

MVŠO

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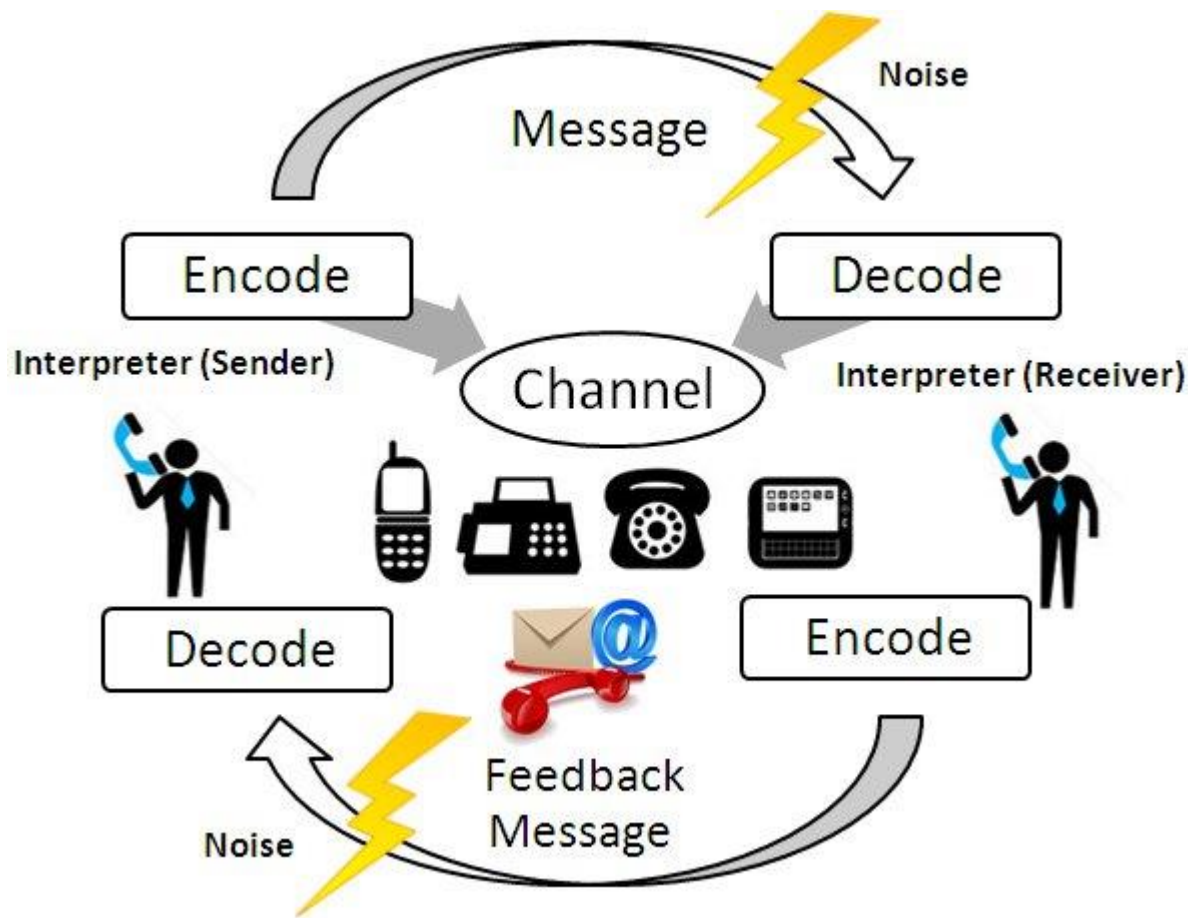
Communication Skills for Managers

Effective communication

What does the term **EFFECTIVE COMMUNICATION** cover?

"Effective interpersonal communication is a way of transferring information between people that evokes the expected response."

Process of communication



WORK IN GROUPS

GIVE SPECIFIC EXAMPLES OF:

1. CODE

2. CHANNEL (forms and tools)

3. NOISE:

- » sender
- » message
- » encoding

- » channel
- » decoding
- » receiver

Process of communication

SENDER:

- the initiator of the message that need to be transmitted
- has the idea in his head

MESSAGE:

- the heart of communication
- the content the sender wants to send to the receiver

Process of communication

ENCODING:

- putting the targeted message into appropriate code:
 - » picture, symbol, gesture, smile, WORD...
- the most important step in the communication process

CHANNEL:

- the way or mode the message flows or is transmitted through
- interconnection between sender and receiver
- several forms:
 - » speech, presentation, e-mail, phone-call, message, video, aroma...
- several tools:
 - » face-to-face, voice, PC, phone, paper, handwriting...

Process of communication

RECEIVER:

- person or group who the message is meant for
- several roles:
 - » listener, reader, viewer...

DECODING:

- interpreting the message
- (mis)understanding the idea being sent

Process of communication

FEEDBACK:

- confirmation of (mis)understanding the idea
- defense against distortion and incompleteness of information
- several levels:
 - » sender ↔ receiver („I understand“, „I see“, „Yes“...)
 - » code (complete repetition of information)
 - » decoding (explanation of understanding - retelling)

Process of communication

NOISE:

- influence transport and interpretation of idea
- several types:
 - » psychological (stereotypes, reputations, biases, assumption)
 - » environmental (racket, bad visibility, disturbing factors)
 - » semantic (poor knowledge of the language, ignorance of technical terms, different environment of communication participants)
- several levels:
 - » sender – irony, ignorance, inappropriate timing, wrong context, lack of empathy...
 - » message – illogicality, unacceptability
 - » encoding – multiple meaning, incomplete information

Process of communication

NOISE:

- several levels:
 - » channel - quiet speech, illegible writing, technical defects, unsuitable environment
 - » decoding - different personal attitudes and opinions, irony, sarcasm...
 - » receiver – inattention, impatience, jumping into speech, inability to fit into the communicator's situation, distrust, bias, linguistic-professional-experiential ignorance, closedness...

TASK FOR INDIVIDUALS

PRESENTATION ON THE GIVEN TOPIC AND GOAL OF THE MESSAGE

- Prepare a two-minutes talk so that you can clearly introduce others to your topic in terms of the goal you have.