

EFFECTIVE COMMUNICATION AND TASK DISTRIBUTION

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Today's lesson



VERBAL
COMMUNICATION



THE ART OF SUCCESSFUL
COMMUNICATION



ACTIVITY

VERBAL COMMUNICATION



Bypassing: Different Words, Same Meaning

The two people agree but assume because they use different words

Pat: I'm not interested in one-night stands. I want a permanent relationship. *[Meaning: I want an exclusive dating relationship but not marriage]*

Chris: I'm not ready for that. *[Meaning: I'm not ready for marriage.]*

The two people use the same words but give the words different meanings

Pat: I don't really believe in religion. *[Meaning: I don't really believe in God.]*

Chris: Neither do I. *[Meaning: I don't really believe in organized religions.]*

Language Is Denotative and Connotative

Denotation refers to the meaning you'd find in a dictionary;

- it's the meaning that members of the culture assign to a word.

Connotation refers to the emotional meaning that specific speakers–listeners give to a word.

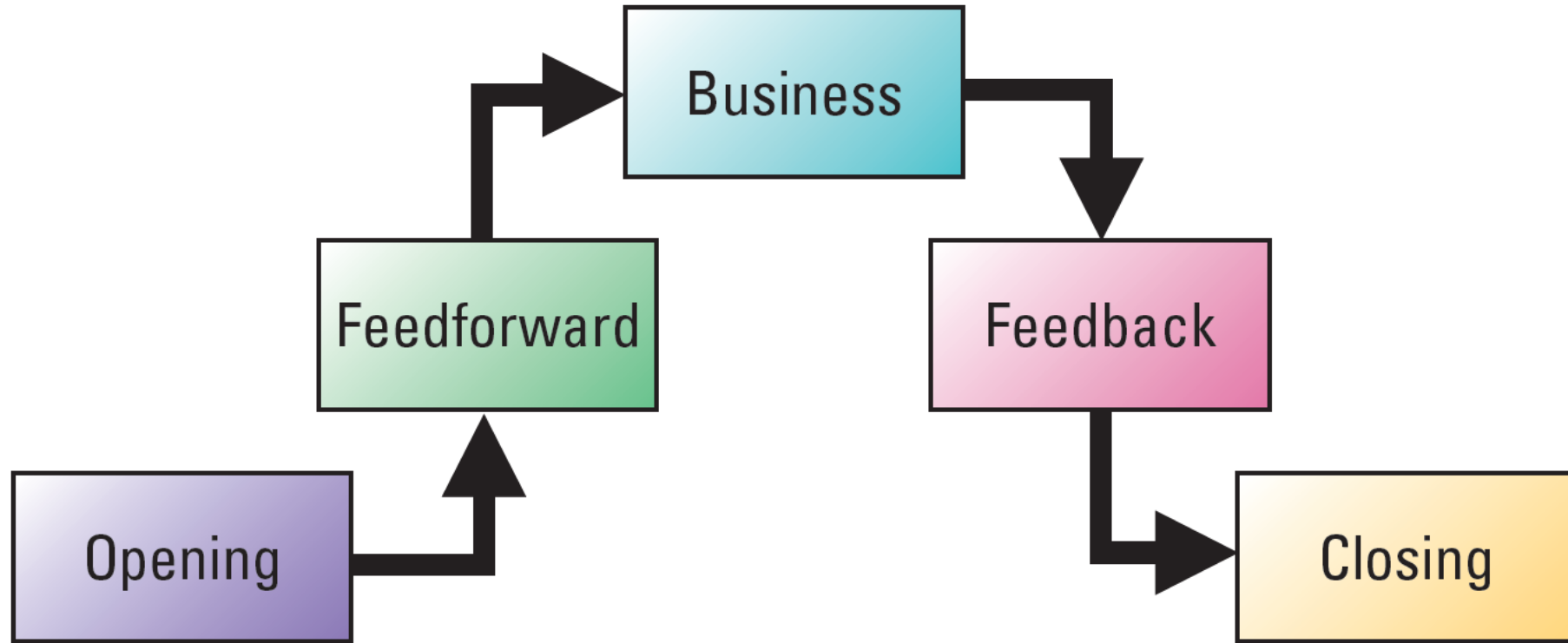
„Home“

- Denotation: a physical structure where someone lives, such as a house or an apartment
- Connotation: elings of comfort, safety, belonging, and warmth. It can evoke images of family gatherings, relaxation, and security, beyond just the physical structure itself.



PRINCIPLES OF CONVERSATION

The Principle of Process





**HOW CAN WE
APPLY THIS
THEORY TO THE
TASK
DISTRIBUTION?**

The Principle of Turn-Taking

Turn-Maintaining Cues. Through **turn-maintaining cues** you can communicate your wish to maintain the role of speaker in a variety of ways:

- Audibly inhaling breath to show that you have more to say.
- Continuing a gesture or series of gestures to show that you've not yet completed your thought.
- Avoiding eye contact with the listener so as not to indicate that you are passing along your speaking turn.
- Sustaining the intonation pattern to indicate that you're going to say more.
- Vocalizing pauses ("er," "umm") to prevent the listener from speaking and to show that you're still talking.

