

# Effective team communication

# DISCUSS in groups

What is the communication?

*„If we want to communicate successfully with others, we must realize that everyone looks at the world through different eyes. When we realize it, communication with others will go more smoothly.“ Anthony Robbins*



# *communication axioms*

*axiom is called the fundamental and challenging proposition.*

- You can not communicate
- Every communication has a content and an expression of respect for someone / something
- Communication is not the same as speaking
- The communication is observable only part of the human personality

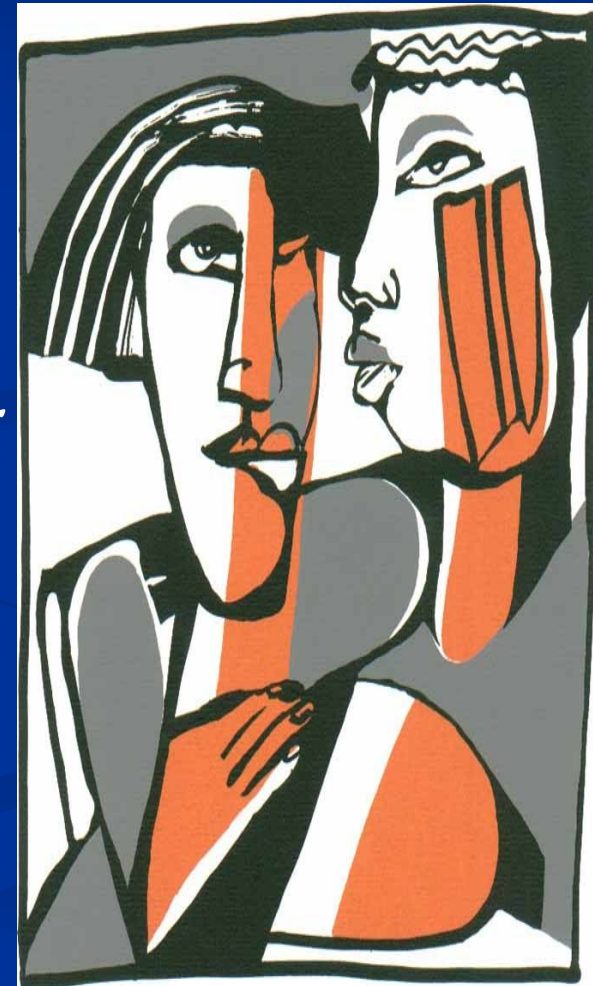
# DISCUSS in groups

What is the effective team communication?

- We will learn more about ourself and others.
- Let others know that we understand them.
- We learn about the world around us.
- We share with others about their experiences, their feelings and opinions.
- We find out what others think about us.
- We know the immediacy of response
- We find how to adapt to partners
- We can be of interest to others
- We can be humorous
- We know balanced communication =
  - Do not include the second excess of requirements
  - Do not include too much criticism of the second
  - Do not overdo disappointment
- We can use open, uniform, positive and development communication

