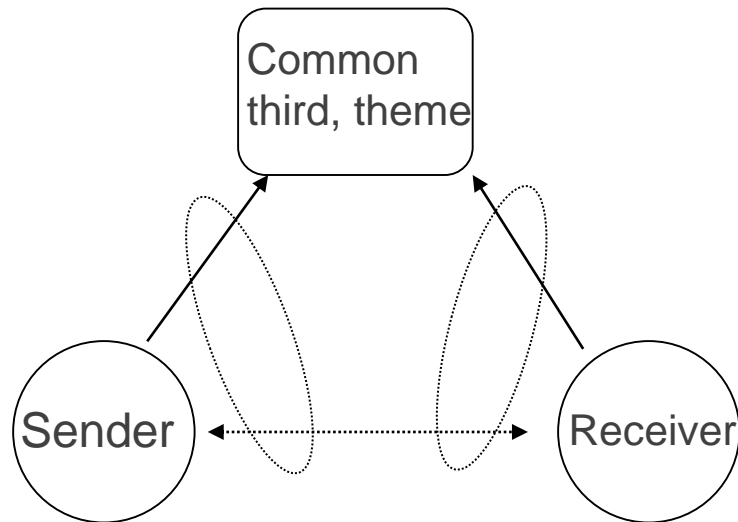


SEMPRE

Communication

Anette Nielsen

Newcomb's Triangle of Communication



Relation communication

- Sender and receiver change position through the dialogue
- Both parties relate to the common third each from his or her perspective (illustrated by the “perspective prism”)
- The underlying “relation definition” may overshadow the communication. You can meta-communicate about this to make the communication more clear

Hermansen, Løv and Petersen (2013): Kommunikation og Samarbejde I professionelle relationer. Akademisk forlag (Communication and Cooperation in Professional Relationships)

Read more:

John Fiske (2011): Introduction to Communication studies. Third Edition. Routledge

George Herbert Mead (2015): Mind, Self and Society. The University of Chicago Press

Gergen (1997): Realities and relationships, Harvard University Press

Active listening

Show through your nonverbal and verbal action that you are listening.

- Question
- Keep focus
- Follow your curiosity
- Ask open questions
- Understand the other, check
- Use pauses
- Show your interest
- Make sure you forward the most important issues
- Let the person formulate her or his own issues and possible actions



Good words for questioning

- How
- What
- When
- Who
- Which
- Where

- Seldom Why



Open and closed questions

- Open Questions opens up the dialogue:
- What are you doing at work?
- Which parts of your work do you like the most?
- Tell me about your children

Closed questions narrows the dialogue:

- Have you tried to use a towel to dry this up?
- Do you have a drivers license?
- Did you plan your holiday?

Clear communication

- directly
 - Speak on behalf of yourself
 - Be personal
- Specific - concrete
 - Who and what do you talk about
 - Ask until you have a clear picture of what is going on
- Congruence between body and spoken language



Exercise – 20 min

- Go together two and two
- Chose who is 1 and who is 2
- Sit with your backs against each other with an A4 size paper, a clip board or so and a pen
- Each draw a drawing of own choice. You are not allowed to see each others drawings → 3 minutes
- 1 is questioning 2, still sitting back to back, so concrete that 1 is able to draw a drawing as much alike as possible → 5 minutes
- 2 is questioning 1 after the same model → 5 minutes
- They compare drawings and talks about their experiences of communication → 5 minutes

To stick to your own side of the court

