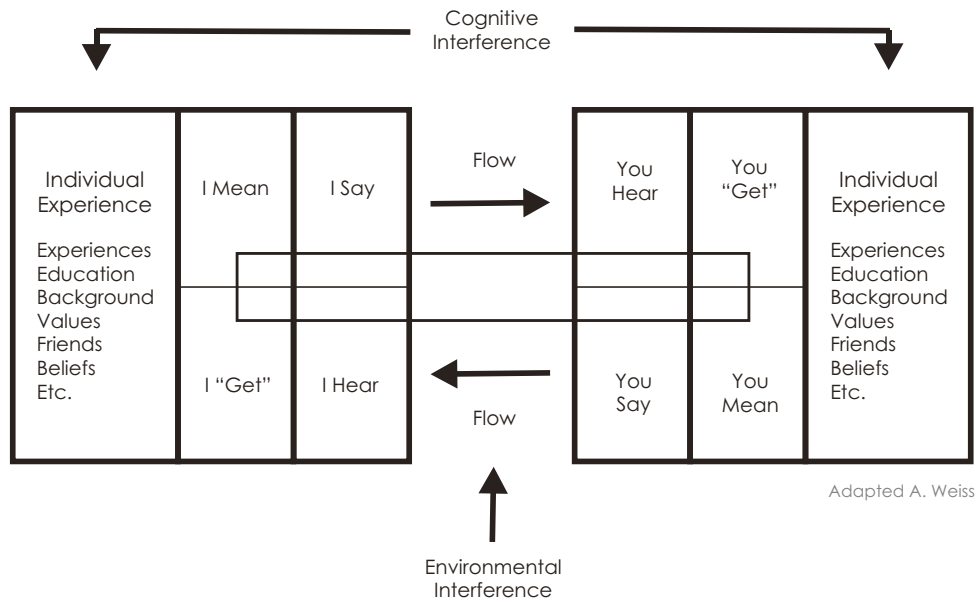


## Management Communication

Everyday you are faced with hundreds of communication opportunities with three different levels of people. First, your peers, second, your bosses and third, those people who you need to do things for you. How you respond in these interactions is crucial. These communications determine what works gets done, how quickly it gets done, how well it is performed and so forth. Just as importantly, these interactions determine how much you enjoy your work. In addition, you communicate with your customers and clients. Your communication determines your working relationship, and your working relationship determines your success. While communication may oftentimes appear obvious, it is not a simple process. In the figure below you can see that what I “mean” and what I “say” might be two different things. You can then see that what you “hear” and what you “get” might also be two different things.



The “mean” and the “get” are cognitive processes that require interpreting, analyzing occurs because our experiences, education, background and values are unique and we use these as filters to help us evaluate what we “mean” and “get.” We then assume the other person uses the same filter so that their “mean” and their “get” is equivalent to ours. Practically always however, we are wrong. There is also environmental interference caused by such things as noise, other people, the mode of communication and the setting. Everybody faces cognitive and environmental interference each and every day with the wide range of people they communicate with. However, you have tremendous influence of how others respond to you yet most people do not realise this or use this influence. You can almost always improve understanding and change the way others respond to you. The purpose of these management communication skills then is to understand and to be understood, and to help others respond to you differently. People can and will act differently to you if you know how to achieve this. This is the purpose of the Effective Management Communication approach.

### **The Effective Management Communication Skills are:**

#### **Coaching**

- Pinpointing
- Positive Feedback
- Guidance Feedback

#### **Listening Skills**

- Active Listening
- Wait-Time

#### **Assertion**

- Assertion
- Broken Record
- Fogging
- Negative Assertion