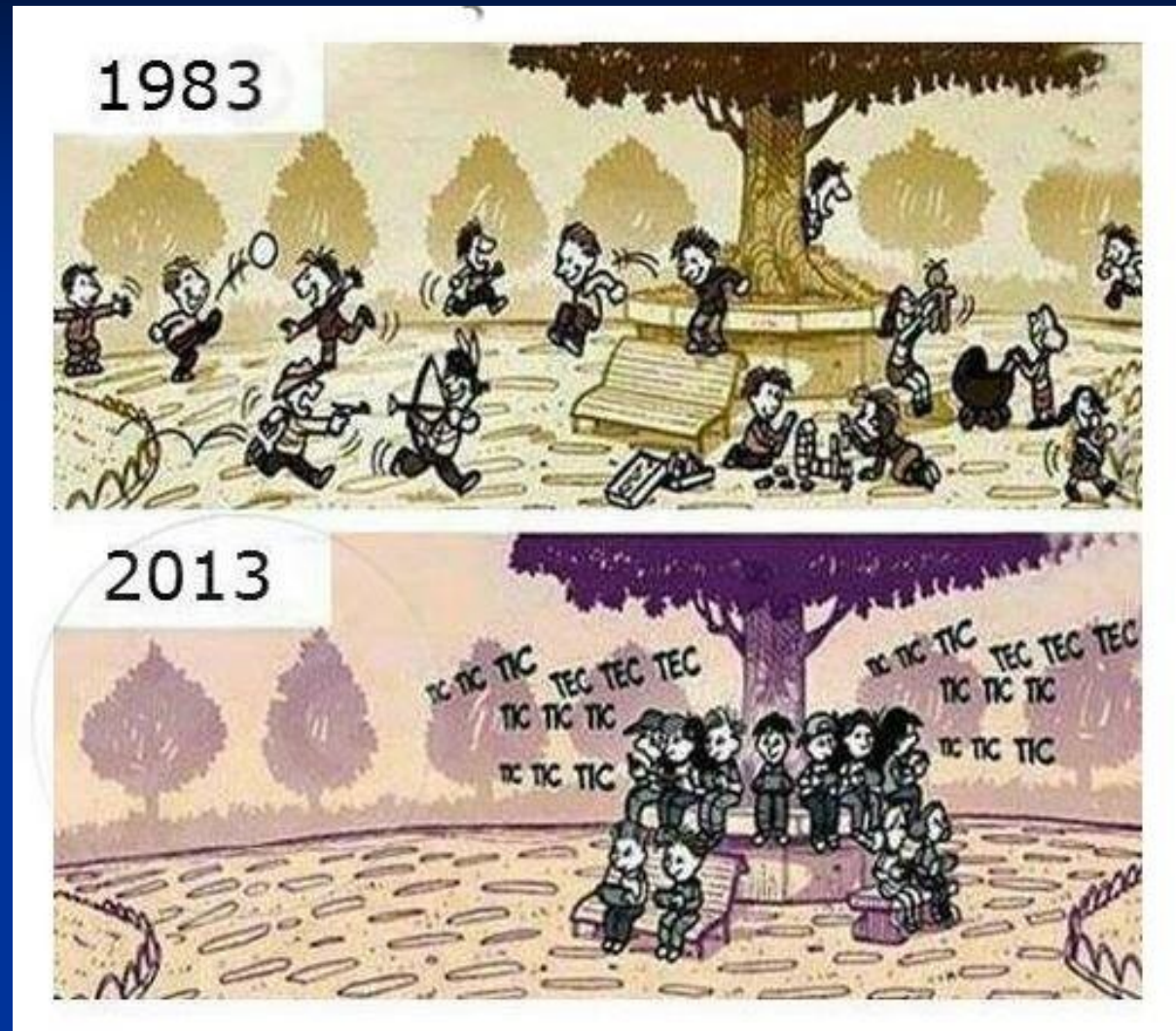
# *effective communication skills*

- *art of listening and communication*
- *art of perception and attention*
- *art of asking*
- *art of giving instructions*
- *art of being silent*
- *art of promoting and persuading*
- *art of respecting people*
- *art of understanding*
- *art of good feedback*
- *art of solving conflicts*
- *art of constructive criticism*



# Communications are motivated:

- needs that we satisfy through communication.
- eg .: the need for social interaction / communication of my feelings, etc.



External factors and requirements that motivate us to communicate that we have fulfilled.



time for break

# „Test of needs“

- F. Bělohávek, 2000:



## Three questions

How did you arrange?

How did you pass on information?

What was in your group complicated?



# Basic forms of communication:

- **Verbal** – is a written or spoken speech communication..
- **Nonverbal** – has two types
  - gestures, facial expressions, proxemics (distance communication), posturology (posture), views, haptics (touch).
  - height of voice, voice tone and color, phasing, volume, fluency, verbal fillers.

# **BUT people perceive on the first impression**

- 55% – our appearance
- 38% – body language
- 7% – content of the communication

**At first we:**

- Look at the person
- Evaluate the person
- After that we listen to him



**Example – research of TV news - Lucie Borhyová  
(clothes, than what she did, than what she said)**

# The most common barriers to effective communication



- External barriers (influence area):

- Physical area
- Social area

- Internal barriers :

- Individuals and physiological
- Relationships
- Psychic
- Semantic

**Tell concrete examples**

# *What we can do when the effective communication does not work*



Whom is the problem?

To whom does  
the problem belong?

Before we decide, which is the best way how to react to a problem in communication with each other, we must know who has the problem.

There are situations in which the existing problem is not us, but someone different. Therefore our response to such a problem must be different from the situation when the problems is ours.



