

GROUP COMMUNICATION



Sun Devil Suggestions

Understanding Your Communication Style

Good communication skills require a high level of self-awareness. This will go a long way toward helping you to create good and lasting impressions on others.

There are three basic communication styles:

	Passive	Assertive	Aggressive
Definition	Communication style in which you put the rights of others before your own, minimizing your own self worth	Communication style in which you stand up for your rights while maintaining respect for the rights of others	Communication style in which you stand up for your rights but you violate the rights of others
Implications to Others	my feelings are not important, I don't matter, I think I'm inferior	we are both important, we both matter, I think we are equal	your feelings are not important, you don't matter, I think I'm superior
Verbal Styles	Apologetic, overly soft or tentative voice	I statements, firm voice	you statements, loud voice
Non-Verbal Styles	looking down or away, stooped posture, excessive head nodding	looking direct, relaxed posture, smooth and relaxed movements	staring, narrow eyes, tense, clenched fists, rigid posture, pointing fingers
Potential Consequences	lowered self esteem, anger at self, false feelings of inferiority, disrespect from others, pitied by others	higher self esteem, self respect, respect from others, respect of others	Guilt, anger from others, lowered self esteem, disrespect from others, feared by others

Communication and Conflict

- It is usually best that the individuals discuss their differences, rather than avoiding conflict.
- Focus on the issues, rather than blaming the character of the person.
- Adopt a win-win strategy that focuses on each individual's goals/outcomes

Listening

Make eye contact, focus on content, avoid emotional involvement or distractions, ask mental questions, do not interrupt or antagonize the speaker, and do not make assumptions.

Meeting Management

A meeting has to have: a Purpose, an Agenda, and a Timeframe. Also, you want to start on time, keep and send minutes, and stay focused.

E-mail, Memo and Voice Mail Best Practices

E-mail and memos: Be brief clear and to the point. State the context, the specific assignment or task, and the purpose. Then include supporting details. Last, conclude with a summary segment that presents your key points.

Voice Mail: Respond to calls within a day and include important information in your greeting, When leaving a message be brief, clear, and to the point. *State your name, the time and date, your company name, and why you're calling. *Say what you'd like the receiver to do. *Give a reason for the direction or request. *Say thank you!

Resources

Communication styles
<http://www.coachingleadershipstyle.com/communication-index.html>

Communication and Conflict
<http://www.abacon.com/commstudies/groups/conflict.html>

http://www.colorado.edu/conflict/peace/overlay_problems.htm

http://www.colorado.edu/conflict/peace/treating_overlays.htm

Sun Devil Suggestions Conflict Mediation

Listening
<http://www.positiveway.com/listening.htm>
<http://www.infoplease.com/home/work/listeningskills1.html>

Meeting management
<http://management.about.com/cs/people/a/MeetingMgt0601.htm>
http://www7.nationalacademies.org/COMMITTEES_CHAIR_ROLES/Mtg_Management.html

E-mail memo and voice mail best practices
http://owl.english.purdue.edu/handouts/pw/p_memo.html

And remember...Effective communication leads to effective relationships!