

MGTS2606 – Managerial Skills and Communication

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Lecture 1 – introduction

Pyramid of Communication Competencies

- Effective workplace Communication → range of skills and awareness, feedback
- Professional/Organisational Functions → communication externally & internally, boundaries
- Professional Competencies → listening skills, respect, ethical behaviour
- Workplace Competencies → management skills, team work skills
- Academic Competencies → skills to read, write, type and talk
- Foundation of Workplace Communication → attitude, skills to understand

Definitions of Communication

- Communication is any behaviour, verbal or non-verbal, that is perceived by another
- Related to words, gestures, eyes, emotions (all as strong)
- Different perceptions and meanings in different cultures or contexts
- The transmission of messages
- Social interaction through messages
- Sharing of meaning through information, ideas and feelings
- Reciprocal creation of meaning in a context

Five Types of Communication

1. Intrapersonal → communicating with yourself
2. Interpersonal → communicating with directed receiver
3. Group Communication → communicating with a selected group
4. Public Communication → communicating with a wider public group
5. Mass Communication → communicating with a mass audience

The Seven Main Elements in the Communication Process

1. A sender – the person creating the message
2. Message – the information being transmitted
3. Feedback – receiver's response to the sender's message
4. Channel – the medium through which the message passes (media, face-to-face, within)
5. Context – situation or setting within which communication takes place
6. Receiver – the person attending to the message
7. Noise – distraction that disrupt transmission

Models of Communication

1. Interactional Model (whole process – interaction and asking questions)
2. Idea-Based Model (goes one-way, e.g. tv, speech, radio, news)
3. Linear Model (adaption to the model to introduce noise component)
4. Process-Based Model (SMCR, if matched well, successful communication)

Noise in Communication

- Physical Noise
- Physiological Noise – biological influences on message perception
- Psychological Noise – personal issues affecting response, a communicators bias/emotion
- Semantic Noise – language barriers, different meanings to same message, slang

Communication Barriers

- Inappropriate channel
- Receiver inattention
- Lack of courtesy by the sender or receiver