In order to determine whom the problem is, we need to answer three questions :

- *Who has the problem with whom?*
- *Who didn't achieve what you want?*
- *Does this problem affect the rights and obligations?*





# *Different communication strategies*

If the problem belongs to others, I can:

- To listen to them actively.
- Help with finding alternatives to solve the problem.
- Do nothing and allow them to solve the problem themselves.

If the problem belongs to me, it is my responsibility to speak, and then I have the following options:

- Use I-message (I-statements)
- Ask for an active solution to the problem.
- Assertively request a change in behavior that disrupts my needs

*art of listening and communication*

## *4 levels of listening*

1. cosmetic
2. conversational
3. active
4. deep



## *4 levels of hearing*

1. factual ear
2. self-manifested ear
3. prompt ear
4. relationship ear

Shulz von Thun  
theory

# *Principles responsive listening*

1. Let's listen attentively and actively.
2. Let's listen to the feelings.
3. Don't speak without asking permission.
4. Let's use open questions and answers
5. Let's provide feedback
6. Let's avoid of the communication blocks

# Communication blocks

- **Misunderstanding** the feelings of someone who tells us something and we suspended him his reaction to his statement

small game about it

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# *I-message*

*Expression of feeling , needs and then draft a constructive solution*

- Describe a behavior that bothers me
- Expression of feelings in me evoked by this behavior
- Expression of specific reasons why I feel this way
- Offer to (alternative) solutions

# Example: *I-message*

- When (describe the behavior) ...
  - I feel (my feeling is) ...
  - Because (specific causation) ...
  - I wish you ... or
- (How we can solve this problem?)
- 

- *When you don't tell me that you will be late for a meeting, I'm worry about you,*
- *Because I'm afraid that something has happened to you*
- *I would like you to call me, if you can't come on time.*



# method - I'message

Your school-neighbor will now be the person you have a problem.

- Use the form I'message, as if it were the person that is affected
- Do not discuss the situation, just keep trying to form I'message
- Speak only about their feelings and reactions, what would you do.

# Effective communication is based on intelligible communication

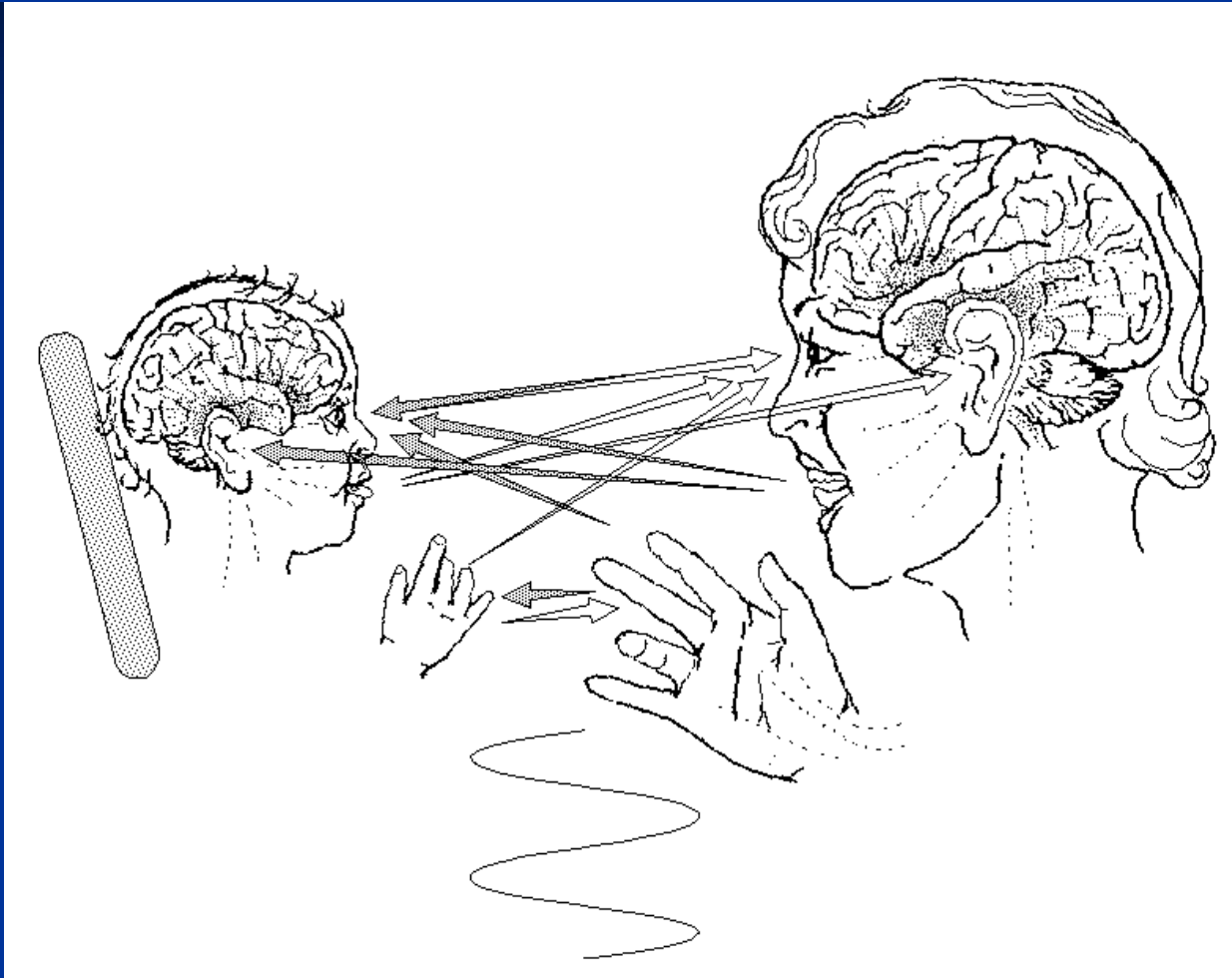
- Verbal and non-verbal communication must express the same things.
- Use pronouns in the first person singular
- Ask for feedback
- Describe the behavior of others without judging or criticizing.
- Describe own feelings as thoroughly and accurately as possible.

