

Communication

With overlaps to non-violent communication and assertiveness

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Introduction

Basic information, definitions, tipster

Let introduce ourself...

- yesterday we introduced ourselves using the 3P method
- today try to introduce yourself in a different way:
 1. select **the letter** that starts with your name (Jana = J)

Let introduce ourself...

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 1. select **the letter** that starts with your name (Jana = J)
 2. **think of a characteristic** that represents you and...

Let introduce ourself...

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1. select **the letter** that starts with your name (Jana = J)

2. **think of a characteristic** that represents you and...

3. ...choose the characteristics that starts with **the** yourself...

Read the following statements.

- ... belong to the basic necessities of life
- ... fundamentally increases the probability of survival
- ... is the most important factor in professional and life growth
- ... it can provide joy, but it can also be a source of conflict
- ... helps to understand and help others
- ... is the essence of humanity
- ... there are a lot of people who think or actually have a problem with it

What is it ... ?

English: Communication

Chinese (Mandarin): 通讯 (Tōngxùn)

Hindi: संचार (Sanchār)

Bengali: যোগাযোগ (Jogāyōga)

Maďarština: kommunikáció

Slovenština: komunikácia

Polština: komunikacja

Arabic: اتصالات (Ittiṣālāt)

Čeština: komunikace

Japanese: 通信 (Tsūshin)



Introduction



Communication

Etymology

from lat. *Communicare*

- share, make available, share, meet, connect, understand

Definition

process transmission of information , messages, or signals between individuals, groups, or systems that enables the sharing of information, ideas, emotions, or knowledge.



True or false ?

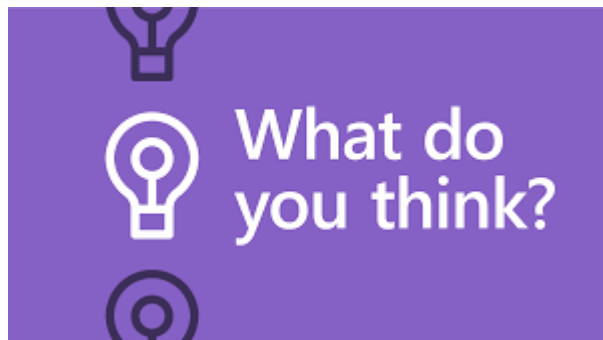
The collision of an asteroid with a planet is communication (unconscious, caused by external factors).



True or false ?

The collision of an asteroid with a planet is communication (unconscious, caused by external factors).

In this case, it is **interaction**, not communication.



Interaction x communication

INTERACTION	COMMUNICATION
Superordinate concept	A subset
Always interaction	Mutual sharing if possible
Direct (no intermediary)	Mediated (medium, code)
Without conditions	The condition is LIFE (or consciousness)

Really the whole live nature do communicate ?



True or false ?



- Plants** communicate via **chem signals** warnings to other when they are attacked by pests.
- Trees** communicate using **underground fungal networks**.
- Butterflies** attract partners to mate using **chemical signals**.
- Bees** communicate using complex **dance forms** to show the location of a food source.
- Spiders** communicate with use **vibrations** and movements on the web.
- Bird** communicate via **songs** for expressing territorial claims and attracting a partner.
- Rats** communicate using **ultrasonic sounds** that are beyond the hearing range of predators.
- Wolves** have a **body movement** system of communication about social status.
- Elephant** herds use **low-frequency sounds** to communicate with each other when traveling.

True or false ?

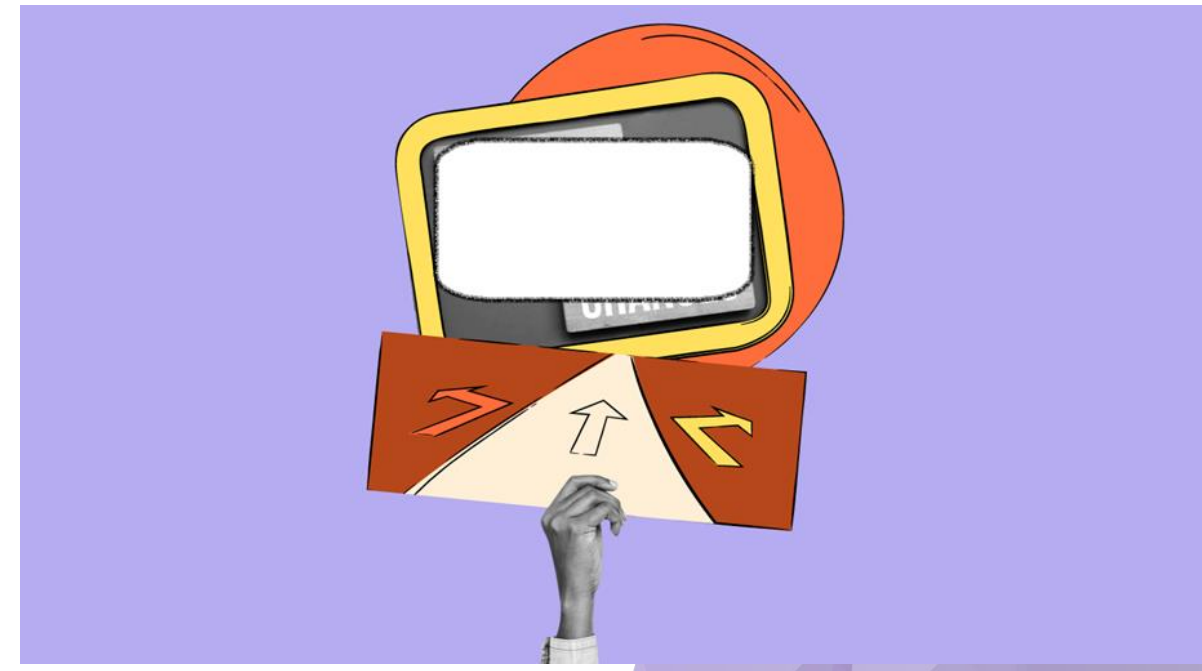
Communication is **not only about words...**

Communication in living nature is rich, varied and **includes different types of signals.**



