

Chapter 1 : Organizational communication - Wikipedia

Patterns of Communication in Communication / General Communication means transferring messages from one to another and it has several forms such as intrapersonal, interpersonal, group and mass communication.

Personal use only; commercial use is strictly prohibited for details see Privacy Policy and Legal Notice. It combines both language and nonverbal cues and is the meta-message that dictates how listeners receive and interpret verbal messages. Of the theoretical perspectives proposed to understand cultural variations in communication styles, the most widely cited one is the differentiation between high-context and low-context communication by Edward Hall, in Low-context communication is used predominantly in individualistic cultures and reflects an analytical thinking style, where most of the attention is given to specific, focal objects independent of the surrounding environment; high-context communication is used predominantly in collectivistic cultures and reflects a holistic thinking style, where the larger context is taken into consideration when evaluating an action or event. In low-context communication, most of the meaning is conveyed in the explicit verbal code, whereas in high-context communication, most of the information is either in the physical context or internalized in the person, with very little information given in the coded, explicit, transmitted part of the message. These stylistic differences can be attributed to the different language structures and compositional styles in different cultures, as many studies supporting the Sapir-Whorf hypothesis have shown. These stylistic differences can become, in turn, a major source of misunderstanding, distrust, and conflict in intercultural communication. Understanding differences in communication styles and where these differences come from allows us to revise the interpretive frameworks we tend to use to evaluate culturally different others and is a crucial step toward gaining a greater understanding of ourselves and others. The communication styles of an individual, which combine both verbal and nonverbal elements, are shaped and reshaped by shared cultural values, worldviews, norms, and thinking styles of the cultural group to which they belong. Needless to say, understanding the fundamental patterns of communication styles as well as the underlying systems of thought that give rise to them will help to reduce cultural barriers that hinder intercultural relationships and collaborations. This article begins by introducing major theoretical frameworks that have been used to describe culture. Next, fundamental patterns of communication styles will be introduced, along with a discussion of the relationship between culture and language. Finally, implications of cultural differences in communication styles will be discussed. Cultural Frameworks Culture has been defined in many ways. Some commonly applied definitions view culture as patterned ways of thinking, feeling, and reacting, common to a particular group of people and that are acquired and transmitted through the use of symbols. Others view culture as a function of interrelated systems that include the ecology e. It is fair to say that culture includes both objective and subjective elements. These interrelated systems do not dictate culture; rather, we can use them as a general framework to understand culture and its relation to individual and collective actions. A number of approaches have been used to describe and explain cultural differences. This article focuses on two approaches that are most widely accepted and relevant to our understanding of cultural variations in communication styles: Value can be defined as an enduring belief that a specific mode of conduct is socially preferable to an opposite or converse mode of conduct. Values form the basis for judging the desirability of some means or end of action. Dimensions of Cultural Values Based on a study of 88, IBM employees in 72 countries, between and , Hofstede identified four dimensions of cultural values: Later, Hofstede and Bond added a fifth dimension, dynamic Confucianism, with long-term orientation refers to future-oriented values such as persistence and thrift, whereas short-term orientation refers to past- and present-oriented values, such as respect for tradition and fulfilling social obligations. The individualism-collectivism dimension alone has inspired thousands of empirical studies examining cultural differences. More specifically, people in individualistic societies, such as the United States, Australia, New Zealand, South Africa, and most of the northern and western European countries, tend to emphasize individual rights, such as freedom, privacy, and autonomy. They tend to view themselves as unique and special, and are free to express their individual thoughts, opinions, and emotions. Individualists also value equality; they do

