

# Managerial communication essay

[Sociology](#), [Communication](#)



Interpersonal skills. An example of a barrier to effective listening is inattentiveness. This is a barrier because there is more concentration on the speaker's delivery rather than on the message. Background noises also play a part to inattentiveness as it is distracting. For instance when I was working as a waitress at a restaurant I served a large family, which placed a large order of 3 different pasta dishes, one with cheese and the rest without, and 6 pizzas with different toppings and sizes and one with no mushroom and another with extra olives.

Due to my inattentiveness, I failed to place the correct order to the kitchen. Instead I gave them 3 pasta dishes all with cheese and one pizza with extra mushrooms and the other with no olives. In the future I could improve my listening skills paying full attention to what is being said and also by double checking the order with the recipients in order for certainty. Emotional intelligence is a person's ability to recognize and use emotions.

It is a concept that helps to understand human communication. It can also be described as relevant to the accurate appraisal and expression of emotion in oneself and in others, the effective regulation of emotion in self and others, and the use of feeling to motivate, plan, and achieve in one's life (Salvoes & Mayer, 1990). Leary et al describe emotional intelligence as a precise awareness of emotion in self and others, an absorption of emotion to ease thought and an understanding of emotion.

For instance there was a time where I failed to reflect emotional intelligence when my rope leader approached me about complaints that were made

about my behavior and attitude. The confrontation made me defensive which made me react by attacking other group members and ask for clarification.