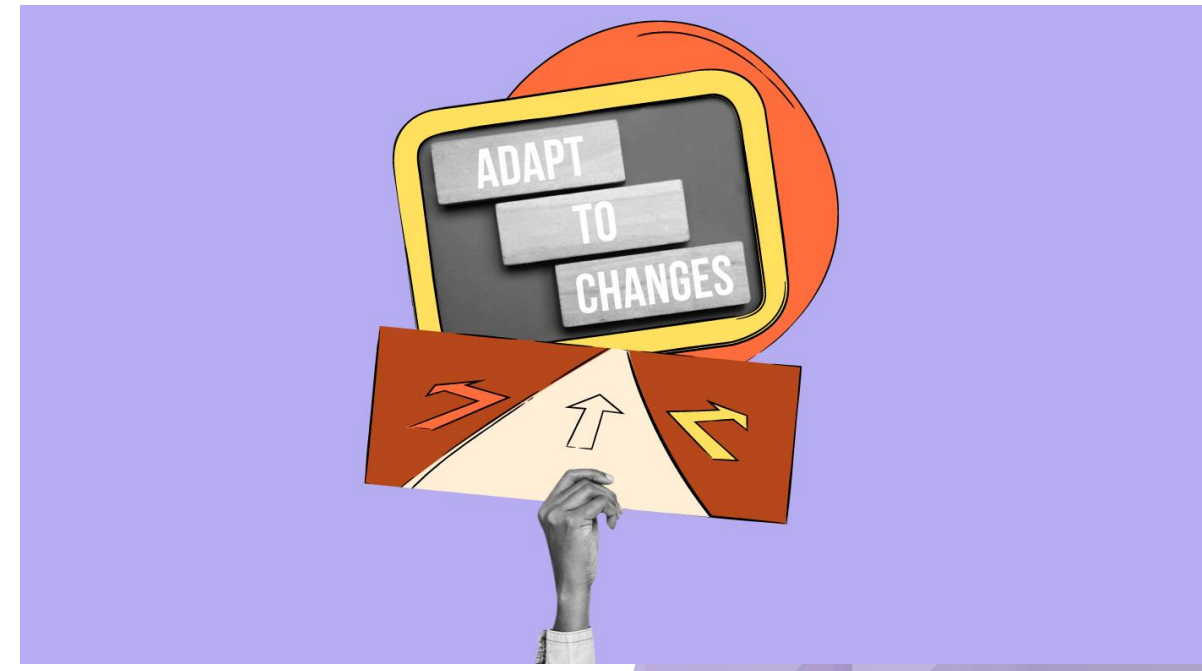
WHY all the living nature do communicate?

???



Because of....

ADAPTATION



Interpersonal communication

What it is, how it is divided

Human communication

Definition

- **the process of transmitting information through a system of symbols in spoken, written, visual or action form, which is carried out between people**
- **the exchanges and meanings between people using a common system of symbols**
- **the path from communication intention to communication effect**



Human communication

Practice

...let's split into triads = 3 people from 3 countries



Interpersonal communication

Human communication

Practice

...let's split into triads

1-2-3



Interpersonal communication

Human communication

Practice

Round 1

tell objective information
about the neighbor on your right



Human communication

Practice

Round 2

**say of the neighbor on your right hand
what s/he would be if s/he were**

- **Plant**
- **Animal**
- **Furniture**
- **....**



Human communication

Practice

Round 3

describe how your two neighbors would behave in certain situations:

- **they were stuck on an island**
- **they won a lottery**
- **they prepare together for an exam**



Human communication

Practice

Reflexe

What was the easiest? 1-2-3

What was the hardest? 1-2-3

How did you work together?



Break 😊



Effective communication skills

The background features a complex, abstract geometric pattern. It consists of numerous overlapping, semi-transparent polygons in various shades of purple and blue. The shapes are arranged in a way that creates a sense of depth and movement, with some areas appearing darker due to the layering of colors. The overall effect is a modern, artistic backdrop for the text.

Verbal communication

...a few tricks for healthy
communication

QUESTIONS matters

"It's better to ask a question and look stupid for five minutes than not to ask at all and be stupid all your life."

Confucius





Verbal communication

QUESTIONS

The power of questions

Questions are a key element in the communication process that **helps people share information, understand each other and deepen their thinking**

Questions have many functions in communication and human thought.

- **Obtaining information**
- **Reflex stimulation**
- **Attention management**
- **Expression of interest**
- **Assurance of understanding**



Verbal communication

QUESTIONS

Typology of questions

Closed questions

- **yes/no (forced choice)**
- **or (choice of alternatives)**
- **control (they have one correct answer that is expected)**

Opened questions

- **the answer is created by the person asked, they usually require a more extensive answer and allow the respondent to express his thoughts and opinions**

Healthy communication

Questioning training

Secret Service Agents

1. Divide into pairs...



Open questions training

Secret Service Agents



1. Divide into pairs...
2. Imagine you are a secret service agents
one of **CIA** – one of **KGB**

Open questions training

Secret Service Agents



You have been given a secret mission:

a question

**to which you must get an answer from
your pair.**

Healthy communication

Open questions training

Secret Service Agents



3. CIA leave the room please...

Monika is your boss

Healthy communication

Open questions training

Secret Service Agents



KGB mission

If you could take anyone in the world for dinner, who it would be and why?



Healthy communication

Open questions training

Secret Service Agents



4. KGB leave the room please...

with **Jana**, your boss

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Open questions training

Secret Service Agents



CIA mission

**What was your first pet
and what was your first experience with
it?**



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Secret Service Agents



Be careful, it is a secret mission.

!! your question must not be said out loud !!

otherwise your 

Healthy communication

Open questions training

Secret Service Agents



5. Now imagine you are in a restaurant, you have met for lunch with your pair and are having a normal casual conversation.

Speak with your partner and try to find out answer for your unique mission question.

Open questions training

Secret Service Agents



5. If you know the answer, raise your hand.

...we will reveal mission questions....



Healthy communication

Open questions training

Secret Service Agents



CIA mission

If you could take anyone in the world for dinner, who it would be and why?

Healthy communication

Open questions training

Secret Service Agents



CIA mission

**What was your first pet
and what was your first experience with
it?**



Open questions training

Secret Service Agents



6. Reflection in a circle

Check your answer is correct (confirms your partner)

Describe what strategy you have chosen

Open questions training

Secret Service Agents



7. The most common strategies are:

- from general (circling around the topic) to a specific
- talking about something else, shot in the middle and I go away from the topic away
- projective - I had/most people have it and how you had it?

Open questions training

Secret Service Agents



8. In this game it is expressed:

- **the communication style**
- **personality traits**
- **tact**
- **empathy**

*"Communication is like a bridge
that connects people."*

Richard Branson

Let's build bridges.

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Neverbal communication

eyes open, ears open...

Nonverbal elements of speech

facial expressions

- facial muscle movements
- expressing emotional states

Which part of the face is more "true"?

How do you recognize a lie?



Nonverbal elements of speech

Gestures

- Hand and arm movements
- Let's try different gestures - how do they make you feel? Which are non-violent and assertive?
- Attention to intercultural differences (see earlobe)
- Bonus - how do you spot a lie?