not differentiate between ingroups and outgroups, applying the same standards universally, also known as universalism. In comparison, people in collectivistic societies, such as most of Latin American, African, and Asian countries, and the Middle East, tend to view themselves as part of an interconnected social network. They emphasize the obligations they have toward their ingroup members, and are willing to sacrifice their individual needs and desires for the benefits of the group. They care about their relationships with ingroups, often by treating them differently than strangers or outgroup members, which is also known as particularism. In high power distance societies, such as many Latin American countries, most of African and Asian countries, and most countries in the Mediterranean area, people generally accept power as an integral part of the society. Hierarchy and power inequality are considered appropriate and beneficial. The superiors are expected to take care of the subordinates, and in exchange for that, the subordinates owe obedience, loyalty, and deference to them, much like the culture in the military. It is quite common in these cultures that the seniors or the superiors take precedence in seating, eating, walking, and speaking, whereas the juniors or the subordinates must wait and follow them to show proper respect. Similarly, the juniors and subordinates refrain from freely expressing their thoughts, opinions, and emotions, particularly negative ones, such as disagreements, doubts, anger, and so on. It is not surprising that, except for a couple of exceptions, such as France, most high power distance societies are also collectivistic societies. In contrast, in low power distance cultures, most of which are individualistic societies, people value equality and seek to minimize or eliminate various kinds of social and class inequalities. They value democracy, and juniors and subordinates are free to question or challenge authority. People from high uncertainty avoidance cultures, such as many Latin American cultures, Mediterranean cultures, and some European e. Deviation from these rules and standards is considered disruptive and undesirable. They also tend to avoid conflict, seek consensus, and take fewer risks. On the other hand, in low uncertainty avoidance cultures people are more comfortable with unstructured situations. Uncertainty and ambiguity are considered natural and necessary. They value creativity and individual choice, and are free to take risks. In masculine cultures, such as Mexico, Italy, Japan, and Australia, tough values, such as achievements, ambition, power, and assertiveness, are preferred over tender values, such as quality of life and compassion for the weak. In addition, gender roles are generally distinct and complementary, which means that men and women place separate roles in the society and are expected to differ in embracing these values. For example, men are expected to be assertive, tough, and focus on material success, whereas women are expected to be modest and tender, and to focus on improving the quality of life for the family. On the other hand, in feminine cultures, such as most of Scandinavian cultures, genders roles are fluid and flexible: Men and women do not necessarily have separate roles, and they can switch their jobs while taking care of the family. Not only do feminine societies care more about quality of life, service, and nurturance, but such tender values are embraced by both men and women in the society. Societies with a long-term orientation, such as most East Asian societies, embrace future-oriented virtues such as thrift, persistence, and perseverance, ordering relationships by status, and cultivating a sense of shame for falling short of collective expectations. In contrast, societies with a short-term orientation foster more present- or past-oriented virtues such as personal steadiness and stability, respect for tradition, and reciprocation of greetings, favors, and gifts. The Geography of Thought The cognitive approach views culture as a complex knowledge system. From this perspective, the key to understanding culture is to know the rules and scripts that guide action—how do people make sense of their communication environment, and how does this influence patterned action? By comparing the ecologies, economies, social structures, metaphysics, and epistemologies in ancient China and ancient Greece, Nisbett proposed a Geography of Thought theory to explain how Easterners and Westerners think differently and why. According to Nisbett, the ecology of ancient China consisted of primarily fertile plains, low mountains, and navigable rivers, which favored agriculture and made centralized control of society relatively easy. As agriculture required people to stay in the geographical region and collaborate with each other on tasks such as building an irrigation system that could not be achieved individually, complex social systems were needed to manage resources and coordinate efforts. The ecology of ancient Greece, however, consisted mostly of mountains descending to the sea, which favored hunting, herding, and fishing. These occupations required relatively little cooperation with others. Nor did they require living in the same stable community. Therefore,

Ancient Greeks were able to act on their own to a greater extent than ancient Chinese. In addition, the maritime location of ancient Greece made trading a lucrative occupation. The city-state also made it possible for intellectual rebels to leave a location and go to another one, maintaining the condition of a relatively free inquiry. As a result, ancient Greeks were in the habit of arguing with one another in the marketplace and debating one another in the political assembly. As less emphasis was placed on maintaining harmonious social relationships, the Greeks had the luxury of attending to objects and people without being overly constrained by their relations with other people. Over time, they developed a view of causality based on the properties of the object, rather than based on the larger environment. Hence, ancient Greeks were considered logical and analytical thinkers. Analytical thinking is field-independent. Analytical thinkers attend more to focal objects and specific details; what is going on in the environment is less important. They also tend to place focal elements into a cause-effect, linear, or sequential frame, assuming that there is a clearly definable cause leading to the observed effects. On the other hand, holistic thinking is field-dependent. Holistic thinkers tend to perceive events holistically or within a large context. They assume that there is a coherent whole and individual parts cannot be fully understood unless they are placed within the interdependent relationships. Metaphorically, whereas analytical thinkers view the world as a line, holistic thinkers view the world as a circle. To provide support for his theory, Nisbett and colleagues conducted a series of experiments to assess whether East Asians would differ from Americans in their attentional patterns. For example, in one of the experiments, they presented animated underwater scenes to two groups of participants, from the United States and Japan, respectively, with a mixture of active objects e. They found that a Japanese participants made more statements about contextual information and relationships than Americans did, and b Japanese participants recognized previously seen objects more accurately when they saw them in their original settings rather than in the novel settings, whereas this manipulation had relatively little effect on Americans. These findings provided substantial support for cognitive differences between Easterners and Westerners. Analytical thinkers also tend to be logical or polarized thinkers. They prefer logical arguments that apply the law of non-contradiction, which excludes the middle between being and non-beingâ€”something either exists or does not exist. A proposition can be weakened or falsified by demonstrating that it leads to a contradiction. In contrast, holistic thinkers tend to be dialectical thinkers. They prefer dialectical arguments that apply the principles of holism, which assumes that the world consists of opposing entities and forces that are connected in time and space as a whole. Since everything is connected, one entity cannot be fully understood unless we take into account how it affects and is affected by everything else. Unlike polarized or logical thinking that excludes the middle state, dialectical thinking seeks to reconcile opposing views by finding a middle ground. Dialectical thinkers accept grey areas, assuming that things constantly change. For example, Peng and Nisbett conducted a series of experiments and found that a dialectical thinking is reflected in Chinese folk wisdom, in that dialectical proverbs are more preferred by Chinese than by Americans; b in response to a conflict situation, a significantly greater percentage of Chinese participants prefer a dialectical resolution than Americans; and c when two apparently contradictory propositions were presented, Americans polarized their views, whereas Chinese accepted both propositions. High-Context and Low-Context Communication Cultures A communication style is the way people communicate with others verbally and nonverbally. Scholars have proposed different typologies for describing communication styles. Of the theoretical perspectives proposed to understand cultural variations in communication styles, the most widely cited is the differentiation between high-context and low-context communication by Edward Hall Bernstein hypothesizes that our speech patterns are conditioned by our social context. Restricted codes involve transmission of messages through verbal words and nonverbal intonation, facial features, gestures channels. They rely heavily on the hidden, implicit cues of the social context, such as interpersonal relationships, the physical and psychological environments, and other contextual cues. Code words used by doctors, engineers, prisoners, street gangs, or between family members and close friends are highly implicit in meaning and are known primarily to the members of such groups. Elaborated codes, on the other hand, involve the use of verbal amplifications, or rich and expressive language, in transmitting meaning, placing relatively little reliance on nonverbal and other contextual cues. The verbal channel is the dominant source of information for transmitting elaborated codes; context is not critical in

understanding elaborated codes. Although restricted and elaborated codes are universal styles of communication, according to Hall , cultures differ in the importance they place on words, and one communication style tends to be more predominant in one culture than another. Hall differentiated between high-context and low-context communication cultures and argued that low-context communication is used predominantly in individualistic cultures, whereas high-context communication is used predominantly in collectivistic cultures.

