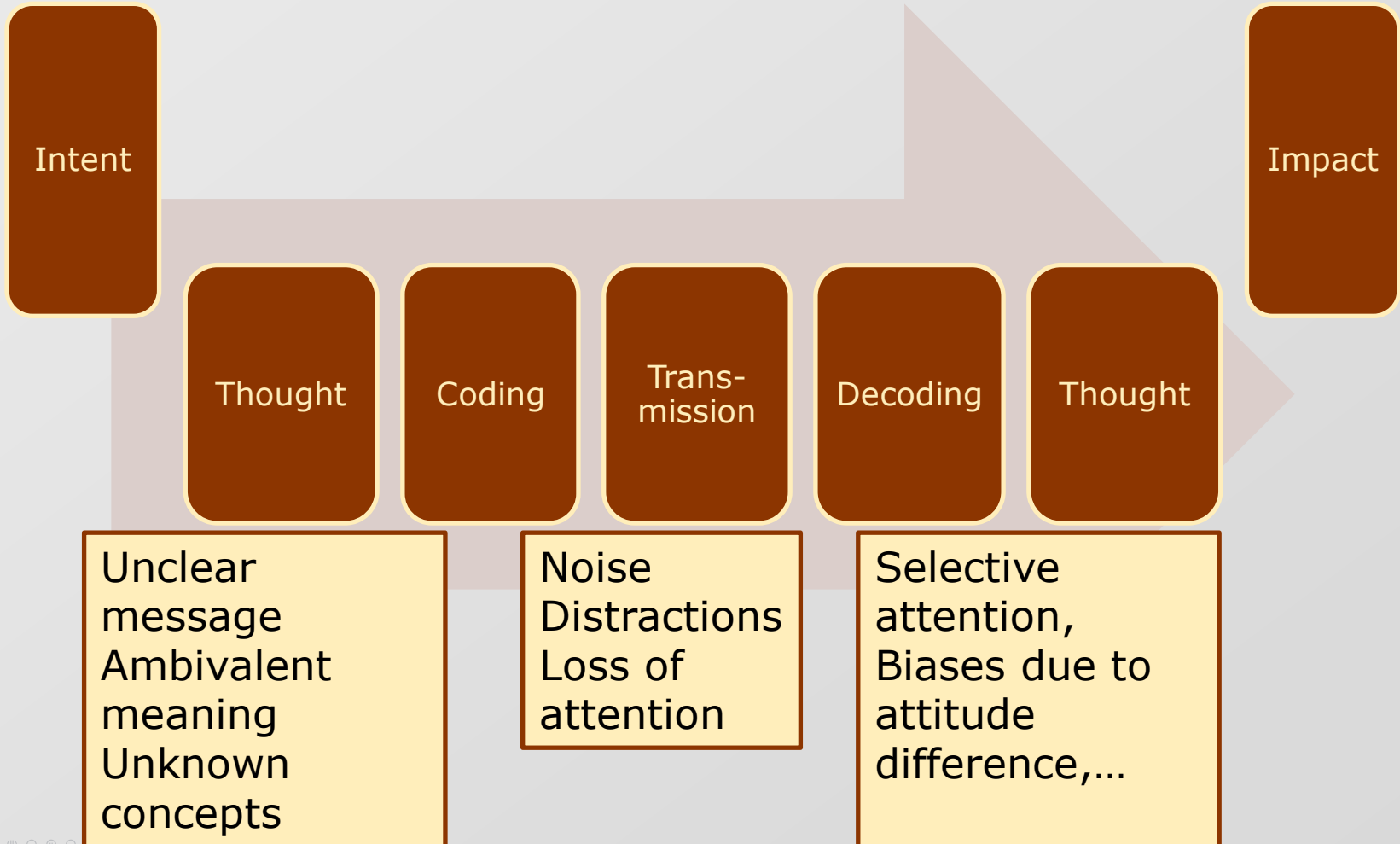
- Intention of the speaker
- How speaker understands what s/he is saying
- Content of the interaction
- How listener understands what was said
- Impact on the listener



## What bad things can happen?



## What bad things can happen?



## Your First Date with Your Crush

- Imagine – you sit in a nice restaurant on a first day with your crush.
- How do you communicate?



## Your First Date with Your Crush II.

- One of the biggest differences between communication with your crush and with your mother is the amount of effort you put to listening.
- Deep focus on listening makes you a better partner in conversation.



## The Listening Dilemma

- We speak at a rate of about 150 words per minute (wpm).
- We can hear at a rate of about 1,000 wpm
- What do we do with this time?

## Listening as a Skill and an Exercise

- Because we can listen when we need, it is a skill to be practiced and improved.
- It is one of the examples of things we can do better, resulting in better relationship in the workplace and beyond.
- Possible homework: Start at two minutes of concentrated listening, and continue.



## First Activity – Split into pairs.

- Your task: to tell an example of
  - Something interesting what happened to you today.
  - Some (ideally job related) problem you face.
  
- 90-120 seconds
  
- For listeners: completely focus on what is the other person saying.



## How to be a Good Listener

- *Why we listen* - the other persons spends time to talk to us.
- *Answer* – Seeking or request for truth, information or knowledge
- We should ask questions to which we do not already know the answer, and make a relationship based on curiosity and interest in the other person.





## Can we ask good questions?

- The issue: We value task accomplishment over relationship building. For this reason we TELL.
- Consequence: Communication is often bad. Subordinates know lots of things that would make the place work better or safer that they for various reasons do not say.
- We fail to notice how often even our questions are just another form of telling—rhetorical or just testing whether what we think is right.



## What happens when we tell and ask questions?

❑ Telling puts the other person down. It implies that the other person does not already know what we are telling and that the other person ought to know it.

- honest,
- open,
- vulnerable,
- curiosity-driven



- leading,
- rhetorical,
- embarrassing,
- statements in the form of questions

## The Question and Listening Practice:

- Identify a (business) problem on which to focus
- **Take 2 minutes to write down a problem** you own. It should be a condition you are comfortable talking about in this small group of people.
- If it is a complex problem, please make it easy enough to talk about in a few minutes.



## The Question and Listening Practice:

- Problem Owner --> Uses questions asked to begin to better grasp the Situation.
- Questioner --> Practices Inquiry only to support the Problem Owner with grasping the Situation.
- 5 minutes: Problem Owner briefly describes the problem / condition for which s/he has responsibility to improve.
- 7 minutes: Questioner Practices Inquiry – asking questions only



## Recommended Literature (non-mandatory list of good COMA related books)

- Thinking, Fast and Slow; Daniel Kahneman
- Mistakes Were Made (But Not by Me); Carol Tavris, Elliot Aronson
- Never Split the Difference: Negotiating As If Your Life Depended On It; Chris Voss
- What Got You Here Won't Get You There: How Successful People Become Even More Successful; Marshall Goldsmith
- Interpersonal Conflict, William Wilmot; Joyce Hocker
- Always read carefully



# Your input

- Questions about this lesson.
  
- Suggestions for next lessons.





# MASARYK UNIVERSITY FACULTY OF ECONOMICS AND ADMINISTRATION

**Thank you for your attention**