Nonverbal elements of speech

Posturology

- **Head support**
- **Crossed arms, legs**
- **Body position relative to others**
- **Body tilt**
- **Leg position**





Verbal communication psycholinguistics

Show me your words
and I'll tell you,
who you are...

Verbal communication

James W. Pennebaker

Grammar and syntax also convey information

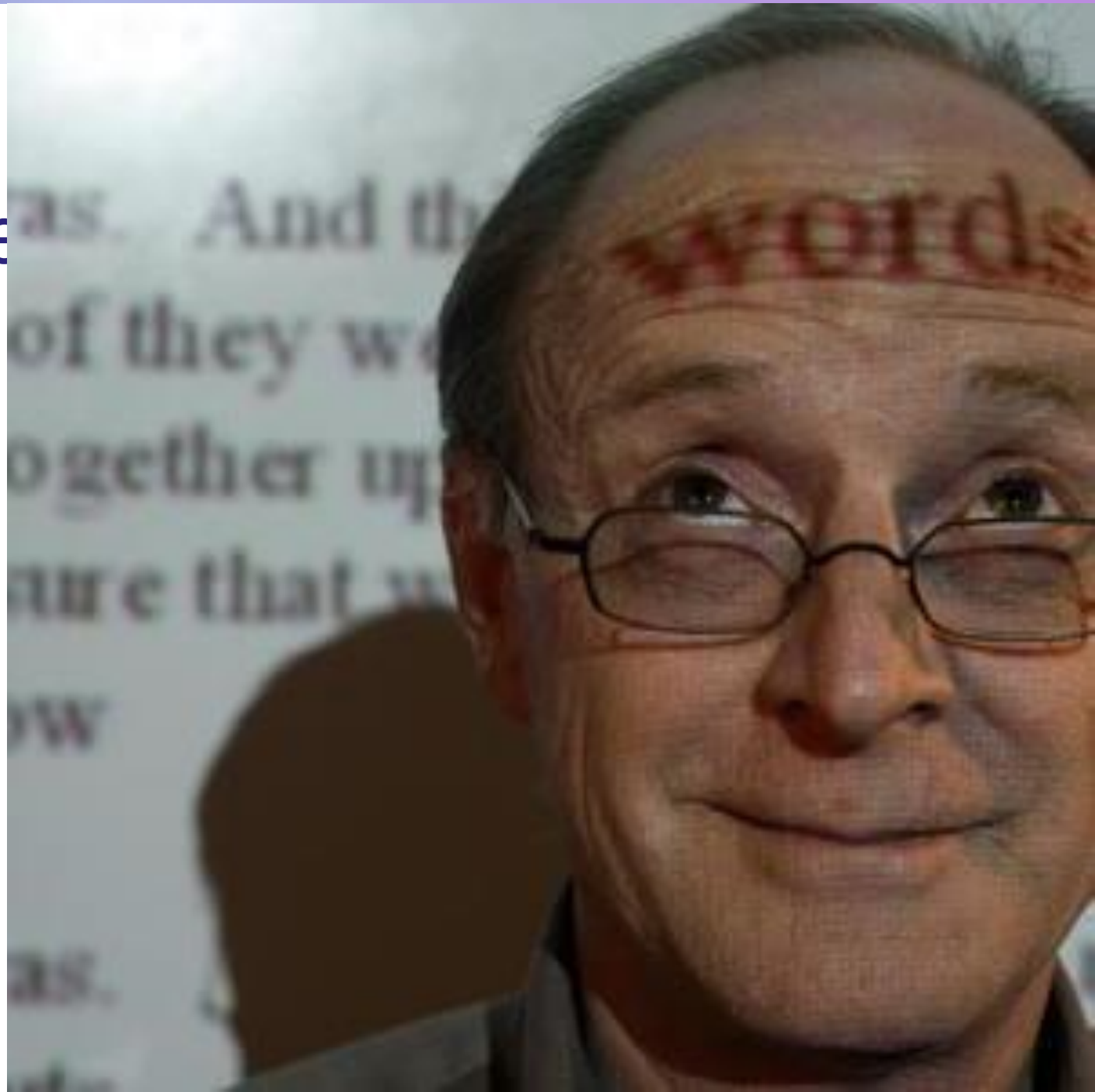
Only because of grammar

GENDER can be recognized.

Who use more pronouns (I, he, she...) and less articles (a, the)?

a) men

b) women



Verbal communication

James W. Pennebaker

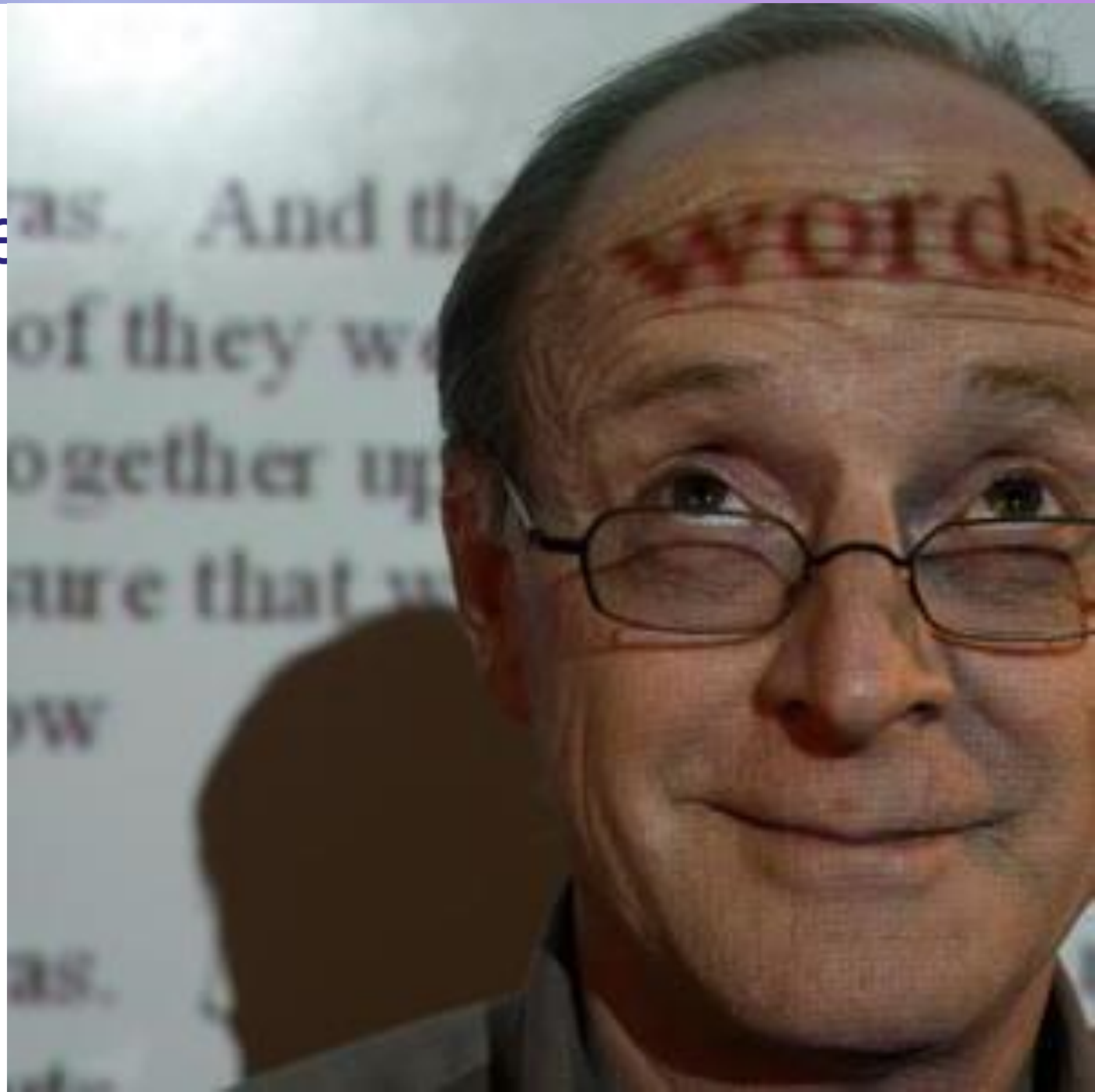
Grammar and syntax also convey information