Chapter 2 : Top 5 Types of Communication Network (With Diagram)

The Five Communication Styles The Benefits of Understanding the Different Styles of Communication Learning to identify the different communication styles - and recognising which one we use most often in our daily interactions with friends, family and colleagues - is essential if we want to develop effective, assertive communication skills.

Others resent the low energy surrounding the submissive person and eventually give up trying to help them because their efforts are subtly or overtly rejected. The Manipulative Style This style is scheming, calculating and shrewd. Manipulative communicators are skilled at influencing or controlling others to their own advantage. Their spoken words hide an underlying message, of which the other person may be totally unaware. Behavioural Characteristics Controlling of others in an insidious way – for example, by sulking Asking indirectly for needs to be met Making others feel obliged or sorry for them. People on the Receiving end Feel Guilty Angry, irritated or annoyed Resentful Others feel they never know where they stand with a manipulative person and are annoyed at constantly having to try to work out what is going on. The Anxiety and Phobia Workbook. New Harbinger Publications, Inc. The Benefits of Understanding the Different Styles of Communication A good understanding of the five basic styles of communication will help you learn how to react most effectively when confronted with a difficult person. It will also help you recognise when you are not being assertive or not behaving in the most effective way. Remember, you always have a choice as to which communication style you use. Being assertive is usually the most effective, but other styles are, of course, necessary in certain situations – such as being submissive when under physical threat a mugging, hijacking etc. Good communication skills require a high level of self-awareness. Once you understand your own communication style, it is much easier to identify any shortcomings or areas which can be improved on, if you want to start communicating in a more assertive manner. It will help you diffuse anger, reduce guilt and build better relationships both personally and professionally. Remember the first rule of effective communication: The success of the communication is the responsibility of the communicator. This article was published on my website in July What do YOU Think? Share your wisdom with others Provide your communication hints and tips. Leave your comment here.

Chapter 3 : Understanding Dysfunctional Relationship Patterns in Your Family | Counseling Center

Examples and questions to consider when using and identifying one of the 9 major organizational patterns.

Research identifies communication as an essential building block of strong marital, parent-child, and sibling relationships. Family communication is the way verbal and non-verbal information is exchanged between family members Epstein et al. Communication involves the ability to pay attention to what others are thinking and feeling. In other words, an important part of communication is not just talking, but listening to what others have to say. Communication within the family is extremely important because it enables members to express their needs, wants, and concerns to each other. Open and honest communication creates an atmosphere that allows family members to express their differences as well as love and admiration for one another. It is through communication that family members are able to resolve the unavoidable problems that arise in all families. Just as effective communication is almost always found in strong, healthy families, poor communication is usually found in unhealthy family relationships. Marriage and family therapists often report that poor communication is a common complaint of families who are having difficulties. Poor communication is unclear and indirect. It can lead to numerous family problems, including excessive family conflict, ineffective problem solving, lack of intimacy, and weak emotional bonding. In fact, one researcher discovered that the more positively couples rated their communication, the more satisfied they were with their relationship five and a half years later Markman, Poor communication is also associated with an increased risk of divorce and marital separation and more behavioral problems in children. Instrumental and Affective Communication Communication can be divided into two different areas: Instrumental communication is the exchange of factual information that enables individuals to fulfill common family functions e. Affective communication is the way individual family members share their emotions with one another e. Some families function extremely well with instrumental communication, yet have great difficulty with affective communication. Healthy families are able to communicate well in both areas. Affective communication refers to how individual family members share their emotions with one another. Masked and Direct vs. Clear communication occurs when messages are spoken plainly and the content is easily understood by other family members. Masked communication occurs when the message is muddled or vague. Communication is direct if the person spoken to is the person for whom the message is intended. In contrast, communication is indirect if the message is not directed to the person for whom it is intended. Four Styles of Communication Epstein et al. Clear and Direct Communication Clear and direct communication is the most healthy form of communication and occurs when the message is stated plainly and directly to the appropriate family member. Masked and Direct Communication Masked and direct communication occurs when the content of the message is unclear, but directed to the appropriate family member. In unhealthy family relationships, communication tends to be very masked and indirect. An example of this type of communication might be the father stating, "The youth of today are very lazy. Families can improve their communication skills by following some suggestions for building effective family communication. Communicate Frequently One of the most difficult challenges facing families today is finding time to spend together. With our busy schedules, it is difficult to find sufficient time to spend with one another in meaningful conversation. It is extremely important for families to make time to communicate. Talk in the car; turn the TV off and eat dinner together; schedule informal or formal family meetings to talk about important issues that affect your family; and talk to your children at bedtime. There are many creative ways to make time to communicate with other family members. Communicate Clearly and Directly Healthy families communicate their thoughts and feelings in a clear and direct manner. This is especially important when attempting to resolve problems that arise between family members e. Indirect and vague communication will not only fail to resolve problems, but will also contribute to a lack of intimacy and emotional bonding between family members. Be An Active Listener An essential aspect of effective communication is listening to what others are saying. Being an active listener involves trying your best to understand the point of view of the other person. Whether you are listening to a spouse or a child, it is important to pay close attention to their verbal and non-verbal messages. For example, when listening to a

