

The Art of Communication in the New World

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Who Am I???



Dr. Bob Stowers



Today's Discussion

- ✓ Is Communication Important?
- ✓ What Gets in the Way?
- ✓ Generational Differences
- ✓ Listening (if time)
- ✓ Some Things to Take Home

Is Communication Important?

Communication is essential and important because it creates a mutual understanding between people.

More Importantly?

Is communication easy?

Warm-up Activity



Warm-up Activity

What did you get?

Warm-up Activity

- $1,000 + 40 = 1,040$
- $1,040 + 1,000 + 30 = 2,070$
- $2,070 + 1,000 + 20 = 3,090$
- $3,090 + 1,000 = 4,090$
- $4,090 + 10 = 4,100$

- Why do you think you got 5,000?

Communication

Why Is It So Difficult To
Communicate Well?

Communication

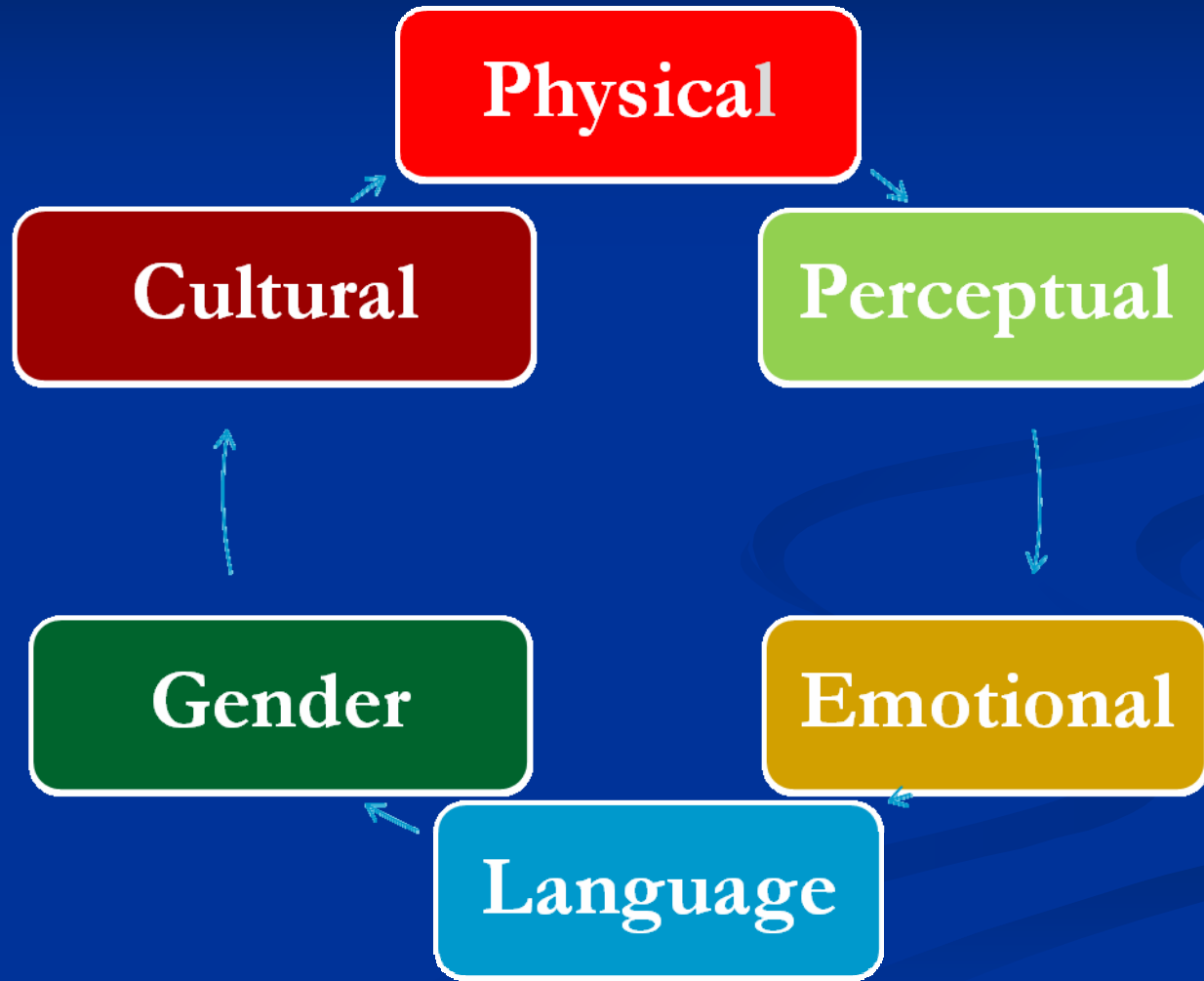
Many people think that communicating is easy.