Only because of grammar

GENDER can be recognized.

Women use more pronouns, they more likely see things from other perspective.

Men use more articles, they are more prone to concrete things.



James W. Pennebaker

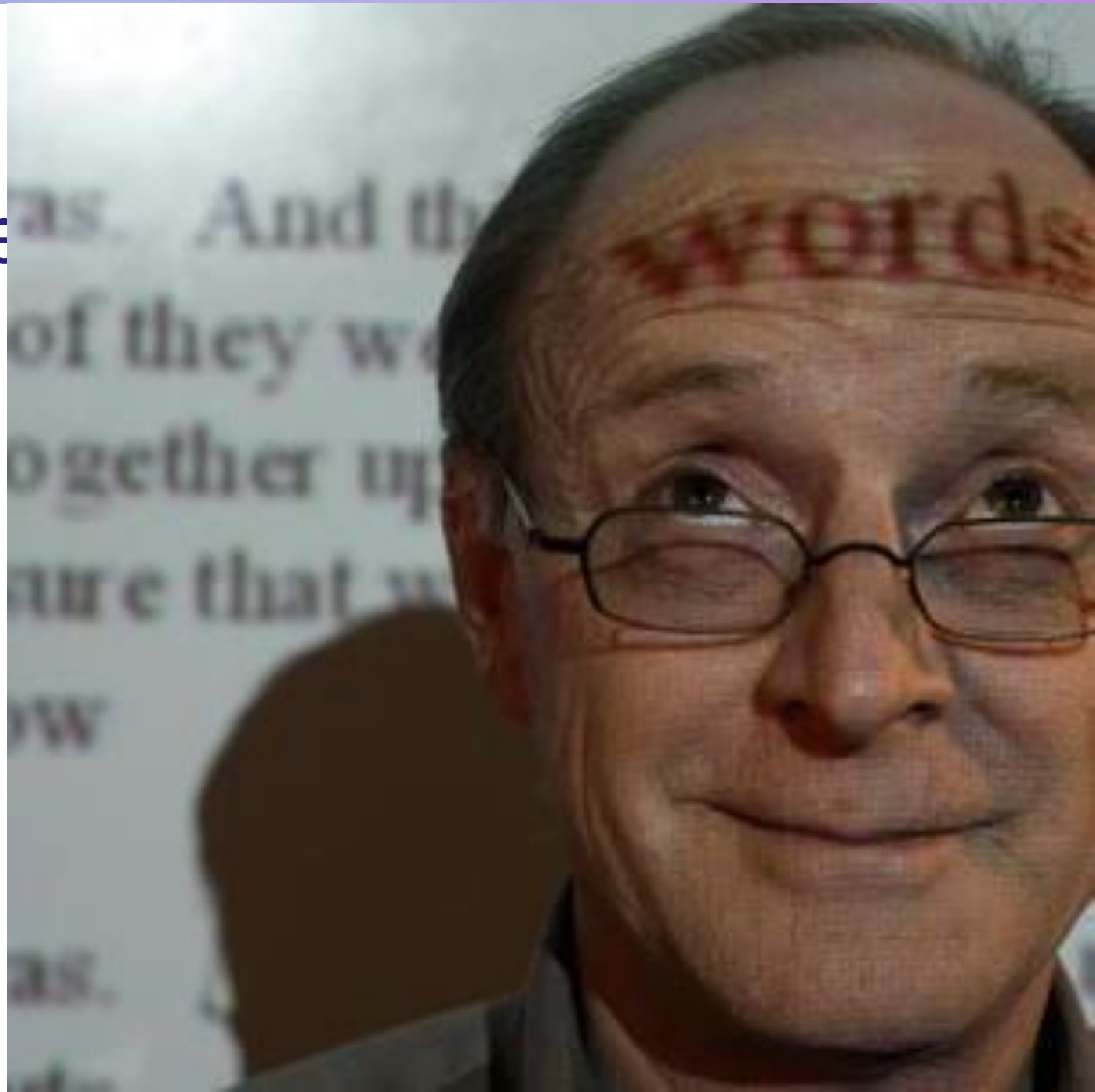
Grammar and syntax also convey information

Only because of grammar

SOCIAL HIERARCHY can be determined,

Who is in the dominant role (has a higher status, a sense of power), uses more

- a) pronoun in the 1st person *singular* (me, my, mine...)
- b) pronoun in the 1st person *plural* (we, our, us...)