spouse or child, you should nod your head or say, "I understand," which conveys to the other person that you care about what he or she has to say. Another aspect of active listening is seeking clarification if you do not understand the other family member. This can be done by simply asking, "What did you mean when you said..? In order for effective communication to take place within families, individual family members must be open and honest with one another. This openness and honesty will set the stage for trusting relationships. Without trust, families cannot build strong relationships. Parents, especially, are responsible for providing a safe environment that allows family members to openly express their thoughts and feelings. This is especially true of young children. When communicating with young children, it is important for adults to listen carefully to what the children are saying without making unwarranted assumptions. It is also important to take into consideration the ages and maturity levels of children. Parents cannot communicate with children in the same way that they communicate with their spouse because the child may not be old enough to understand.

Pay Attention to Non-Verbal Messages In addition to carefully listening to what is being said, effective communicators also pay close attention to the non-verbal behaviors of other family members. For example, a spouse or child may say something verbally, but their facial expressions or body language may be telling you something completely different. In cases such as these, it is important to find out how the person is really feeling.

Be Positive While it is often necessary to address problems between family members, or to deal with negative situations, effective communication is primarily positive. Marital and family researchers have discovered that unhappy family relationships are often the result of negative communication patterns. In fact, John Gottman and his colleagues have found that satisfied married couples had five positive interactions to every one negative interaction. Couples who are very dissatisfied with their relationships typically engage in more negative interactions than positive. It is very important for family members to verbally compliment and encourage one another.

Focus on Family Strengths Communication is a key to successful family functioning. Researchers agree that clear, open, and frequent communication is a basic characteristic of a strong, healthy family. Families that communicate in healthy ways are more capable of problem-solving and tend to be more satisfied with their relationships.

Family Assessment Successful Healthy families periodically take inventory of their strengths and weaknesses and take steps to improve their home and family environment.

In Froma Walsh Eds. *Why marriages succeed or fail. Too much to do, too little time. Prediction of marital distress: Journal of Consulting and Clinical Psychology, 49, Marital communication in the eighties. Journal of Marriage and the Family, 52,* Reviewed by Novella Ruffin, Extension Specialist, Virginia State University Virginia Cooperative Extension materials are available for public use, reprint, or citation without further permission, provided the use includes credit to the author and to Virginia Cooperative Extension, Virginia Tech, and Virginia State University. Department of Agriculture cooperating.

Chapter 4 : 8 Simple Ways to Improve Team Communication

PASSIVE COMMUNICATION is a style in which individuals have developed a pattern of avoiding expressing their opinions or feelings, protecting their rights, and identifying and meeting their needs. As a result, passive individuals do.

You can begin to mindfully notice your own patterns in relationships to gain a better understanding of yourself, yourself in relation to someone you love, and how to avoid past relationship blunders in your current or future relationships. To begin the process of exploring your relationship patterns, take out a sheet of blank paper and divide it up into at least three columns more than that if there are more important relationships you would like to reflect upon. Place the name of each important past partner at the top of each column on your paper. Read through the following nine questions and answer each question as it relates to each past relationship. When you are finished look across the rows and begin to identify common themes or patterns. Also notice what is different, how you have changed, or how your current relationship looks in comparison to relationships from the past. When you become more aware of any common themes or patterns, you can become more alert to its recurrence in the present moment. This awareness allows you greater opportunities to make new and better choices as you move forward, if you so choose. Recognize that no matter what your patterns have been, nothing is set in stone. You have the opportunity to translate this self-knowledge into creating the type of relationship that you value in this present moment. Notice if you have met most of your past partners at work, at school, or through mutual friends. If you are currently single, noticing where you have met your past partners can give you a sense of the general environment that has proven most conducive to meeting your past partners. Or maybe you met your past partners at bars or clubs, and those relationships tended to be chaotic or problematic. The idea is simply to notice your patterns and decide if you would like to begin to build new ones. This might involve noticing who initiated contact, who showed interest in exploring a relationship, etc. When you begin to notice your own tendencies – perhaps as more aggressive or more passive – you can begin to make decisions about how you would like to continue or alter that pattern in the future. What qualities stood out to you when you first met? What qualities do you think you may have chosen consciously or otherwise to overlook? The things that we tend to pick up on and notice about other people usually say a great deal about ourselves, if only we will pay attention. Notice any common themes or patterns that emerge regarding these first impressions. Did they generally turn out to be somewhat accurate as you got to know the person better? Our initial attraction to another person says a great deal about ourselves as well. Do you find yourself generally attracted to physical qualities, personality traits, or common factors that you share? As you reflect upon what first attracted you to your past partners, take a moment to notice how this quality manifests itself or not within you. Do you tend to be attracted to others who have strengths that you do not believe you have yourself? Or do you find yourself attracted to others that remind you of yourself in some way? It is part of adopting a mature and realistic stance on relationships to recognize that giddy euphoric love is not something you can or perhaps, even should come to expect day in and day out of your relationship. What do these times all have in common or not? What is the significance or deeper meaning of those times? The things that we need and want in life change as we grow and the years pass. It is quite likely that if you were to meet one of your past boyfriends or girlfriends today, you would never consider having a relationship with them and vice versa! The idea is to recognize the ways in which we grow and change and be honest with ourselves about qualities that we truly need and want from others. It is quite possible that the very things you disliked about past partners is precisely what you are seeking in a current partner. For example, maybe you used to be afraid of stability and moved away from potential partners who tried to offer this to you, yet who you are today feels peaceful and happy with stability. Notice how your own likes and dislikes have changed over time and how they shape your current relationship wants and needs. In contrast, if you experience the best parts of relationships as being the times when you both feel truly committed to one another, then it is possible that these times may have lasted much longer. Again, the idea is simply to notice any potential patterns and be honest with yourself about what those patterns may mean. Do you find yourself to always be the one who gets left behind or the one who typically ends relationships? Ask yourself if you see any patterns