- It is, after all, something we've done all our lives.
- There is some truth in this simplistic view.
- Communicating is straightforward.
- What makes it complex, difficult, and frustrating are the **barriers** we put in the way.

Communication

What Are Those **Barriers?**

Some Barriers



Physical

- **Physical barriers in the workplace include:**
 - marked out territories, empires and fiefdoms
 - closed office doors, barrier screens, separate areas for people of different status
 - large working areas that are physically separate from others.

Perceptual

- The problem with communicating with others is that we all see the world differently. If we did not, we would have no need to communicate.

Perceptual Differences?

What is perception?

Let's look at an example . . .



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Perception

What Do **You** See?



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Perception

How **Easily** Did You See
It?



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Perception

How Would You Explain
What You See If Someone
Else **Cannot** See What
You See?



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Emotional

- One of the chief barriers to open communication is the emotional barrier. It is comprised of fear, mistrust and suspicion. The roots of our emotional mistrust of others lie in our younger years when we were taught to be careful what we say to others.

Emotions

How Do You Overcome
Emotions?

Language

- Language that describes what we want to say in our terms presents barriers to others who are not familiar with our expressions, buzz-words and jargon. When we communicate with such language, it is a way of excluding others.

Language

For example . . .

I grew up knowing the following:

1. bubbler
2. rotary
3. grinder
4. frappe
5. sneakers

Language

- ✓ Accent/Idiom/Tone
- ✓ Slang/Jargon/Euphemisms
- ✓ Varying responses to meaning of words
- ✓ Lack of basic grammar skills
- ✓ Not knowing the language

Not Knowing the Language?

- ✓ High Ash Carryover
- ✓ Unburned Carbon Losses
- ✓ Deaeration of Feedwater
- ✓ Small Biomass Combustion
- ✓ Catalytic Reduction Systems
- ✓ Fluidized Bed Combustion

Gender

- **Speech patterns in men and women are not the same**
 - Women = 22,000 and 25,000 words a day
 - Men = 7,000 and 10,000 words a day
- **The wiring of men's and women's brains differs**
 - Man's speech: located in the brain's left side but in no specific area
 - Woman's speech: located in both hemispheres in two specific locations
- **Women mix logic and emotion - both sides of the brain**
- **Men are left-brain thinkers - linear and logical**

Cultural

- When we join a group and wish to remain in it, sooner or later we need to adopt the behavior patterns of the group. These are the behaviors that the group accepts and rewards through acts of recognition, approval, and inclusion.

Cultural

What cultural issues are rooted in generational differences?

Generations

- **Builders (Veterans)** : mid 60's-mid 80's
- **Boomers**: mid 40's-mid 60's
- **Busters-Generation X**: late 20's-early 40's
- **Bridgers-Generation Y**: teens- mid 20's
- **Net-Generation Z**: pre-school -tweens

(Source: Dennis Gaylor,
www.reachtheu.com)

Builders

- Birth date: 1922-1945
- Core values: respect for authority and discipline
- Education: a dream
- Dealing with money: put it away; pay cash
- Preferred communication: one on one

Boomers

- Birth date: 1946-1964
- Core Values: optimism, involvement
- Education: a birthright
- Dealing with money: buy now, pay later
- Preferred communication: touch tone phones; call me anytime

Busters-Generation X

- Birth date: 1965-1980
- Core values: skepticism, fun, informality
- Education: a way to get there
- Dealing with money: want to purchase – technology especially
- Preferred communication: cell phones; beepers; call me only at work

Bridgers-Generation Y

- Birth date: 1981-2000
- Also called Millennials
- Core values: realism, highly tolerant, open
- Education: an incredible expense
- Dealing with money: conscientious – get it now online
- Preferred communication: Internet, email

Multi-tasking

The screenshot illustrates a multi-tasking desktop environment. The taskbar at the bottom shows several active applications: Class Notes, Final Presentat..., Gmail - Inbox, Facebook | Kar..., Microsoft Pow..., Microsoft Exc..., AIM, and Active Update. The main workspace is divided into several windows:

