

# Welcome!

**THE SINGLE BIGGEST PROBLEM IN  
COMMUNICATION**

**IS THE ILLUSION IT HAS TAKEN PLACE**

**- GEORGE BERNARD SHAW**



Using all that jargon in your reports makes it hard for anyone to figure out what you've done.



I know

COME OVER  
HERE



HOW?





Dilbert.com DilbertCartoonist@gmail.com



5-29-12 © 2012 Scott Adams, Inc., Dist. by Universal Uclick





“What if, and I know this sounds kooky, we actually communicated with the employees?”



“Beasley, you’re a good communicator. Look down at the table and make eye contact for me.”

## Meeting Agenda

1. Chit Chat
2. Back Chat
3. Catty Chat







**"Before we continue, please explain the following acronyms: SEO, SEM, PPC, CRM and LOL."**





**“Let’s work on your communication style.”**



“Let’s begin our meeting. Everybody talk. Nobody listen.”

I will effectively  
communicate with others.

I will effectively  
communicate with others.

I will effectively  
communicate with others.





"Have you met Mr. Hand, the head of communications?"



MEOW

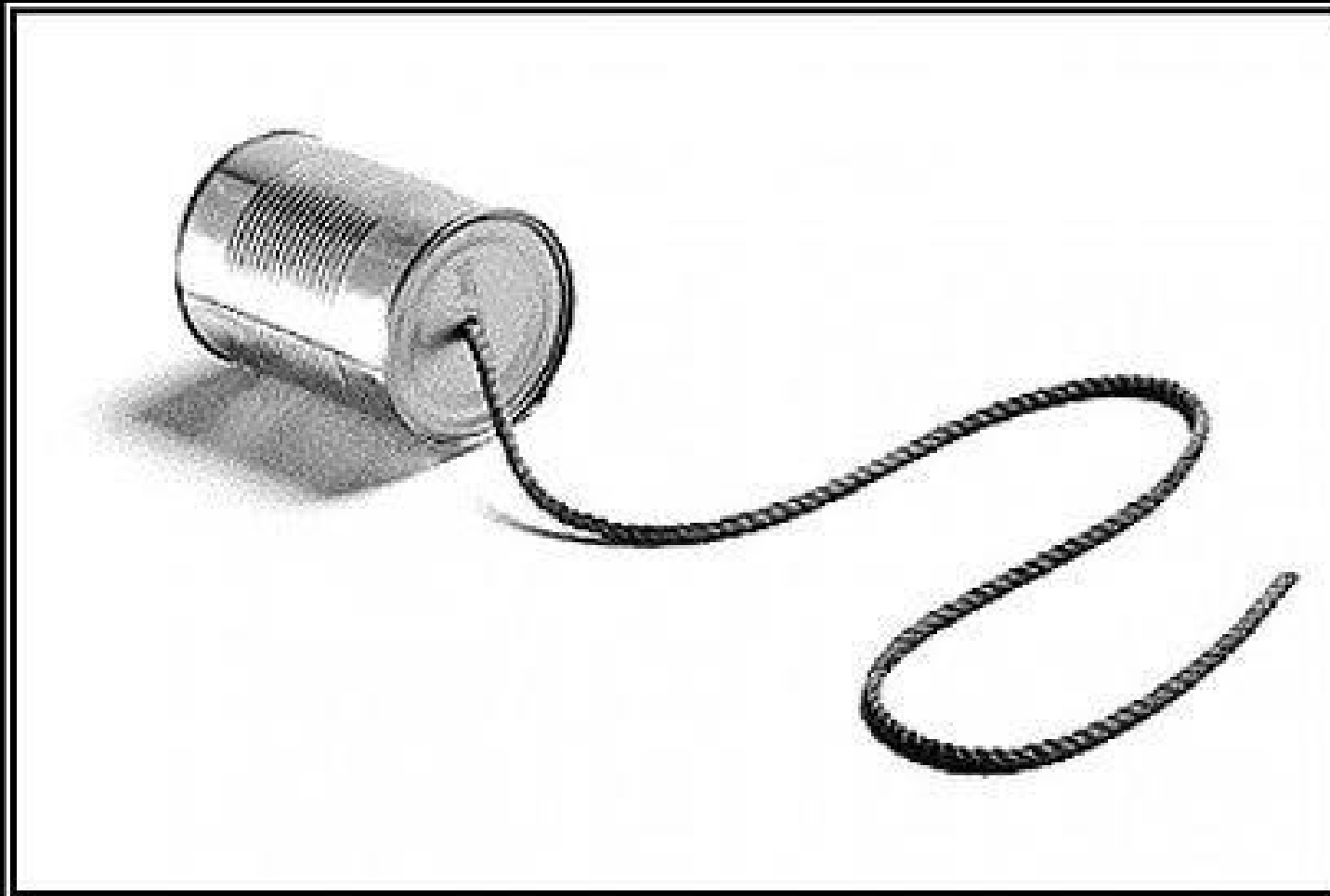
Does he realize how difficult he's coming across?