here and if you feel comfortable with those patterns continuing. Do you notice a pattern to leave relationships when you begin to feel yourself becoming vulnerable, when things feel too committed, or when you feel restless? Notice what themes emerge from how your past relationships have ended and recognize that if you dislike those patterns, you can begin to take steps in this present moment to prevent them from happening in the future. Ask yourself honestly if you feel that your past relationships are just thatâ€ in the past. As you reflect upon those relationships, do you feel that you have a clear sense of how they began, progressed, and ended, or do you feel an uneasy sense of lack of closure or resolution? It is worth considering that most relationships end for good reasons and that opening up or renewing relationships with past partners is often a risky or ill-fated decision although it can work for some people. Rather than engage in reminiscing about the past, why not take the knowledge you can glean from the past and put it to good use? If you are currently in an important romantic relationship, ask yourself how you can use this knowledge of your past relationships in a way that can benefit your current relationship. How can you take this self-knowledge and begin to create a healthy and mindful pattern in your current or future relationships? Your future patterns are up to you and are built upon the choices you make now. Examining old relationship patterns [Web log message]. I received my M. Some of my academic interests include:

Chapter 5 : Family Dynamics - Strong Bonds - Building Family Connections

Consensual. Families with a consensual type of communication value open conversation, but also conformity within the family unit, according to professor of communications Ascan F. Koerner, Ph.D., in the article "Family Communication Patterns Theory."

Communication is important in relationships. We need to talk openly and be good listeners. Most people can learn how to communicate more effectively. Share positive feelings about your partner with them. It is better to act early if you are having difficulties, rather than waiting for the situation to get worse. Good communication is an important part of all relationships and is an essential part of any healthy partnership. All relationships have ups and downs, but a healthy communication style can make it easier to deal with conflict, and build a stronger and healthier partnership. We often hear how important communication is, but not what it is and how we can use good communication in our relationships. By definition, communication is the transfer of information from one place to another. In relationships, communication allows you to explain to someone else what you are experiencing and what your needs are. The act of communicating not only helps to meet your needs, but it also helps you to be connected in your relationship. Communicating clearly in a relationship

Talk to each other. We need to communicate clearly to avoid misunderstandings that may cause hurt, anger, resentment or confusion. It takes two people to have a relationship and each person has different communication needs and styles. Couples need to find a way of communicating that suits their relationship. Healthy communication styles require practice and hard work, however communication will never be perfect all the time. Be clear when communicating with your partner, so that your message can be received and understood. Double check your understanding of what your partner is saying. When you talk to your partner, try to: If the issue you are having is not that important, sometimes let the issue go, or agree to disagree.

Non-verbal communication When we communicate, we can say a lot without speaking. Our body posture, tone of voice and the expressions on our face all convey a message. These non-verbal means of communicating can tell the other person how we feel about them. Notice whether your body language reflects what you are saying.

Listening and communication Listening is a very important part of effective communication. A good listener can encourage their partner to talk openly and honestly. Tips for good listening include:

Chapter 6 : 9 Questions to Identify Relationship Patterns - Mindfulness Muse

When you are finished look across the rows and begin to identify common themes or patterns. Also notice what is different, how you have changed, or how your current relationship looks in comparison to relationships from the past.