- Browser (Facebook):** Displays the profile of Kareem Mansur. A chat window is open with William Hastings, showing messages like "hey buddy what are you doing, working hard or hardly working" and "HARDLY WORKING!!! WOOWO!!!!".
- AIM Chat:** A window titled "Jess Hecht" is open, showing a conversation. The messages include: "me: Hi Jess! Isn't communications class so WONDERFUL??? I am having a GREAT TIME Sent at 12:56 PM on Wednesday", "me: TALK TO MEEEEEE", "Jess: HELLOOOOO", "How's it going?", and "Don't you love professional communication and development?".
- Microsoft Excel:** A spreadsheet titled "Book1 - Microsoft Excel non-commercial..." is open. The active cell is B17, containing the formula $y = mx + b$. The spreadsheet contains text related to derivatives and options, such as "Derivatives STUFF", "BLAH BLAH BLAH", "B LAH BLAHB ALBHALBHALBHALBHALBHA", "FUTURES!!!!", "OPTIONS!!!!!!!!!!!!", "INTEREST RATE SWAPS!!!!!!!!", "WOOOOOOOOOOOOOOOOOOOOO", and "Option Price ONE HUNDRED MILLION DOLLARS TWO HUNDRED MILLION DOLLARS THREE HUNDRED MILLION DOLLARES!!!!!!".
- Active Update:** A small window in the bottom right corner indicates that an update for AIM(R) Software is ready to install. The message states: "AIM(R) Software - AIM 7.2 Upgrade: Your AIM version is no longer supported. The new AIM 7.2 integrates Facebook Chat and allows you to get updates from Facebook, Twitter, MySpace and more. It's faster and takes half the memory to run." Buttons for "Install Now" and "Remind Me Later" are visible.

Net-Generation Z

- Birth date: 2001 and after
- Also called the Silent Generation
- Everything takes place virtually – that’s all they know
- The Internet is “home”
- Show little verbal communication skills
- Instant action and satisfaction

What's Next?

- Birth dates: 2010 and after
- To be called Generation Alpha
- The first true Millennial Generation
- Stay tuned . . .

Communication Has Changed

- ✓ Changes have been profound
 - ✓ Nuances are lost from impersonal contacts
- ✓ Technology probably the greatest influence
 - ✓ Social networks
 - ✓ Communication breakdowns
- ✓ We crave community
 - ✓ but our schedules don't permit it

Listen Up!

How to Improve Your Listening Skills
and Increase Your Chances for Success



**“No man ever listened himself
out of a job.”**

-Calvin Coolidge

Question?

Studies show what percentage of people actually listen well?

- A. 5
- B. 10
- C. 20
- D. 25

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Listening

Only 10% of people listen effectively.

Why are Listening Skills Important?

- Good listening skills are critical to career success
- Approximately 45% of a manager's typical day is spent listening
- 73% of business leaders surveyed recently listed listening as an “extremely important” skill
 - However, the same business leaders indicated that only 19% of high school graduates have good listening skills
- Recruiting managers often look for job candidates who exhibit good listening skills
- A person can think four times faster than a person can talk
- Studies show that only 10% of people actually listen properly

Listening Activity



Listening Activity

What did you get?

Listening Activity

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Types of Listening

- Empathizing
- Analyzing
- Synthesizing

Another Activity



How Do I Exhibit Good Listening Skills

- Be prepared
- Showing attentiveness
- Interpreting dialogue
- Responding to someone
- Acting on what you hear

Be Prepared

- Be mentally and physically ready to listen
- Research before planned meetings
- Clear your desk and set aside whatever you are doing in order to prepare yourself to listen

Showing Attentiveness

- **Let the other people talk**
 - While its also important to speak up, remaining silent for the majority of the time could emphasize the points you do make
- **Be in the moment**
 - Focus on what the other person is saying
 - Don't get stuck on one point you didn't understand
- **Maintain eye contact with the person to whom you are speaking**
 - Other body language and actions can also let the speaker know you are paying attention and understanding

Interpreting Dialogue

- Take statements at face value without reading hidden meanings into what is being said
- Also pay attention to the speaker's attitudes
 - Follow up on differences between auditory and behavioral cues
- Test your understanding by rephrasing statements and repeating them to the speaker

Responding to Someone

- In response, summarize your understanding of what the person has said so far
- Don't prepare your response while the person is still speaking

Acting on What You Hear

- Incorporate feedback
- Put action items in writing to have clear communications
- Keep promises and take action as soon as possible

Three Communication Tips to Take Home

1. Get their full attention
2. Use language they understand
3. Really Listen

Any Thoughts or Questions ???



Thank You . . .



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