		Conversational Wants	
		To speak	To listen
Speaker	1 Turn-maintaining cues	2 Turn-yielding cues	
	3 Turn-requesting cues	4 Turn-denying cues	

The Principle of Turn-Taking

Turn-yielding cues tell the listener that the speaker is finished and wishes to exchange the role of speaker for the role of listener.

- At the end of a statement you may add some cue such as “okay?” or “right?” to ask one of the listeners to assume the role of speaker.
- You also can indicate that you’ve finished speaking by dropping your intonation or by pausing at length
- Making direct eye contact with a listener
- Asking a question
- Nodding in the direction of a particular listener.

		Conversational Wants	
		To speak	To listen
Speaker	1 Turn-maintaining cues	2 Turn-yielding cues	
Listener	3 Turn-requesting cues	4 Turn-denying cues	

The Principle of Turn-Taking

- **Turn-Requesting Cues.** Turn-requesting cues let the speaker know that you would like to say something and take a turn as speaker.
- “I’d like to say something,”
- Often it’s done more subtly through some vocalized “er” or “um”
- Facial and mouth gestures.
 - opening his or her eyes and mouth wide as if to say something, by beginning to gesture with a hand, or by leaning forward.

		Conversational Wants	
		To speak	To listen
Speaker	1 Turn-maintaining cues	2 Turn-yielding cues	
Listener	3 Turn-requesting cues	4 Turn-denying cues	

The Principle of Turn-Taking

Turn-Denying Cues.

- to indicate your reluctance to assume the role of speaker;
- “I don’t know”
- Giving some brief grunt that signals you have nothing to say.
- Often people accomplish turn denying by avoiding eye contact with the speaker (who wishes them now to take on the role of speaker)
- Engaging in some behavior that is incompatible with speaking—for example, coughing or blowing their nose.

		Conversational Wants	
		To speak	To listen
Speaker	1 Turn-maintaining cues	2 Turn-yielding cues	
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The Principle of Dialogue

In dialogue each person is both speaker and listener;

- The objective of dialogue is mutual understanding and empathy.
- There is respect for the other person

Monologic communication is the opposite side

- There's no real interaction between participants.
- The monologic communicator is focused only on his or her own goals and has no real concern for the listener's feelings or attitudes;

The Principle of Immediacy

The creation of closeness, a sense of togetherness, of oneness, between speaker and listener.

Self-disclose; reveal something significant about yourself.

Refer to the other person's good qualities of, say, dependability, intelligence, character; for example, "You're always so reliable."

Express your positive view of the other person and of your relationship; for example, "I'm sure glad you're my roommate; you know everyone."

Talk about commonalities, things you and the other person have done together or share.

Demonstrate your responsiveness by giving feedback cues that indicate you want to listen more and that you're interested; for example, "And what else happened?"

Express psychological closeness and openness by, for example, maintaining physical closeness and arranging your body to exclude third parties.

Maintain appropriate eye contact and limit looking around at others.

Smile and express your interest in the other person.

Focus on the other person's remarks. Make the speaker know that you heard and understood what was said, and give the speaker appropriate verbal and nonverbal feedback.

The Principle of Flexibility

Analyze	Analyze the specific conversational situation asking yourself what is unique or different about this specific situation and using the concepts and principles discussed throughout the text.
Consider	Mindfully consider your available choices for any given conversational situation, a suggestion offered throughout this text.
Estimate	Estimate the potential advantages and disadvantages of each potential choice, using the theories and research evidence discussed throughout the text.
Communicate	Competently communicate your choice,

The Principle of Politeness: Conversation Is (Usually) Polite



The maxim of tact

Helps to maintain the other's autonomy

Tact in your conversation would mean that you do not impose on others or challenge their right to do as they wish.

For example, if you wanted to ask someone a favor, using the maxim of tact, you might say something like, "I know you're very busy but . . ." or "I don't mean to ~~help to confirm the other person's importance, for example, the importance of~~ the person's time, insight, or talent.



The maxim of generosity

"I'll walk the dog; I see you're busy," and violating the maxim, you might say, "i'm really busy, why don't you walk the dog; you're not doing anything important."

Refers to praising someone or complimenting the person in some way



The maxim of approbation

"I was really moved by your poem") and minimizing any expression of criticism or disapproval (for example, "for a first effort, that poem wasn't half bad").
Minimizes any praise or compliments you might receive. At the same time, you might praise and compliment the other person.



