

Definition

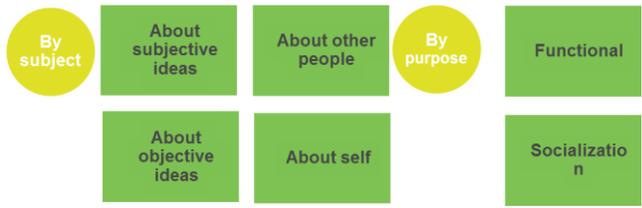
Communication: the process of thinking and organizing ideas before verbalizing them to another person or group of persons. It is usually **in only one direction** from the transmitter to the receiver. The one who's communicating a message is focused on a goal, on an objective.

Conversational Communication

Communication	Conversation
„from – to“	„about – with“
Manager – Employee	Team members
Objectives and information	Ideas, experiences

Conversation: activity in which we share ideas and experiences with another person or group of persons. It is **bidirectional**. Conversation participants receive and offer a point of view.

Types of communication



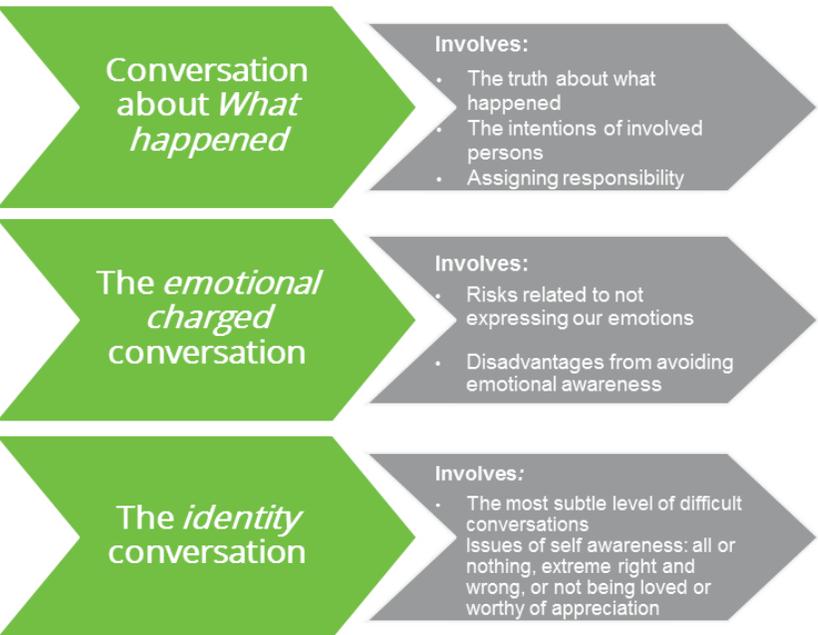
Difficult conversation

Conversational Communication

- An exchange of **thoughts and ideas** between persons, an investment of time and resources, with the purpose of achieving **desired or intended consequences**

- Reasons why the conversation can become difficult**
- Endangering our livelihood
 - Painful feelings: frustration, anger, anxiety, trauma
 - The feelings we have towards ourselves
 - Awareness of possible unwanted consequences that may arise after the conversation
 - The complexity of procedures or context

Types of difficult conversations



Constructive approach

- I know my own intentions and the impact of another's actions on me. I can't know what the other person is thinking.
- Each of us contributes with different information and perceptions; it is possible that none of us holds the whole truth.
- We probably both contributed to this situation.
- Emotions are central to this situation and they are complex. I should try to understand them better.
- Address feelings without judgment, blame or negativity. Acknowledge feelings before problem-solving.
- There may be psychological risks for both of us. We are all complex and nobody is perfect.
- Understanding the identity issues each of us is facing. Build a more complex self-image in order to attain balance.

Conversational Communication

Conversational Communication

Conversational Communication occurs when both sides are actively involved in a discussion

The features of a conversational communication are:

- Active listening
- Safe and secure conversation environment

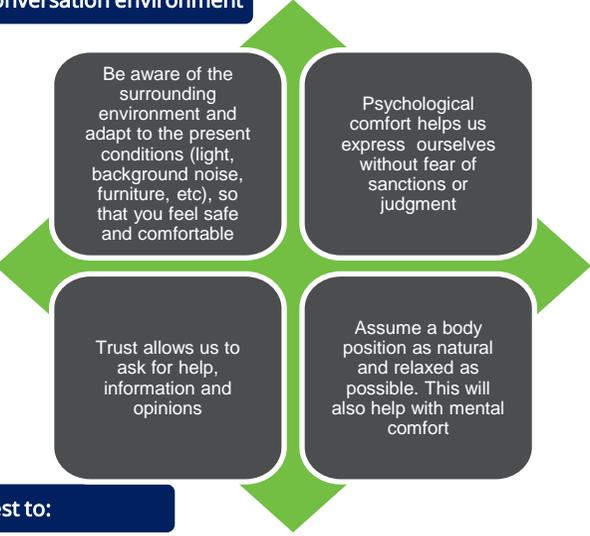
Why is it preferable to use conversational communication with superiors and colleagues



Active listening



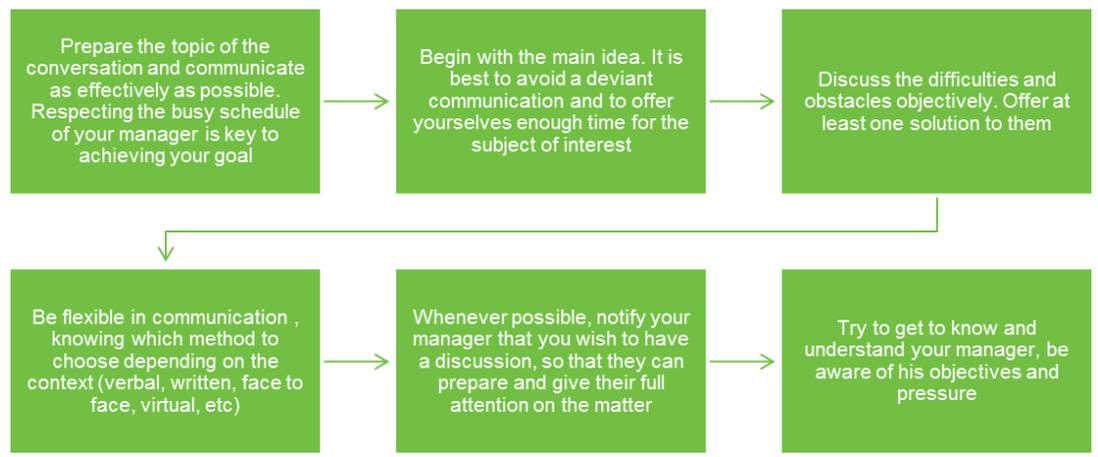
Safe and secure conversation environment



It is best to:



Ways of improving communication with managers



" It is astonishing how elements that seem insoluble become soluble when someone listens, how confusions that seem irremediable turn into relatively clear flowing streams when one is heard" - Carl Rogers