WOOF

I'm afraid you  
misunderstood.  
I said I'd like a mango.







# COMMUNICATION

It's best to pretend people are actually listening to you.

NEEDS ASSESSMENT...  
EMPOWERMENT...  
RURAL APPRAISAL...  
MAINSTREAMING...

I HAVE NO IDEA WHAT  
HE IS TALKING ABOUT..  
I JUST WANT TO HELP?

DO YOU  
EVEN HEAR THE  
WORDS I SAY?

THE ONES  
I LIKE.





"We're really more of a department."

**Science may never  
come up with a  
better  
office communication  
system than the  
coffee break.**

A black and white portrait of George Bernard Shaw, an elderly man with a full white beard and hair, wearing a dark suit jacket and a white shirt. He is looking slightly to the left of the camera with a thoughtful expression. The background is dark and out of focus.

**THE SINGLE BIGGEST PROBLEM IN  
COMMUNICATION**

**IS THE ILLUSION IT HAS TAKEN PLACE**

**- GEORGE BERNARD SHAW**



# Written Communication Activity Instructions

1. When instructed, turn the picture given to you.
2. Write out the instructions so that another participant can draw it.
3. You **MAY NOT** write what it is.
4. When done writing, turn the picture and write instructions over and wait for directions.

# Impact of Communication in the Workpla



97% of workers believe that communication impacts their tasks every day.



28% of employees cite poor communication as the reason for missed deadlines.\*



Miscommunication costs companies with 100 employees an average of \$420,000 annually.\*\*

# SKILLS FOR EFFECTIVE COMMUNICATION



Clarity of  
Message



Checking  
Understanding



Turn  
Taking



Choosing  
Right Method



Self-Awareness



Appropriate  
Para- & Non-Verbals

A black and white portrait of George Bernard Shaw, an elderly man with a full white beard and hair, wearing a dark suit jacket and a white shirt. He is looking slightly to the left of the camera with a thoughtful expression. The background is dark and out of focus.

**THE SINGLE BIGGEST PROBLEM IN  
COMMUNICATION**

**IS THE ILLUSION IT HAS TAKEN PLACE**

**- GEORGE BERNARD SHAW**

# WHODUN IT?

- VICTIM
- MURDERER
- WEAPON
- PLACE OF THE MURDER
- TIME OF THE MURDER
- MOTIVE

# GROUP COMMUNICATION TASKS

## TASK FUNCTIONS

- Begin the discussion
- Seek information/opinions
- Give information/opinions
- Ask others to clarify meaning
- Summarize
- Test for consensus



# GROUP COMMUNICATION TASKS

## Maintenance Functions

- Encourage everyone to participate
- Express group feelings
- Create harmony
- Ask others to change their minds
- Enforce the rules
- Evaluate what others say
- Minimize risk
- Keep on track

# MAINTENANCE FUNCTIONS

- Encourage everyone to participate – “Have we heard from
- Express group feelings – “Are the rest of you as confused
- Create harmony – “We’ll be more productive if everyone o
- Ask others to change their minds – “If we can show you...v  
convince you?”
- Enforce the rules – “We agreed to hear all clues first. Let’s
- Evaluate what others say – “That contradicts what ...said.
- Minimize risk – “I’d like to hear what you think.”
- Keep on track – “We were talking motive, but have drifted

# SKILLS FOR EFFECTIVE COMMUNICATION



Clarity of  
Message



Checking  
Understanding



Turn  
Taking



Choosing  
Right Method



Self-Awareness



Appropriate  
Para- & Non-Verbals

# NOW, WHAT ABOUT BACK AT WORK

Who is willing to share something they've learned today?

Answer honestly, how can you improve yourself?

- Written communications?
- Individual and/or group verbal communications?