You want to help them bond and bounce ideas off each other? The good news is, it can be done! Communication “joining separate parts Teams within a business collaborate together on projects and tasks, with the aim of using different strengths within individual components. Your team is no different. Each member will be working on their individual projects, which when combined create the completed picture. By implementing an ongoing communication strategy throughout, the whole project will gel together seamlessly at the end. A well-oiled engine When communication is increased and developed, it is like pouring more oil onto that proverbial engine” it just glides along, with all the different bits slipping naturally into place. Understanding of the overall project is developed, productivity increases, projects are completed on time, continuity improves and results start to soar through the roof. So your business turnover will likely see an increase, but there are other benefits as well. Team members build trust in each other, strong bonds and a sense of loyalty to each other. All of this provides a safe, secure and pleasant working environment for your team, helping to increase efficient working practices. A report by AON demonstrates that when communication improves, so does employee engagement. When employees are engaged, they speak more positively about the organization, they stay longer, thus increasing retention rates, and are more motivated within their job role. Methods of communication Communication is more than just talking face-to-face, although this form of communication should never be neglected. However, individual people and projects may dictate different types of communication. Technology plays a big part of our communication toolbox and, when used effectively, can save time and help team members work more efficiently. Normally a combination of methods works well on most projects, but the key here is how to increase the overall communication across the whole team. By implementing a few simple strategies, you should start to see an increase in team interaction. Open door policy When everyone is shut behind closed doors, it creates an atmosphere of secrecy. This applies physically as well as psychologically. As outlined in an article on Forbes , by physically opening your door, or encouraging an open plan environment, you are clearly communicating that everybody is part of the same team. You are effectively removing the barriers. This also offers the team a message of transparency, an important concept for building trust and clarity. Your team should also know that they can come to you at any time for help and guidance, and that you encourage interaction between colleagues. The other positive with open door policy is that it encourages communication on a regular basis, rather than as a blast of communication as often seen in meetings. With an open door policy, the status of the project can be continually discussed, leading to issues resolved immediately. Waiting until a weekly meeting to address problems in one go is like pressing the button too many times in quick succession on your computer “eventually it reaches overload and crashes! Handing it back with a note to improve it is an example of poor communication at work. Knowing how to give detailed and constructive feedback comes into its own as a method of increasing team communications. Learn how to offer feedback that coaches your team members rather than creating extra boundaries. Although verbal feedback can be a positive experience for all, encouraging a two-way conversation that enables your team to self-evaluate, it is difficult to retain all the information this way. Make sure you back it up with a written record, whether via your task management system or individually. If you are using task management software, feedback is visible to all which can help increase the overall communication and productivity. Furthermore, using online feedback as a form of communication to virtual teams has been shown in a study in Small Group Research to increase performance, as well as increasing motivation and satisfaction. Clarity of roles and responsibilities Unclear instructions and miscommunications are the cause of many problems at the average workplace. If a team member is unsure exactly what is required of them, they are likely to flounder and not complete the task to the correct standards. By clarifying roles and responsibilities you are jumping the first hurdle to increasing communications. By using techniques such as Responsibility Chartering RACI accountability for each task is placed with the most

appropriate person, which helps to clarify conception, expectation and behavior of each different role. Build the team spirit If the team gets on well, they will automatically communicate better. Do you remember when you first joined a firm as a junior, standing awkwardly at the coffee machine, not knowing what to say to all your new colleagues? Even now, there are probably still a few people in the office who you just smile and say hello to in passing, without ever having a real conversation. Building a team spirit not only gives everyone the opportunity to get to know each other better, but helps to create an environment where everyone feels they have an investment in the outcome. According to team bonding specialists, Teambonding , this in turn improves communication channels. Just nurture situations where you can gather the troops in an informal social atmosphere. Meeting together socially gives the team a chance to relax together without the boundaries of the work environment. Or even better, an interdepartmental sports challenge can really bring your team together, as the competitive spirit drives them to work together. Use time wisely - Monday morning coffee time Coffee breaks seem to be randomly distributed within some companies, with different team members breaking at different times. The whole office downs tools and meets up in the canteen for a cuppa and a chinwag, providing the ideal opportunity for informal meetings and discussions. Coming together face-to-face in an informal situation provides the ideal environment for team members to relax and go over what they have been working on, and any issues they are facing. Of course, they do need down-time too, when they can forget about work for 10 minutes, but just being together and practicing the art of conversation as a group will often be enough to encourage the team to discuss work as well. Another option is to offer an extended break period once a week – Monday works well – where the second half of the break is purely for work based discussions. Training When it comes to communication, you should never overlook the virtues of training. Yes, training does take time, effort and money, but according to Warkentin and Beranek , improved interactions were achieved by teams that were given relative training. Communications training is often overlooked in this area, yet implementing this type of training helps improve the quality of work overall. Various courses are available to improve communication skills, aimed at improving ability to deliver your message, inform and persuade. All the basics are covered, including verbal, written, face-to-face, building relationships, giving presentations, presenting feedback and much more. Research published in PubMed demonstrates how communication skills courses improved inter-collegial communication, which although not obvious immediately after the course, became more pronounced 6 months after the course was completed. Use appropriate forms of communication Every project that comes through your office doors needs handling in an individual way, and the most effective communication stream should reflect that. If a particular task requires a hands-on approach, then you may need to instigate more face-to-face meetings to effectively communicate. Alternatively, your project may involve team members in different locations, and in-house meetings will not be viable. Emails have long since been one of the communication approaches of choice, but the problem with email is that your inbox can soon become full. This then creates a backlog of work, reading and sorting into appropriate files. Not only is this an inefficient use of time, but if the task is too daunting, it is easy to put it off. It is also not the most effective method of saving information, as necessitates searching through individual emails, even if they have previously been categorized into specific file locations. Work collaboration applications , on the other hand, makes communication online a breeze. Every task has its own home, which can be accessed by everyone on the team. Messages regarding individual tasks can be sent and received, and all the relevant information kept in the same place, where it matters. Communication becomes streamlined as the whole team knows exactly the situation on any task, at any given point. Online tools instead of meetings Did you know that the average team member spends over a quarter of their day in their inbox? That is a lot of lost productivity time, which is why more companies are turning to cloud-based work collaboration software. This type of software allows you to centralize whole projects in one place, allowing every member of the team to access the information quickly and easily. It eliminates the need for backwards and forwards emails, plus decreases the amount of meetings. As a manager you can quickly see the status of the project through progress reports, keep on top of any issues that arise, and monitor team interaction and communication. Your team can click on the status report, upload pertinent information, communicate directly with colleagues and so much more. The end result is better communication, saved time and increased productivity – a win-win all round!

DOWNLOAD PDF COMMUNICATION TO IDENTIFY PATTERNS.