James W. Pennebaker

Grammar and syntax also convey information

Only because of grammar

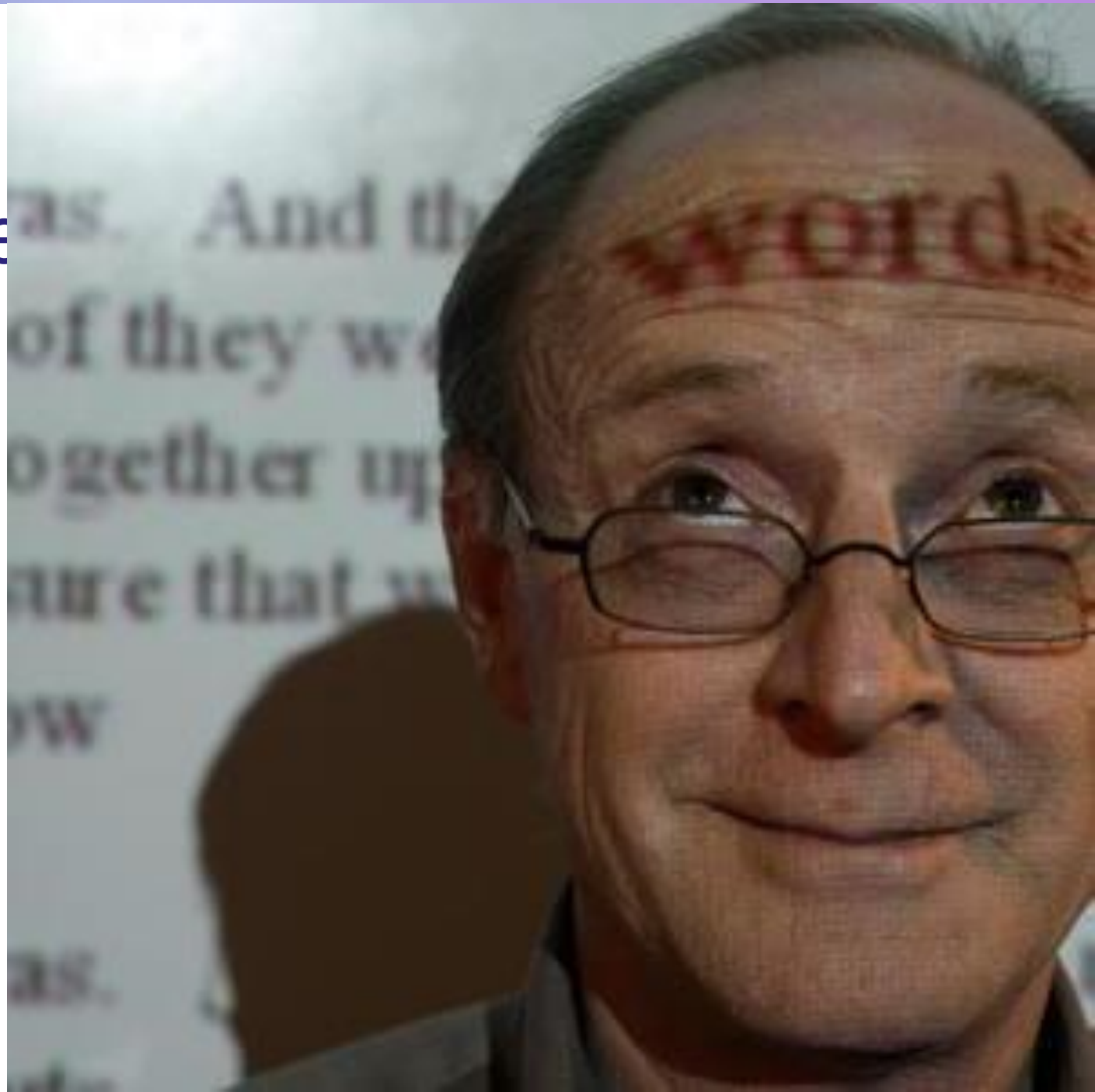
STATUS can be determined,

People with higher status (in the dominant role, a sense of power), uses more **PLURAL**.

There is attention bias – higher rank = other-focus, lower rank with self-focus.

Example:

- I humbly aske for a favor
- My boss, his majesty, suggests what we can do with it



James W. Pennebaker

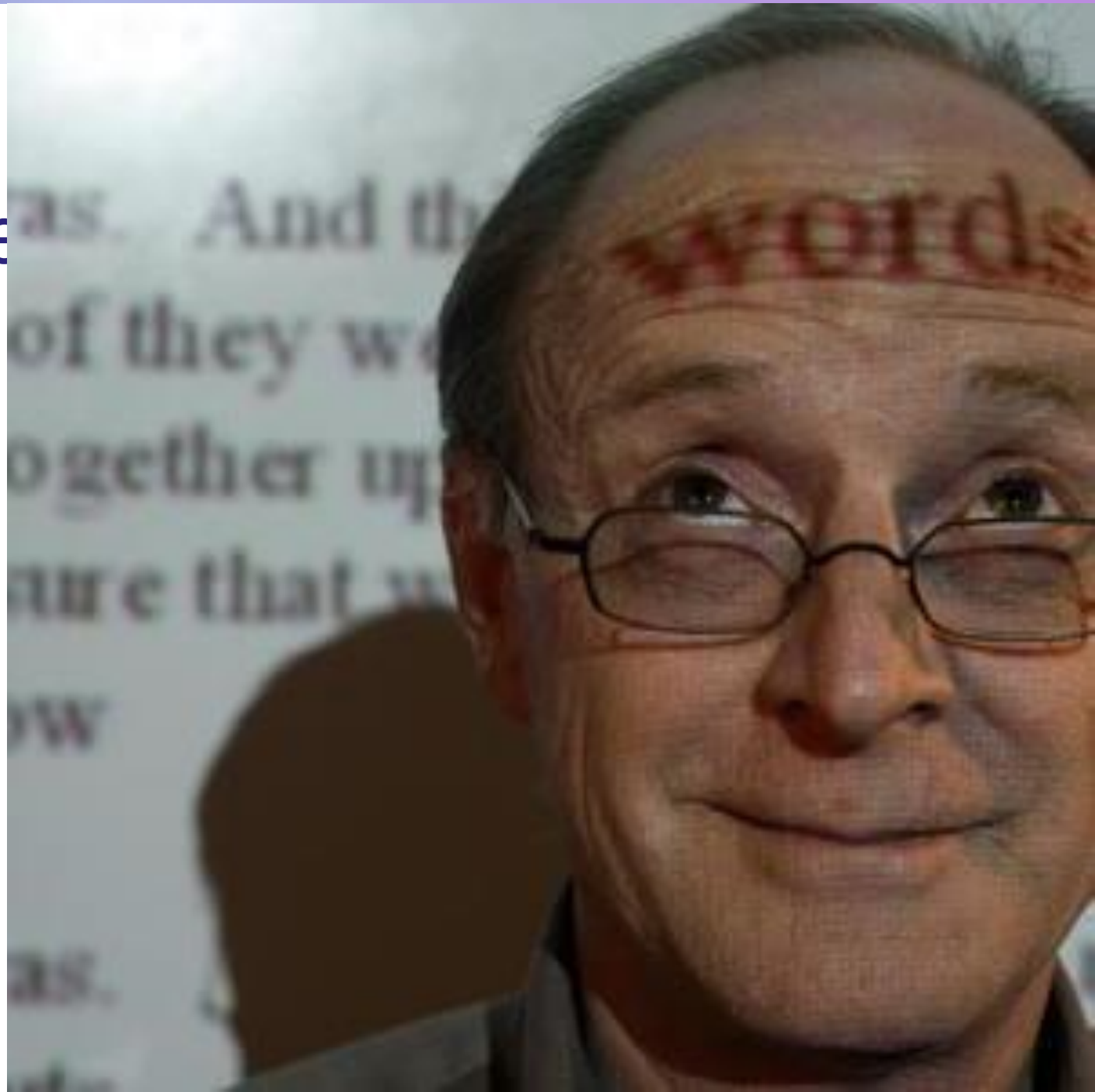
Grammar and syntax also convey information

