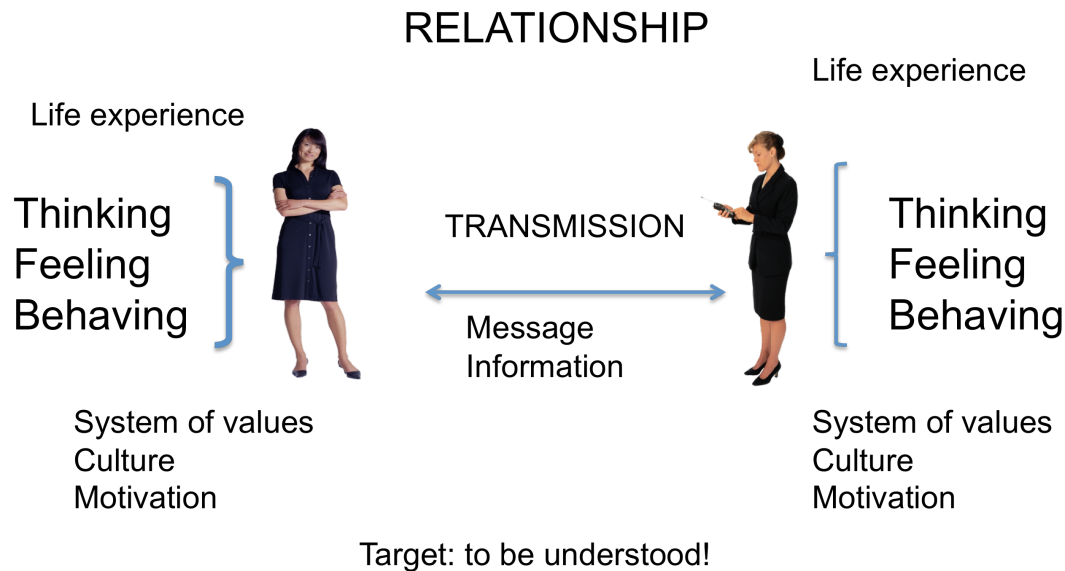


WHAT IS COMMUNICATION?



- The purpose of any communication is to pass the message, to make yourself understood.
- Communication is about exchange. It is **not** a one-way road.
- Communication starts with knowing yourself first. Why? Because: is your background, your personal context, the base to start any relationship. *Reflection*: How well you know yourself? Who you are? How you behave in different situation? What is specific to you and what you have in common with others? Are you behaving the same way when alone/one to one/ in groups? What is motivating you? Do you think other people understand you? Which ones? Why? When?
- You cannot control the other...you can do your best to connect and understand the world of the other in order to be able to express in common terms. Build a relationship.

Communication happens at three interconnected levels: biological, psychological (mental) and social.

Bio: In living creatures the main difference between plants and animals is the nervous system (NS). NS is a dynamic community of interconnected and interdependent cells that function together to determine how our **bodies and minds interact** with and **respond** to the **external and internal world – producing behaviour (including communication)**.

Why?

In order **to move** around in the environment and **act** accordingly to our needs because this is about **SURVIVAL...**

The brain collects internal info about our body systems that we are not aware of in order to set our external behavior. It is also collecting info from outside our body (through sensory systems) for the same reason: set our behavior accordingly to the situation.

Psychological: perception, memory, learning, language etc. Our identity, who we are is a product of our mind as well as perception, memory, language etc

Social: We are social animals, we live in communities, we evolved like this and we are influenced by social structures, rules and culture. Our identity is influenced by the society in which we were born/grew up.