In sum Whether you are working with a remote team, or in an office environment, good communication is an important factor to the success of any project. Therefore increasing effective communication should be high on the agenda of any business manager. All forms of communication should be encouraged but some methods will be more effective for certain projects. However, you can easily increase communication across the workplace by implementing some simple strategies, including: Increasing communication is great for business, but as with all things in life, always make it count. No BS, no sales pitch, one-click unsubscribe. Product Owner at Azendoo. I enjoy tech, building software, and football. You might also like.

Chapter 7 : Verbal Communication Styles and Culture - Oxford Research Encyclopedia of Communication

The Four Horsemen: Criticism, Contempt, Defensiveness, and Stonewalling Ellie Lisitsa // April 23, Being able to identify the Four Horsemen in your conflict discussions is a necessary first step to eliminating them and replacing them with healthy, productive communication patterns.

Perspectives[edit] Shockley-Zalabak identified the following two perspectives, essentially as ways of understanding the organizational communication process as a whole. These messages can include items such as newsletters or handbooks for a specific organization, that individuals can read to learn the policies and expectations for a certain company. These relationship functions are a key aspect to how individuals identify with a company and it helps them develop their sense of belonging which can greatly influence their quality of work. This approach is more concerned with what communication is instead of why and how it works, and message functions as well as message movement are not focused on as thoroughly in this perspective. Included in functional organizational communication research are statistical analyses such as surveys , text indexing, network mapping and behavior modeling. In the early s, the interpretive revolution took place in organizational communication. In addition to qualitative and quantitative research methodologies, there is also a third research approach called mixed methods. Its rationale postulates that the use of both qualitative and quantitative research provides a better and richer understanding of a research problem than either traditional research approach alone provides. There are more than fifteen mixed method design typologies that have been identified. Three of these types are sequential, meaning that one type of data collection and analysis happens before the other. The other three designs are concurrent, meaning both qualitative and quantitative data are collected at the same time. They then interpret how the qualitative data explains the quantitative data. Researchers begin with collecting qualitative data and analyzing it, then follow up by building on it through a quantitative research method. They use the results from qualitative data to form variables, instruments and interventions for quantitative surveys and questionnaires. Later, during the analysis phase, the mixing of the two methods takes place. Then, one of the two methods either qualitative or quantitative transforms into a support for the dominant method. Again, they are both collected during one phase. On the other hand, qualitative research is criticized for smaller sample sizes, possible researcher bias and a lack of generalizability. In its current state, the study of organizational communication is open methodologically, with research from post-positive , interpretive , critical , postmodern , and discursive paradigms being published regularly. Organizational communication scholarship appears in a number of communication journals including but not limited to Management Communication Quarterly , Journal of Applied Communication Research , Communication Monographs , Academy of Management Journal , Communication Studies , and Southern Communication Journal. Current research topics[edit] In some circles, the field of organizational communication has moved from acceptance of mechanistic models e. Currently, some topics of research and theory in the field are: When does an organization become an other thing s? Can one organization "house" another? Are different narratives purposively invoked to achieve specific outcomes, or are there specific roles of "organizational storyteller"? If so, are stories told by the storyteller received differently from those told by others in the organization? To what extent do we consist of the organizations to which we belong? Interrelatedness of organizational experiences, e. Do taken-for-granted organizational practices work to fortify the dominant hegemonic narrative? Do status changes in an organization e. Are there criteria employed by organizational members to differentiate between "legitimate" i. When are they successful, and what do we mean by "successful" when there are "pretenders" or "usurpers" who employ these communicative means?

Chapter 8 : WRKDEV - Lesson 3

Group communication is both a science and an art. Behavioral scientists and management theorists have attempted to discern patterns in group communication and prescribe methods of increasing.

Understanding Dysfunctional Relationship Patterns. However, many find that they experience similar problems, as well as similar feelings and relationship patterns, long after they have left the family environment. Ideally, children grow up in family environments which help them feel worthwhile and valuable. They learn that their feelings and needs are important and can be expressed. Children growing up in such supportive environments are likely to form healthy, open relationships in adulthood. Children growing up in such families are likely to develop low self esteem and feel that their needs are not important or perhaps should not be taken seriously by others. As a result, they may form unsatisfying relationships as adults.

Types Of Dysfunctional Families The following are some examples of patterns that frequently occur in dysfunctional families. One or both parents have addictions or compulsions e. One or both parents use the threat or application of physical violence as the primary means of control. Children may have to witness violence, may be forced to participate in punishing siblings, or may live in fear of explosive outbursts. One or both parents are unable to provide, or threaten to withdraw, financial or basic physical care for their children. Similarly, one or both parents fail to provide their children with adequate emotional support. One or both parents exert a strong authoritarian control over the children. Often these families rigidly adhere to a particular belief religious, political, financial, personal. Compliance with role expectations and with rules is expected without any flexibility. There is a great deal of variability in how often dysfunctional interactions and behaviors occur in families, and in the kinds and the severity of their dysfunction. Be forced to take sides in conflicts between parents. Be ignored, discounted, or criticized for their feelings and thoughts. Have parents that are inappropriately intrusive, overly involved and protective. Have parents that are inappropriately distant and uninvolved with their children. Have excessive structure and demands placed on their time, choice of friends, or behavior; or conversely, receive no guidelines or structure. Experience rejection or preferential treatment. Be restricted from full and direct communication with other family members. Be allowed or encouraged to use drugs or alcohol. Be locked out of the house. Be slapped, hit, scratched, punched, or kicked. Later as adults, these people may find it difficult to trust the behaviors and words of others, their own judgements and actions, or their own senses of selfworth. Not surprisingly, they may experience problems in their academic work, their relationships, and in their very identities. But that permission can come only from you. Like most people, parents in dysfunctional families often feel threatened by changes in their children. Change begins with you. Some specific things you can do include: Identify painful or difficult experiences that happened during your childhood. Make a list of your behaviors, beliefs, etc. Next to each item on the list, write down the behavior, belief, etc. Pick one item on your list and begin practicing the alternate behavior or belief. Choose the easiest item first. Once you are able to do the alternate behavior more often than the original, pick another item on the list and practice changing it, too. Special Considerations As you make changes, keep in mind the following: Stop trying to be perfect. You do not have the power to make others change. Set clear limits e. Recognize that when you stop behaving the way you used to, even for a short time, there may be adverse reactions from your family or friends. Anticipate what the reactions will be e. Changes may be slow and gradual; however, as you continue to practice new and healthier behaviors, they will begin to become part of your day to day living.