The maxim of modesty

"Well, thank you, but I couldn't have done this without your input; that was the crucial element." Violating this maxim, you might say, "yes, thank you, it was one
Refers to your seeking out areas of agreement and expressing them ("that color



The maxim of agreement

you selected was just right; it makes the room exciting") and at the same time avoiding and not expressing (or at least minimizing) disagreements ("it's an interesting choice, very different"). In violation of this maxim, you might say, "that
Refers to the expression of understanding, sympathy, empathy, supportiveness, and the like for the other person. Using this maxim, you might say, "I understand



The maxim of sympathy

color—how can you stand it?"

If you violated this maxim, you might say, "you're making a fuss over nothing" or "you get upset over the least little thing; what is it this time?"



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ACTIVITY

Task description

Four Teams

Describe how to do the task

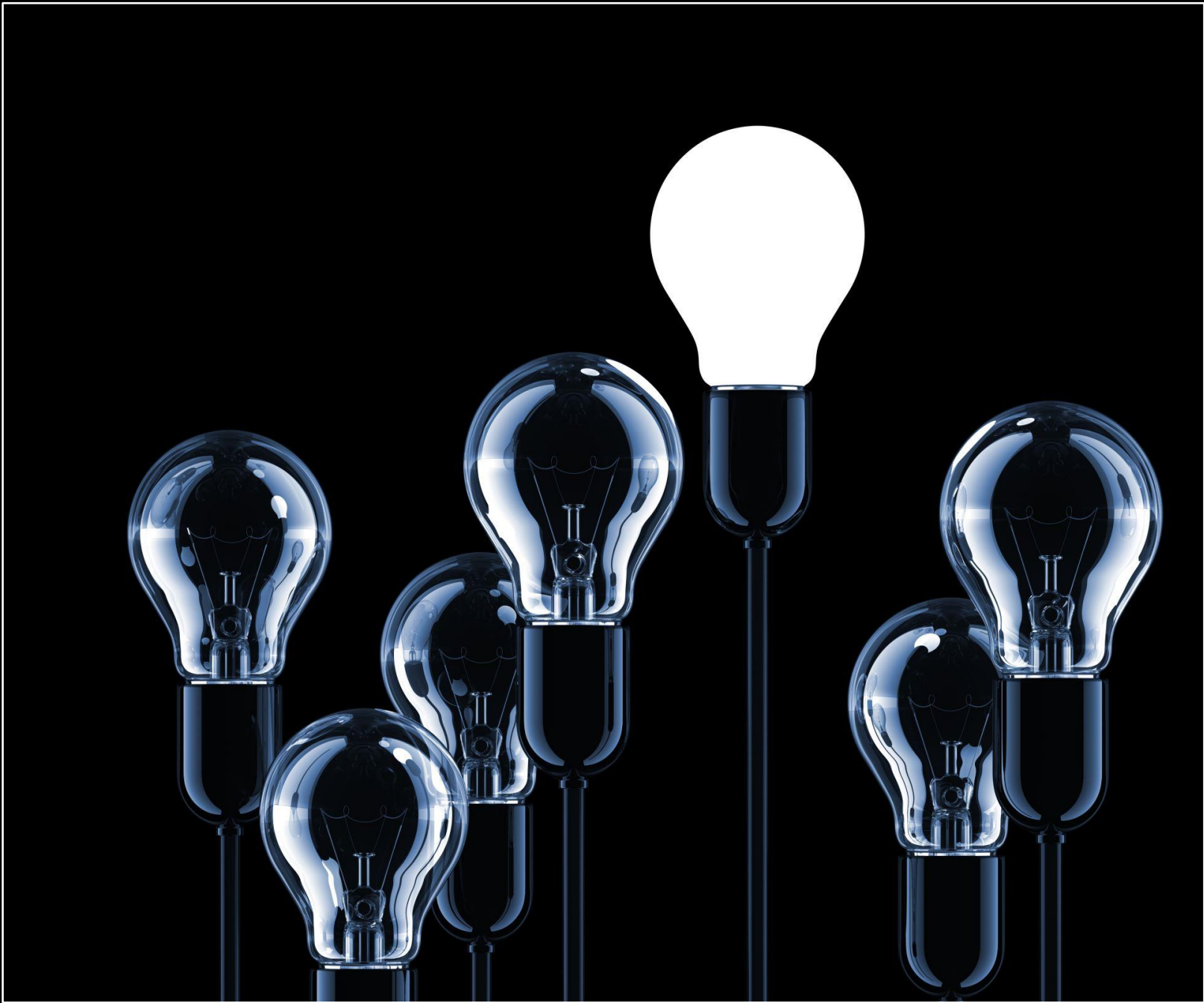
- Wash the dishes
- Refuel the car
- Cook lunch (specific dish)
- Organize a weekend trip for a group of friends

Take a cca five-minute presentation of your solution

Each of you must speak at least one minute



DISCUSSION



**THANK YOU
FOR YOUR
ATTENTION**

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