*art of perception and attention*

*Ability to communicate begins  
attention to the people.  
Begins the relentless  
attention fasting, during  
which one forgets himself..*

Vladimír Lvovič Levi

# Primary intersubjectivity - period of "protoconversation"



Emotions are mutually communicated and transmitted

*Telling and listening stories = that's how human beings learn.*

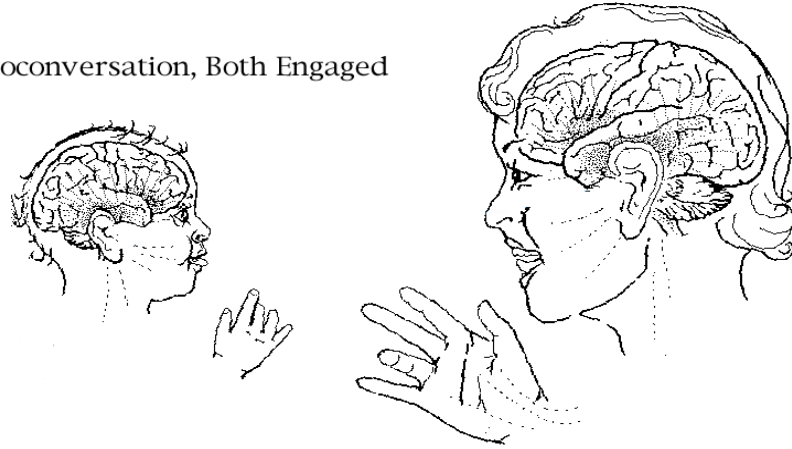
# Perception and paying attention as the basis for successful communication

- In the interaction, we can't communicate effectively without the other's perception and attention to him.
- perception and attention = **sense and realize**
- **motives and feelings** of another, that it moves forward
- We also realize that we ourselves are being watched by others

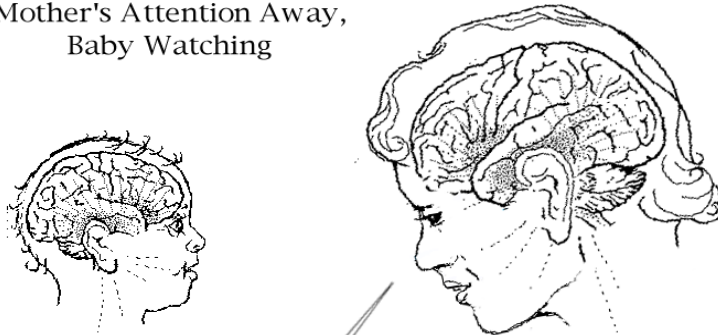
*INTERSUBJECTIVIT*, = if mutually interacting motivated entities that favor mutual understanding (Prof. Colwyn Trevarthen University of Edinburgh)

