

LEC. 7

UET TAXILA SUB-CAMPUS

CHAKWAL



Chapter # 16

Strategies For Successful Interpersonal Communication

Overview

- Dyadic Communication
 - Self Perceptions
 - Dyadic Communications Relationships
- Interviewing
 - Interview Purposes
 - Interviewee's Responsibilities
 - Interviewer's Responsibilities
- Telephoning
- Dictating
 - Suggestions for Dictating
 - Examples of Dictating

Introduction

- Face to face meetings are the most common type of communications in an organization
- Such informal type of interactions are called **Interpersonal Communication**
- It has the opportunity for immediate feedback involving oral and non-verbal responses, not delayed
- Many of the communications are with one other person
- Such interactions are called dyadic communication which is 1:1 relationship



DYADIC COMMUNICATION

Dyadic Communication

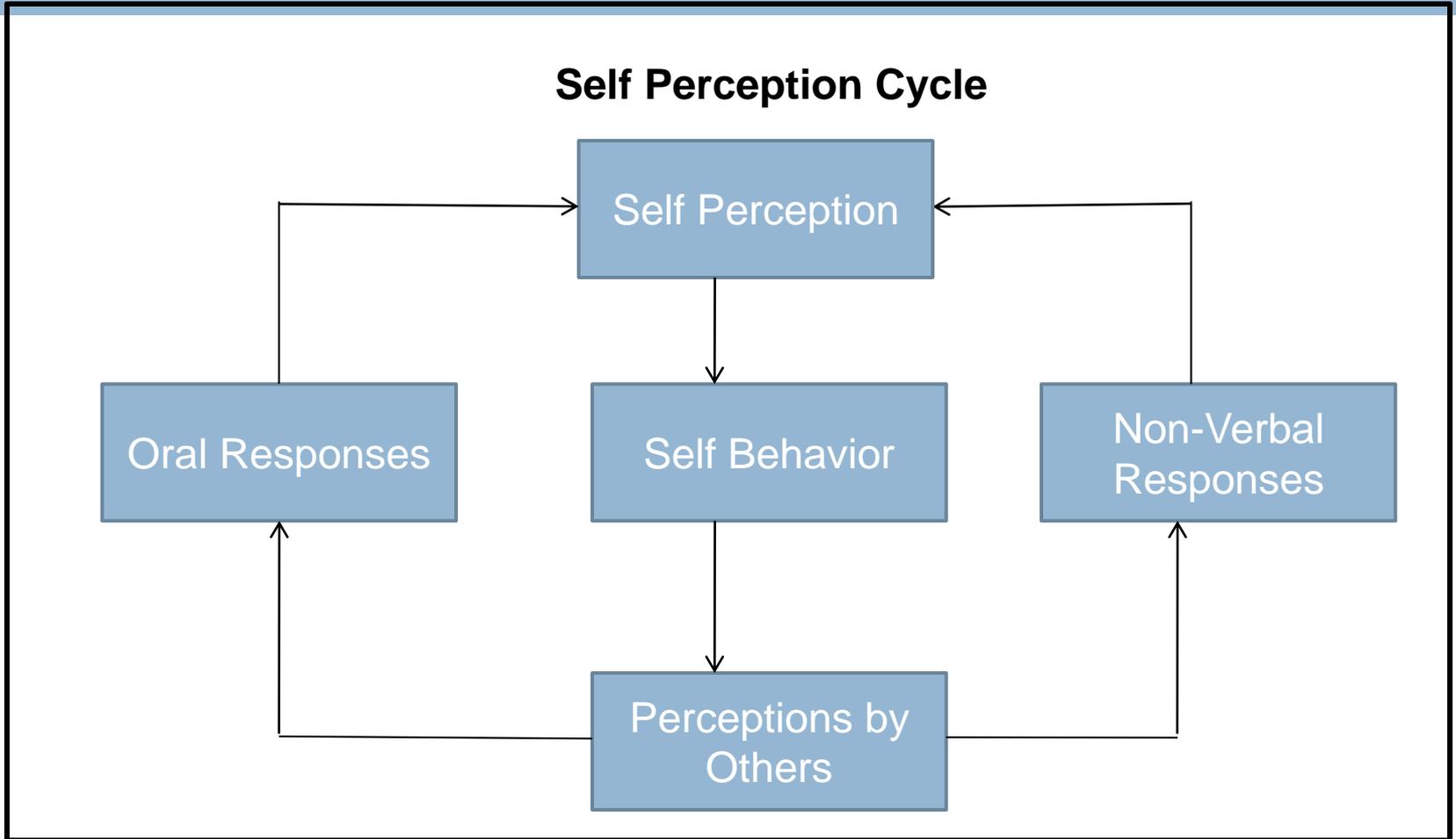
- Defined as two persons seeking to exchange information
- While considering Dyadic communication two things are important to realize
- **Self Perception**
- **Dyadic Communications Relationship**