Only because of grammar

LIARS can be spotted.

What use liars more often?

- a) more personal pronouns (I, he, me, her...) and verbs of higher complexity**
- b) more demonstrative pronouns (that, there) and negative emotion words (hurt, ugly, nasty)**



Verbal communication

James W. Pennebaker

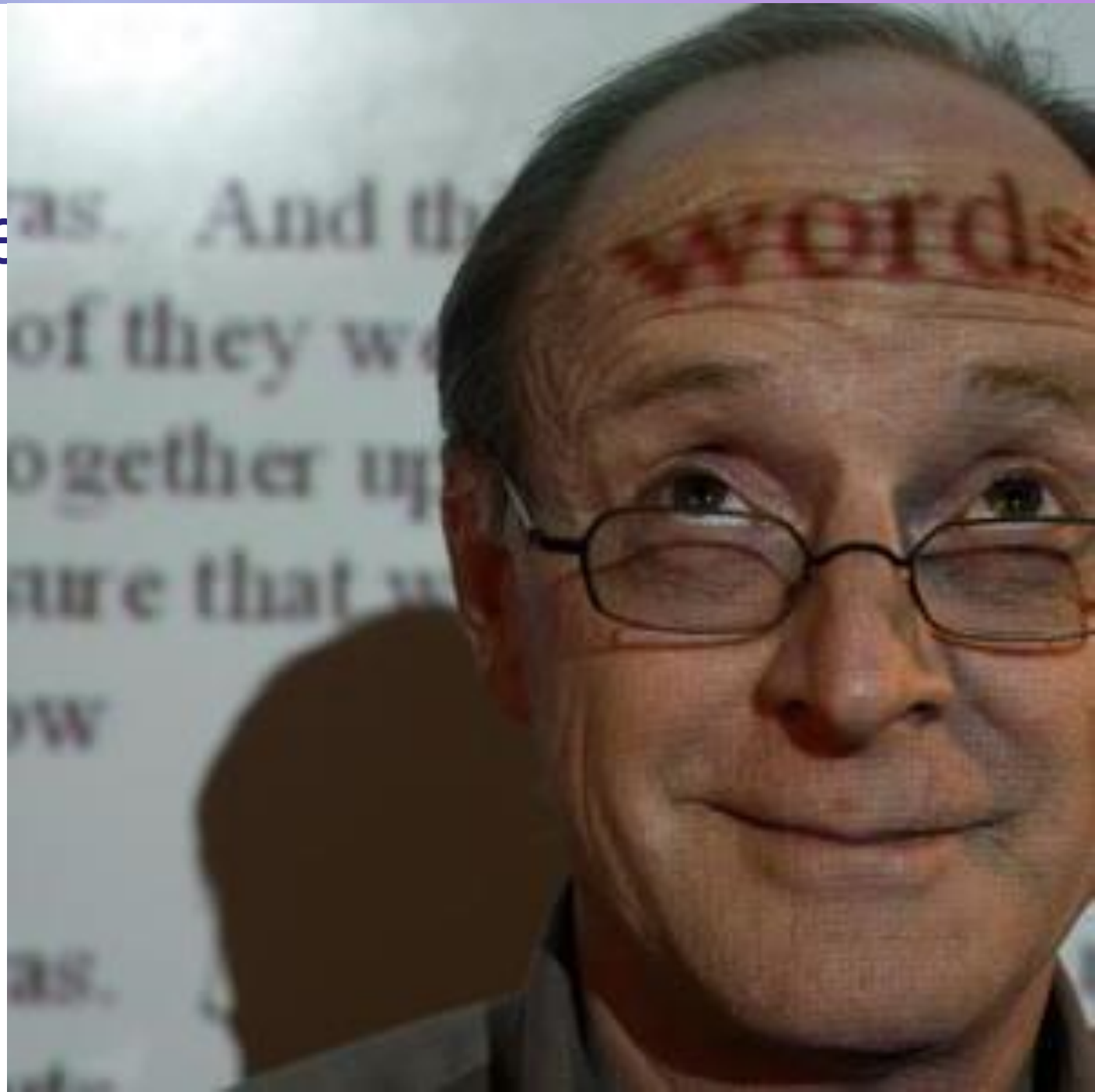
Grammar and syntax also convey
information

Liers create a story that doesnot exist.

Why the difference?