# Sahring interests

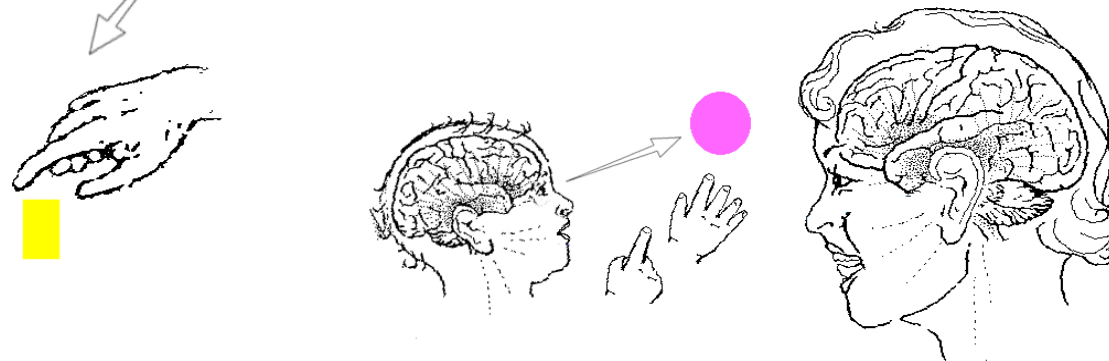
A Protoconversation, Both Engaged



B Mother's Attention Away, Baby Watching



C Baby's Pointing or Reaching to Ball, Mother Watching



# Secondary intersubjectivity

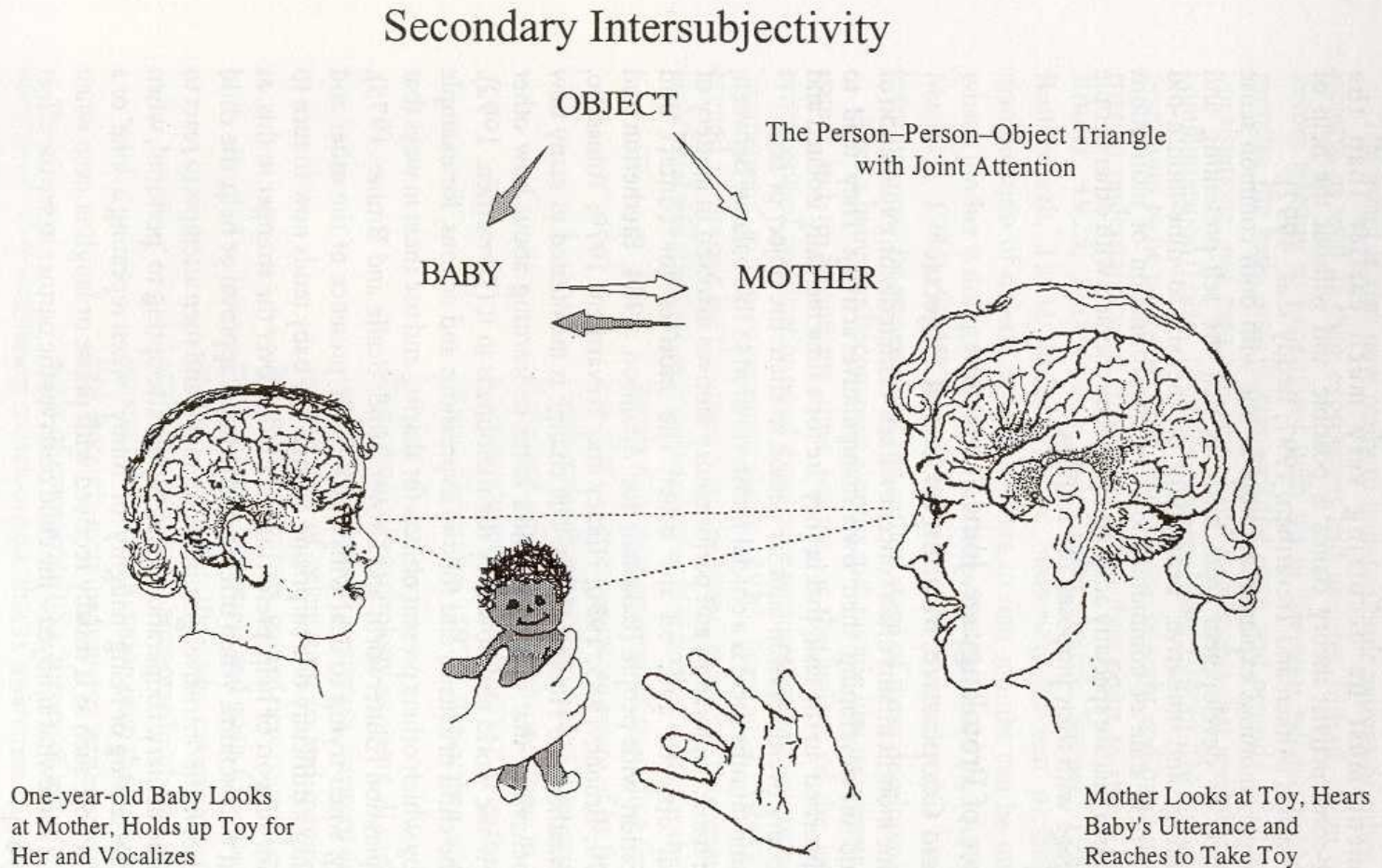


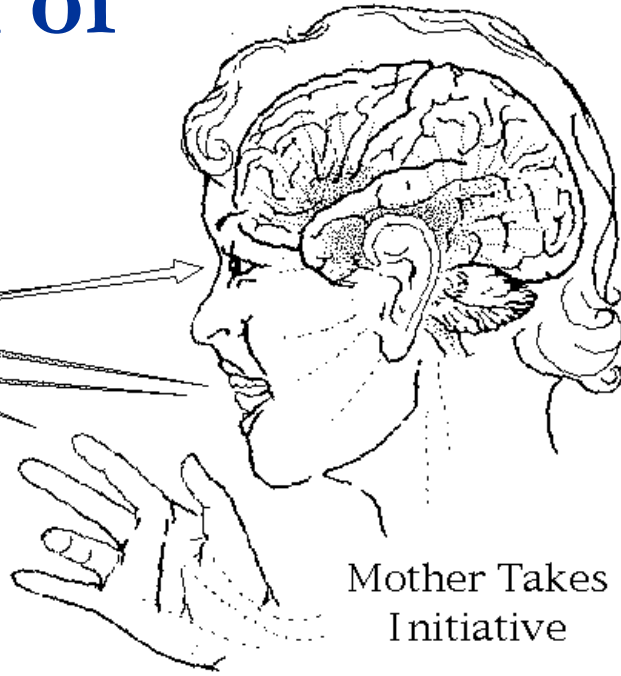
Figure 8: Just before the end of the first year, a baby starts to show interest in sharing purposes and interests with familiar companions. Here we show how this cooperative awareness requires the ability to shift attention between an object and a person, while paying attention to their emotions, signs of interest and readiness to act. This is the time an infant will begin to vocalise 'comments' with gestures, to make 'acts of meaning'.



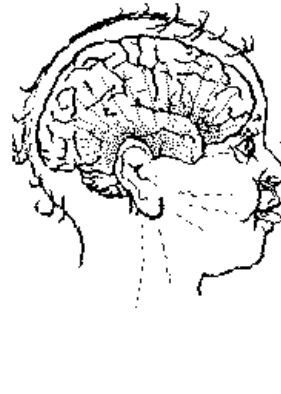
# Alternation of interests



Baby Interested



Mother Takes Initiative



Baby Takes Initiative



Mother Interested

## Game of perception and paying attention

■ Speak two minutes to your neighbor and he will:

1. answer without attention to you
2. respond with attention to you
3. don't respond to you, only you perceive no response

In all situations, watch for yourself what happens to you.



*What do you remember?*  
*What wasn't understandable?*  
*What are your questions about this topic?*



**Thank you for  
your attention.**

# For the end and take a new energie

- Tell your neighbor three things that you are looking forward now since the morning.

*Our life does not consist in the fact that we were sitting on some mountain top and meditate on our navel.*

*Our life is happening in the world and interact with the others..*

J. D. Loori