Communication happens always in a context (remember the cow?), embedded in a certain situation or system:

- historical time, place, culture
- power relations
- subjectivity of individuals
- personal choice
- social pressure

Emotions:

- Happen at biological, mind and behavioral level.
- Evolutionary: they exist to help communication and dealing with life situation

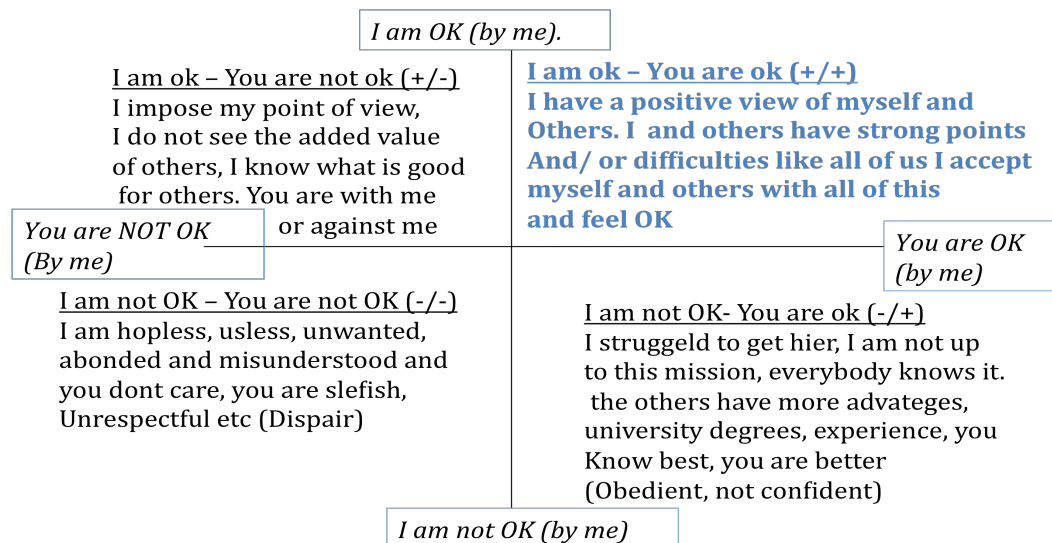
Basic emotions	Reason	Behavior
Fear	Danger	Protection
Anger	Obstacle	Change
Sadness	Loss	Comfort
Joy	Success	Party

Process Communication Model of Taibi Khaler

4 Channels of communication

- Requestive (asks question and gives answers, not very much about emotions more about opinions, thoughts and facts) – based on perception of thinking or opinions
- Directive (gives directions, decisive, straight to the point, invites to action)- based on perception of action – real or in the mind.
- Nurturative (supportive, understanding, empathy, about feelings and environment) – based on perception of emotions.
- Emotive (energetic, animated and colorful) – based on a perception of reactions.

TOOL: LIFE POSITION



Example:

You have an appointment with a client/collaborator. He/she is late 20 minutes and not announcing it.

Position: I am ok/you are OK

How I am going to draw his/her attention that punctuality is important for me and if we should work together this should not repeat. How can I explain this?

Position: I am OK/You are not OK (attacker)

I am not surprised he/she needs my help. I do not understand how this person can work!

Position: I am not OK/You are OK (drooper)

He/She's late. Probably he is not considering working with me anymore. What have I done wrong?

Position: I am not OK/ You are not OK (dispair)

It does not matter if it comes or not...I am not sure I could help him and I got the feeling he did not like me either....