**Demonstrative pronouns =>LIARS try via
language dissociate themselves from the
lie, they wish to „stand back“.**

**Negative emotion words => LIARS may
feel guilty to lie, feel stress.**



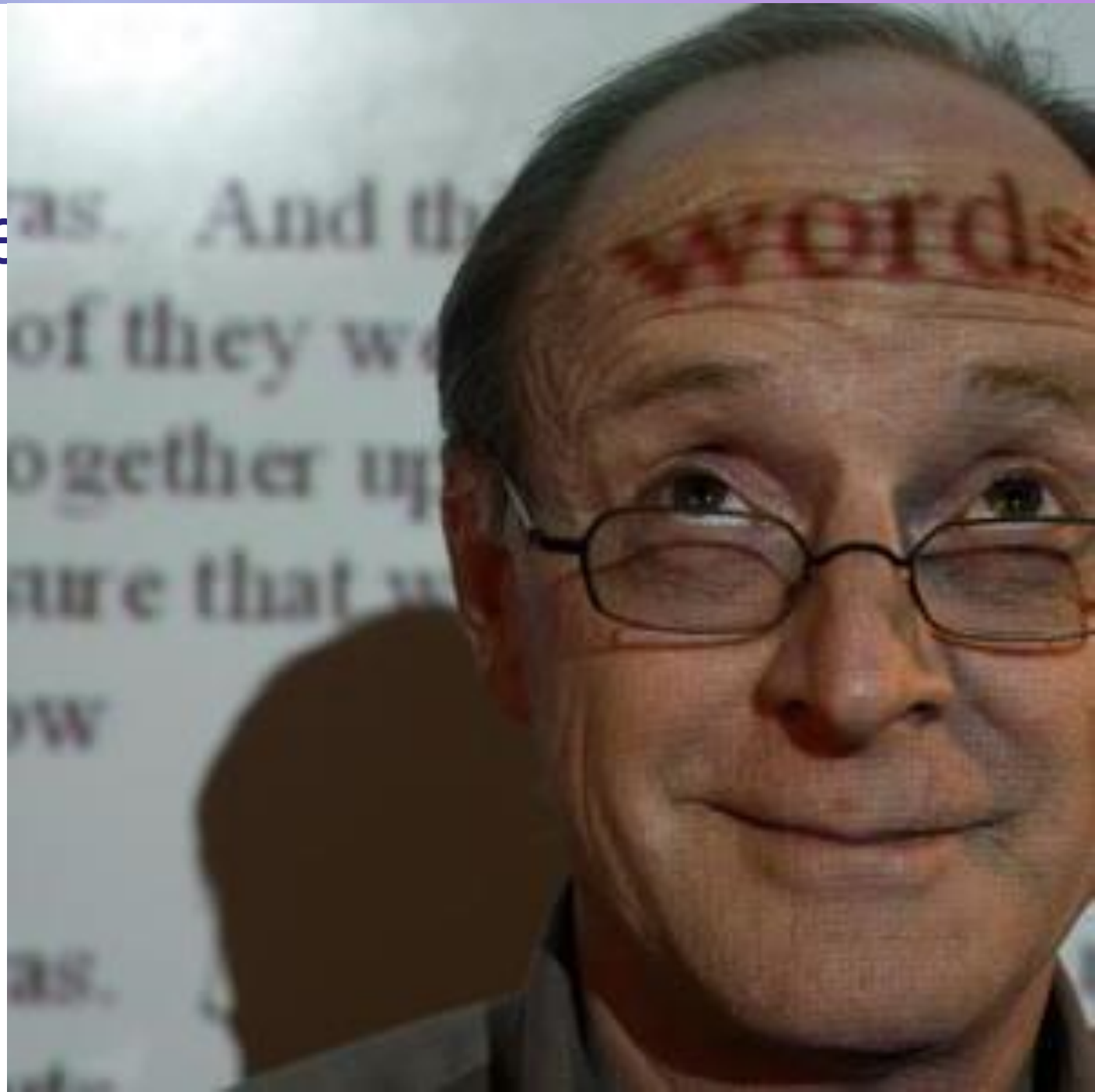
James W. Pennebaker

Grammar and syntax also convey information

Only because of grammar how to recognize

Who is about to do something very ambivalent, e.g. declare war?

- a) multiple personal pronouns related to each other (I words)
- b) more personal pronouns implying belonging (we words).



Verbal communication

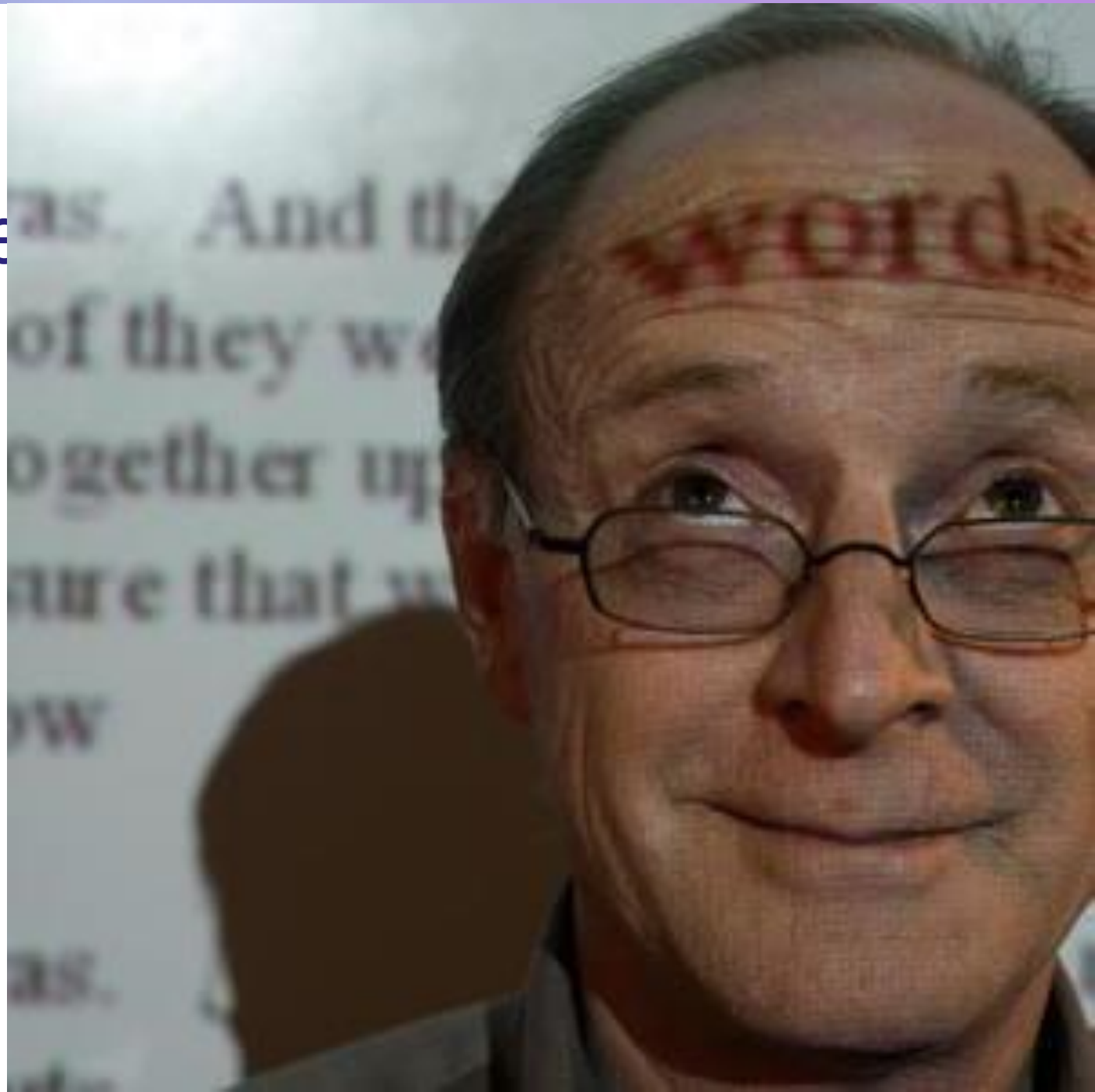
James W. Pennebaker

Grammar and syntax also convey information

Why?