Self Perception

- How you perceive others personality
- What are your inferences from whatever you see and feel
- Your self perceptions can be tested through honest feed-back from an intimate friend
- You may judge yourself and others from your point of view and you might be right or wrong
- Jumping to conclusions too quickly may be dangerous

- Tall
- Beard
- Wears jeans to class has holes in jeans
- Friendly
- Married
- Drives a four wheel drive truck
- Smokes
- Wears a horn rimmed glasses
- Wears no socks
- Consistently late

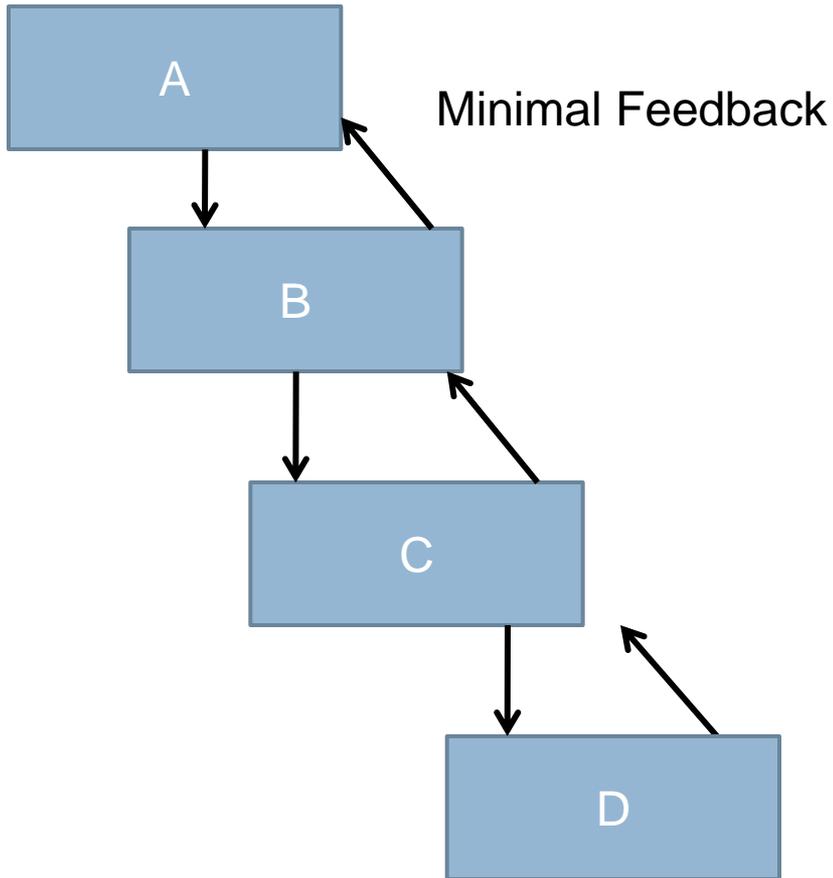
Self Perception Cycle



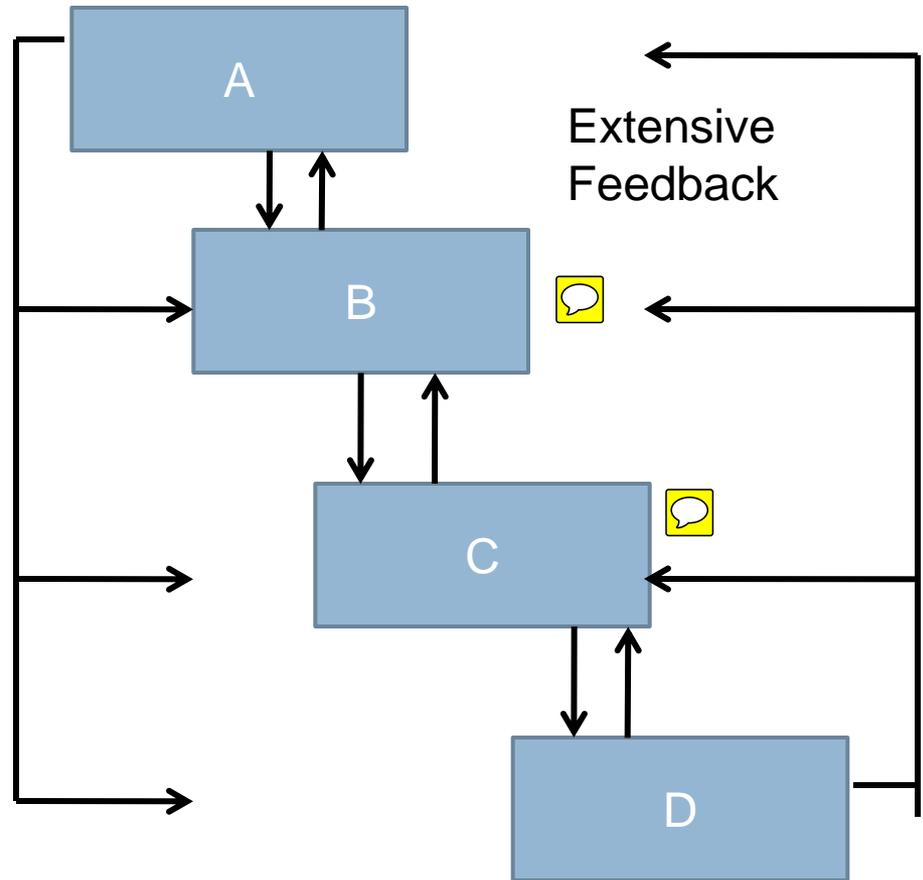
Dyadic Communication Relationship

- ❑ Impossible to avoid response or communication at all
- ❑ Unidirectional communication lacks feedback
- ❑ Some people say it is impossible not to communicate, turning away from someone is also a form of communication

Minimal Interpersonal Communication



Extensive Interpersonal Communication



Functional Relationships

- Two parties communicating with a common aim
- Interviewing for a position
- instructional interview
- Telephone exchange
- Grade review
- Job termination

Types of Relationships

- Levels at which you relate people
- Very intimate to non intimate
- Family to friends to acquaintances
- No communication with a stranger starts with direct purpose
- Always a pleasant start

Three Types Of Dyadic Communication In Business

- Interviewing
- Telephoning
- Dictation



INTERVIEWING



Interviewing

- A job interview may be the most intense dyadic communication you will ever encounter
- Some colleges have Career Development offices for guiding their graduates
- Interview is always with a purpose and needs to be prepared

Interview Purpose

- Seeking Position
- Informing on Job
- Solving Problem
- Supporting Solution
- Counseling Employee
- Evaluating Employee
- Gathering Information

