

Interpersonal communications (individual work #2)

Business



1. Yes, I think they are effective means. They are direct and easy to understand. Although the message is a business document, it is presented in a way that anyone interested in doing business can appreciate the importance of the content. Stewart set forth all the important

2. Diversity competency is about the “ knowledge, skills, and abilities to value unique individuals and group characteristics as sources of organizational strength, and appreciate the uniqueness of each individual and group. (Hellriegel, D., & Slocum, J., 2011) The barriers to interpersonal communication interfere with one’s diversity competency because it makes the person unable to reach out to other individuals or groups. For example, cultural barriers may interfere with an American employee’s performance in dealing with Asian colleagues or clients. Another example is when an individual’s shy personality may interfere with their ability to express themselves and be effective and efficient employees.

5. Based on your diagnosis feedback practices you experienced in a current or previous job through the completion of the instrument in Table 9. 1 which practices are least effective? How might they be improved – the Table 9. 1 is not available on the Google books copy of your textbook. Also, I don’t have your answers to the table so I wasn’t able to answer this number. I have answered the rest of the numbers, the total word count of which is 500 (two pages)

6. Media richness is important in interpersonal communication because messages have different purposes. This necessitates different forms of delivery and different kinds of channels. For example, a performance feedback needs a personal approach, like a meeting with one’s supervisor. Meanwhile, a call for a brainstorming on a project would only require an
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email or a written notice. In the organization I've worked for, our leaders were very careful about getting messages across. There is no need for changes as my colleagues and I are very satisfied with how our leaders communicate with us.

7. There are times when the nonverbal cues used by my colleagues are inconsistent with their verbal expressions. For example, a supervisor may say that he is listening to my concerns. However, his arms are crossed over his chest. His face is passive. At times, he may keep on checking his watch or the clock on the wall. There are also times when co-workers are consistent with their words, especially when we are discussing about projects or coming up with solutions to issues.

8. My vertical network would be my teachers and other authorities I would need to relate to. My lateral network would be my fellow students who I also need to talk to. External networks as a student would be my family members and friends. I think my individual networks of communication are effective for the most part. Otherwise, I wouldn't be able to make the progress I have made. There are times though that communication is problematic such as when my classmates are unable to tell me what they really want to say. Also, because of they are figures of authority I cannot really verbally express disappointments to my teachers although I am sure I manage to express the emotion non-verbally.

9. I can agree with this statement because these kinds of technology indeed help people virtually cross the distance between countries unlike in the past. This has made great changes in the way people communicate with others, even from different cultures. Nevertheless, because communication can be verbal and non-verbal, there may be times when people from other countries

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are not able to appreciate the message or information because the context of the information is not common in the culture. An example of this would be the slang from Western countries relayed to someone in Asia, for instance, who is not always exposed to examples of western culture.

References:

Hellriegel, D., & Slocum, J. W.(2011). Organizational behavior(13th ed.).

Mason, OH: Cengage Learning.