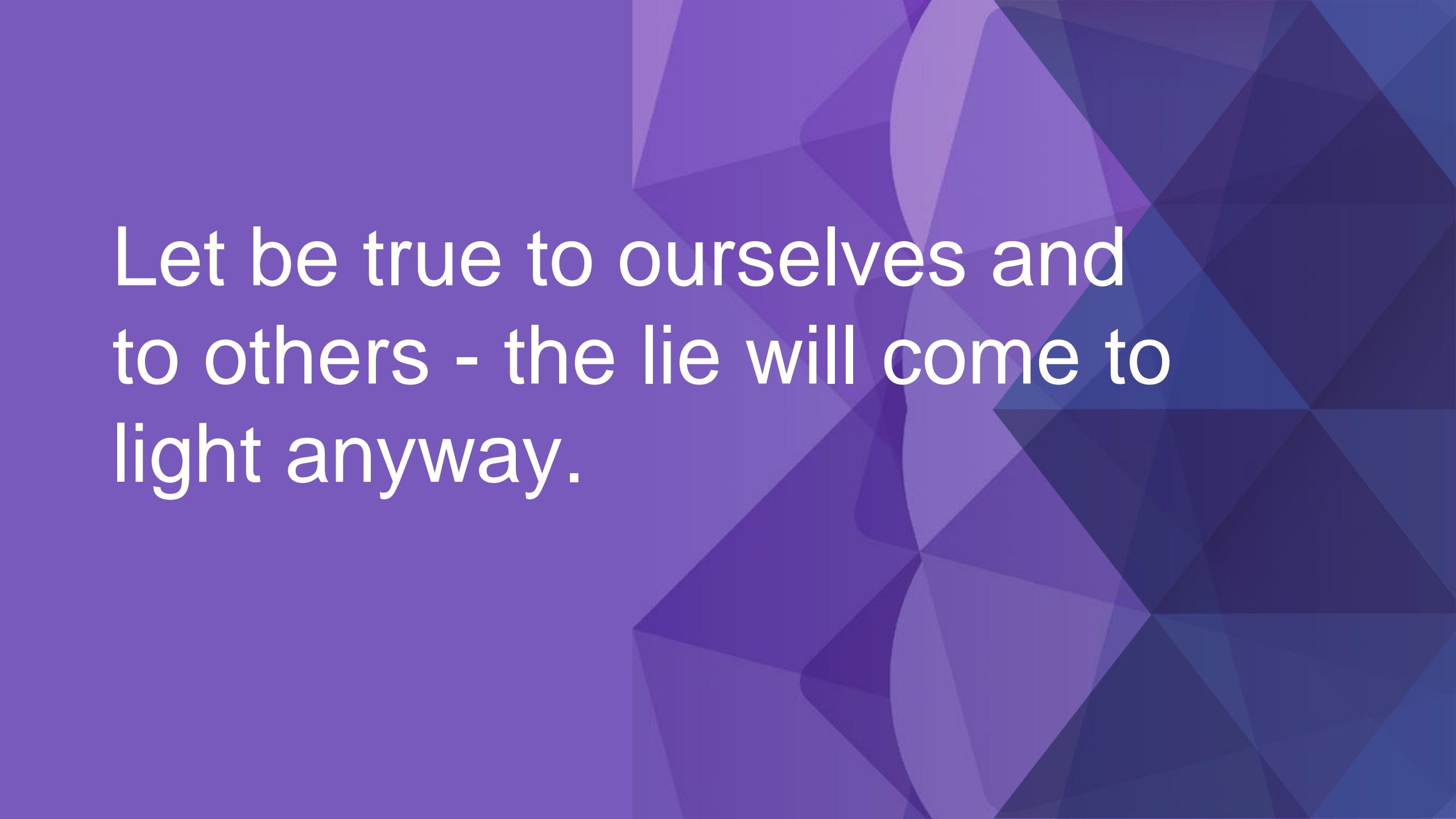
Because he UNCONSCIOUSLY REFUSES to accept personal responsibility and therefore uses:

b) more personal pronouns implying belonging (we words).



James W. Pennebaker

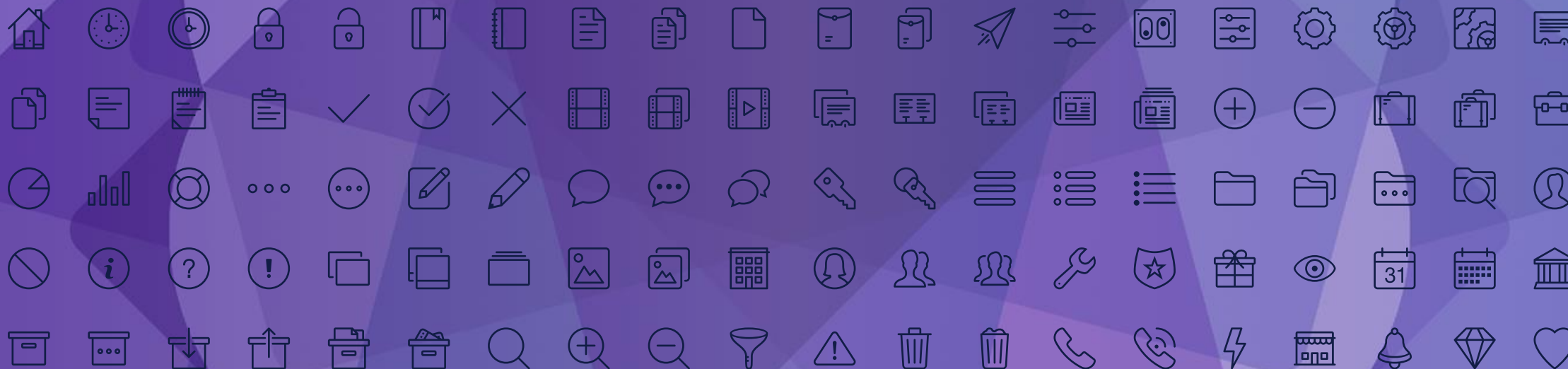




Let be true to ourselves and
to others - the lie will come to
light anyway.

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