Conflicts and communication

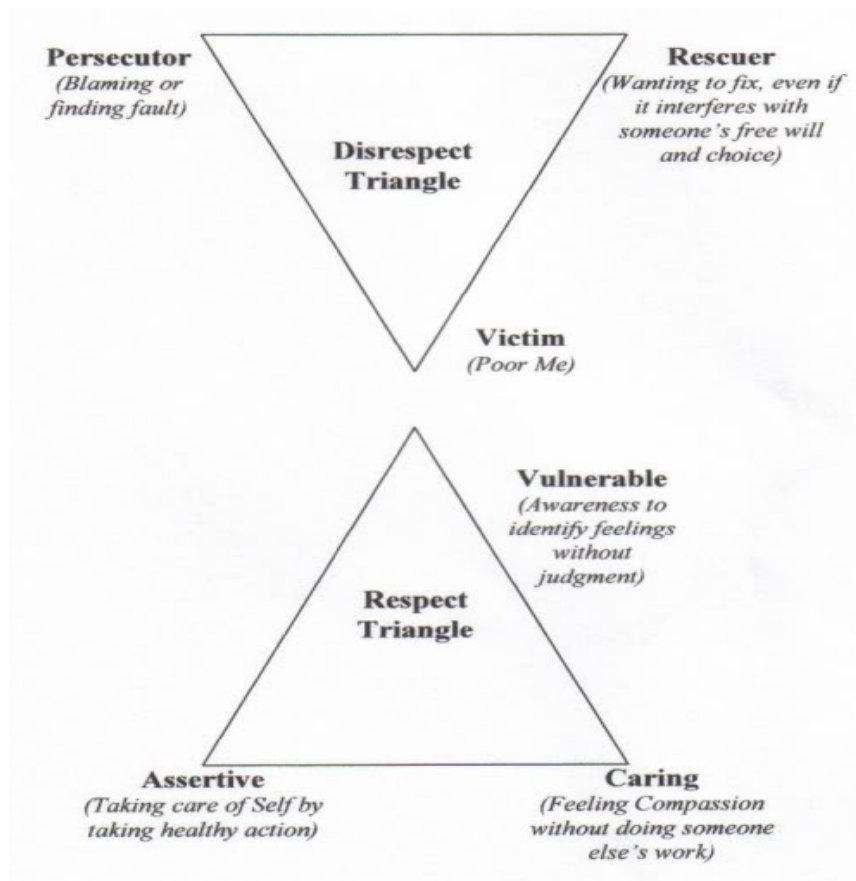
When a conflict arises, communication is influenced when a person is enter a stress sequence. Stress here is considered as a real or imaginary over demanding situation/request. This drives to change of communication patterns.

But, conflicts are part of communication, we should not be afraid of them. Conflicts are having a regulatory role when we use them wisely. The purpose, when conflicts arise, is to resolve it and not to enhance it and arrive to the point of no return!

What is the point of no return? In what kind of situation? What you can do to use a conflict situation in order to clarify the misunderstandings?

- Find common grounds
- Be open and not judgmental
- Talk to the other person on his communication channel, using different perception.
- One can be responsible for its own behavior/communication!!!

Karpman triangle



Model: Zoom In- Zoom out

Training Everyone communicates Few connect, 16th of May 2014 Luxembourg Handouts

Zoom in:

- The situation now and here
- Who is the person in front of me
- What is the subject of communication
- What is my objective in the communication

Zoom out:

- What is the general situation (work/home, casual/professional)
 - What is my relationship with the person in front (past, power relation, trust)
 - General context (Policy of the company, economic situation, emotional implication)
- General objectives (mine – person in front)

Good practices:

- Know yourself and be yourself
- There is not only one truth/view/perspective
- Use simple language, try other channels of communication
- Combine authenticity with appropriateness (communication is situated – time, persons, system etc)
- Use I statement
- Clarification, questions, make sure you understood the other or that the other understood you
- Show openness to others ideas, opinions, give feedback without being judgmental

“Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life.” Brian Tracy

Recommended Books:

Eric Berne: *Games People Play, What do you say after you say hello?*

Malcom Gladwell: *Blink*

Daniel Kahneman: *Thinking fast and slow*

Dale Carnegie: *How to win friends and influence people, The quick and easy way of effective speaking*

Gerard Collignon, Pascal Legrand, John Parr: *Parlez vous Personality?*

Paul Ekman: *Emotions revealed*

Small videos:

See the whole picture: <http://www.youtube.com/watch?v=E3h-T3KQNxU>

Empathy by Brené Brown: <https://www.youtube.com/watch?v=jz1g1SpD9Zo>