Interviewee's Responsibility

- **Preparation Before The Interview**
- Understand yourself (self assessment)
- Know details about available position (relate your skills with it)
- Do homework on company
- Rehearse possible questions
- Speak with insiders

□ **Procedures During The Job Interview**

- Give positive first impression (handshake and smile)

- State your understanding of interview

- Organize your answers

- Listen

- Ask thoughtful questions

- Offer a conclusion at the end

□ **Follow Up After The Job Interview**

- Promptly accomplish if any specific action is required

- Provide the asked info as soon as possible

- If required send a thank you note within a day

Computer Interview

- Interviews through computer conferencing to reduce the cost of interview
- Many distant interviews are conducted in this way

Basic technological aids needed

- High speed net
- A computer at each end
- A small camera
- A microphone
- Some software

Contd...

Suggestions for computer interview

- Try out equipment beforehand
- Avoid excessive movement
- Use audio visual check before start
- Dress as interview was live; person to person
- Assume everything you say will be heard
- Avoid high contrast clothing
- Try to relax

Interviewer's Responsibilities

- In a patterned interview interviewer controls the direction of the conversation
- An already agreed upon form may be used
- They already have your resume and they know more than you may know about them

Objectives of patterned interview

- Recruiters often have four goals
 - ▣ Evaluate job qualifications that resumes cannot provide
 - ▣ Determine oral communication ability
 - ▣ Give essential facts about the company
 - ▣ Establish good will

Contd...

Interviewer's Preparation Before Interview

- Read each applicants resume prior to meeting
- Be aware of the national and state laws about employment practices
- Omit personal bias from your prepared questions

Warm-up period

- Try to make interviewee comfortable
- Greet warmly
- Asking about hobbies is a good start

Contd...

Main content of the interview

- After brief warm-up, make purpose of interview clear
- Tell what you plan to cover in the interview
- Encourage the applicant to do most of talking but control the flow of interview
- Ask appropriate questions (focus on what can't be get from other sources)
- Open-ended questions and statements (elaborative questions)
- Dead end questions (yes/ no/ one word answer)
- Use effective methods (avoid embarrassing questions)



TELEPHONING



Telephoning

- A type of interpersonal communication
- Most frequent and extensively used

Points to Consider In International Telephoning:

- ▣ Be aware of time zones
- ▣ Speak more clearly
- ▣ Restate and summarize more often
- ▣ Follow up the conversation with a fax or a letter

Sender's Preparation Prior to a phone Call:

- ▣ Know your specific purpose
- ▣ Be clear rather than having rambling thoughts
- ▣ Introduce yourself if calling after a long time
- ▣ Know the precise person you are calling and the time to call
- ▣ Give thought to your opening statement
- ▣ Take notes
- ▣ Have necessary documents with you

Message receivers guidelines:

- ▣ Be patient
- ▣ Listen and don't interrupt
- ▣ Restate
- ▣ End politely



DICTATING



Dictating

- Dictation is a special type of dyadic communication in which two persons either communicate directly or through an electronic device
- You want to communicate with another person with a third party involved
- You want someone else type a message for you by whatever you have dictated and he has either recorded or written in short hand form
- Short hand is now frequently overtaken by recorders
- Large hotels also owe this facility for their customers

Suggestions for Dictating

- In addition to all the suggestions for telephoning like collect info, plan your specific purpose, organize ideas, speak in firm clear voice, consider seven more suggestions:
- Give precise name, address of individual(s) to whom the message is to be sent
- Speak clearly, be careful with plurals, repeat numbers, sounds like 'p' and 'b', 'f' and 'v', 't' and 'd' can be misunderstood
- Spell unusual words or names being used for the first time

Suggestions for Dictating

- Suggest punctuation, specially when in doubt
- Avoid side comments
- Dictate at an appropriate rate, not too fast; not too slow
- Suggest with when you'd need the recorded info and where you can be reached

ANY QUESTIONS ?