Simon and Schuster, The Counseling Center has several other self-help brochures that may be particularly helpful: The Counseling Center also offers free workshops related to these issues. Call the Counseling Center at for more information. The Counseling Center also provides group and individual counseling, and referral to other campus and community resources. For more information or to schedule an appointment to explore and assess what may be most helpful for you, call the Counseling Center at Appointments are strictly confidential and pre-paid through your Health Service Fee.

Chapter 9 : Patterns of Communication

Whether you're speaking with your boss, a small sales meeting, your employees or an audience of thousands, matching your communication styles to the folks you need to hear your words is an.

Resources Family Dynamics Family dynamics are the patterns of relating, or interactions, between family members. Each family system and its dynamics are unique, although there are some common patterns. All families have some helpful and some unhelpful dynamics. Even where there is little or no present contact with family, a young person will have been influenced by dynamics in earlier years. Family dynamics often have a strong influence on the way young people see themselves, others and the world, and influence their relationships, behaviours and their wellbeing. Exploring family dynamics with a young person helps you to understand their behaviour and difficulties in context and enables more effective interventions. Family dynamics include family alignments, hierarchies, roles, ascribed characteristics and patterns of interactions within a family. Where possible, use a strengths-based approach when exploring family dynamics, and identify strengths or ways a pattern serves those involved. Also identify patterns that are problematic and may need to be challenged. How did you react? Do you always react that way? The history of the problem is explored, in order to understand what has caused the problem and identify what is needed deficit in order for a person to move forward. Both A and B are seen to exist in the context of a relationship, in which each influences the other the dynamics of the relationship. Understanding problems requires the assessment of patterns of interactions, with an emphasis on what is happening, rather than why. This approach emphasises the bi-directional nature of relationships, and moves away from blaming one person for the dynamic with the exception of abusive relationships, where responsibility is clearly placed with the perpetrator. Symptomatic behaviour is seen as arising out of the inter-related behaviour of all family members. What influences family dynamics? Some of the many influences on family dynamics include: This means that where there are two different theories or ideas or stories about what has happened, there is no requirement to reject one, but instead to see both as two sides of the one coin. One cannot exist without the other, and one gives meaning and contrast to the other. When talking to a young person about their family dynamics, it is important to keep in mind that other family members may hold different perspectives and interpretations of events and behaviours. The meaning given to behaviour is the personal truth for someone, and not the true meaning. Understanding the patterns that are maintaining the problem, including the patterns of communication and language used to discuss the problem, allows the worker to challenge perceptions of events. In most cases, family members have underlying goodwill to work on family problems, although they may not know how. Workers can harness this goodwill and use it to facilitate positive change in the family system. Strengths-based practice, which arises from the Family Systems Theory tradition, aims to bring strengths of individuals and family systems into therapeutic awareness. For example, it may involve exploring how a behaviour or dynamic may be adaptive or functional within the family system, or may involve reclaiming a particular behaviour in a positive light. This approach facilitates change and growth by building self-confidence, optimism, motivation and a sense of empowerment. A strengths-based approach helps a client to identify their coping capacities and strengths to build a reality in which they are able to cope more effectively. These roles may be the result of family dynamics. The way that people behave and interact in their roles may not be a result of conscious choice. Some of the more common roles that young people take on in a family include: Their behaviour may be in response to their unconscious anxiety about family breakdown. This role may lead them to stay as a child in their family rather than to move towards age-appropriate independence. One of the early family systems theorists, Minuchin, identified that the negotiation of spouse stresses through the child serves to maintain the spouse subsystem in "illusory harmony". Spouses may reinforce deviant behaviour in a child in order to allow them to avoid addressing their own relationship difficulties, thereby keeping the family together. If the purpose or function of their behaviour is understood within the context of family dynamics, the young person can be supported to cope in less detrimental ways. The young person will benefit greatly from a worker who will assist them to identify their strengths and emphasise the value of their attributes. Family structural issues

Families also form alignments closer connections and hierarchies positions of power , which may or may not serve the young person well. For example, families may form alignments across gender, or one parent may align with and have a closer relationship with a child than with their partner, including sharing secrets from the other parent. Parents should share the power in a family and support each other in decision-making and appropriate discipline of children. There are times when instead a child carries the power in the family, for example, where there is conflict between parents, or when parents are busy or non-effective in their boundaries with the child. Families and Family Therapy.