



MASARYK UNIVERSITY
FACULTY OF ECONOMICS
AND ADMINISTRATION

Introduction.

Requirements, Communication processes

Jan Řezáč

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Today

- Introduction
- Course requirements
- Your input
- Bonus topic: The Humble Inquiry



What will you study here?

- Communication processes
- Basic communication skills
- Assertiveness and its significance
- Effective presentation
- Personality communication types
- Negotiating

Practice > Listening



Contacts

- Regarding seminars (attendance, tasks), please contact ms Kucharova
- Regarding lectures (theory, topics), please write me: 216776@mail.muni.cz
- For official matters, we prefer email. My contact hours are the Mondays right after we have lectures.
- Lecture ends at 17:50



Course requirements

- Lectures are NOT mandatory
- Seminars ARE mandatory. There is one absence allowed.
- Short presentation at one of the seminars
- Final test (probably last week of the course)

Basic theory

- Important is both How and What we communicate
- We will discuss both verbal and non-verbal communication
- Communication is not only transfer of knowledge, but a social interaction

Structure of an Interaction

- Intention of the speaker
- How speaker understands what she is saying
- Content of the interaction
- How listener understands what was said
- Impact on the listener



First activity

- Your task – to tell an example of
 - Your efficient communication,
 - Or a misscommunication

- 90-120 seconds

- You do not want to describe, you want to impress your audience.



The Humble Inquiry I.

- *Humble (humility)* - the quality of having a modest or low view of one's importance.
- *Inquiry* – Seeking or request for truth, information or knowledge
- Humble Inquiry is asking questions to which you do not already know the answer, of building a relationship based on curiosity and interest in the other person.

The Humble Inquiry II.

- The issue: *We value task accomplishment over relationship building.*
- Consequence: *Upward communication is faulty. Subordinates know lots of things that would make the place work better or safer that they for various reasons withhold.*
- We fail to notice how often even our questions are just another form of telling—rhetorical or just testing whether what we think is right.



The Humble Inquiry III.: Are your questions good questions?

❑ Telling puts the other person down. It implies that the other person does not already know what we are telling and that the other person ought to know it.

- honest,
- open,
- vulnerable,
- curiosity-driven



- leading,
- rhetorical,
- embarrassing,
- statements in the form of questions

The Humble Inquiry practice:

- Identify a (business) problem on which to focus
- **Take 2 minutes to write down a problem** you own. It should be a condition you are comfortable talking about candidly in a small group here.
- If it is a complex problem, for the purposes of this practice session, consider scaling down your focus to one portion of the problem.



The Humble Inquiry practice

- Problem Owner --> Uses questions asked to begin to better grasp the Situation.
- Questioner --> Practices Inquiry only to support the Problem Owner with grasping the Situation.
- 5 minutes: Problem Owner briefly describes the problem / condition for which s/he has responsibility to improve.
- 7 minutes: Questioner Practices Inquiry – asking questions only





Your input

- Questions about this lesson.

- Suggestions for next lessons.





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Thank you for your attention

