

# Communication Skills

Social Intelligence

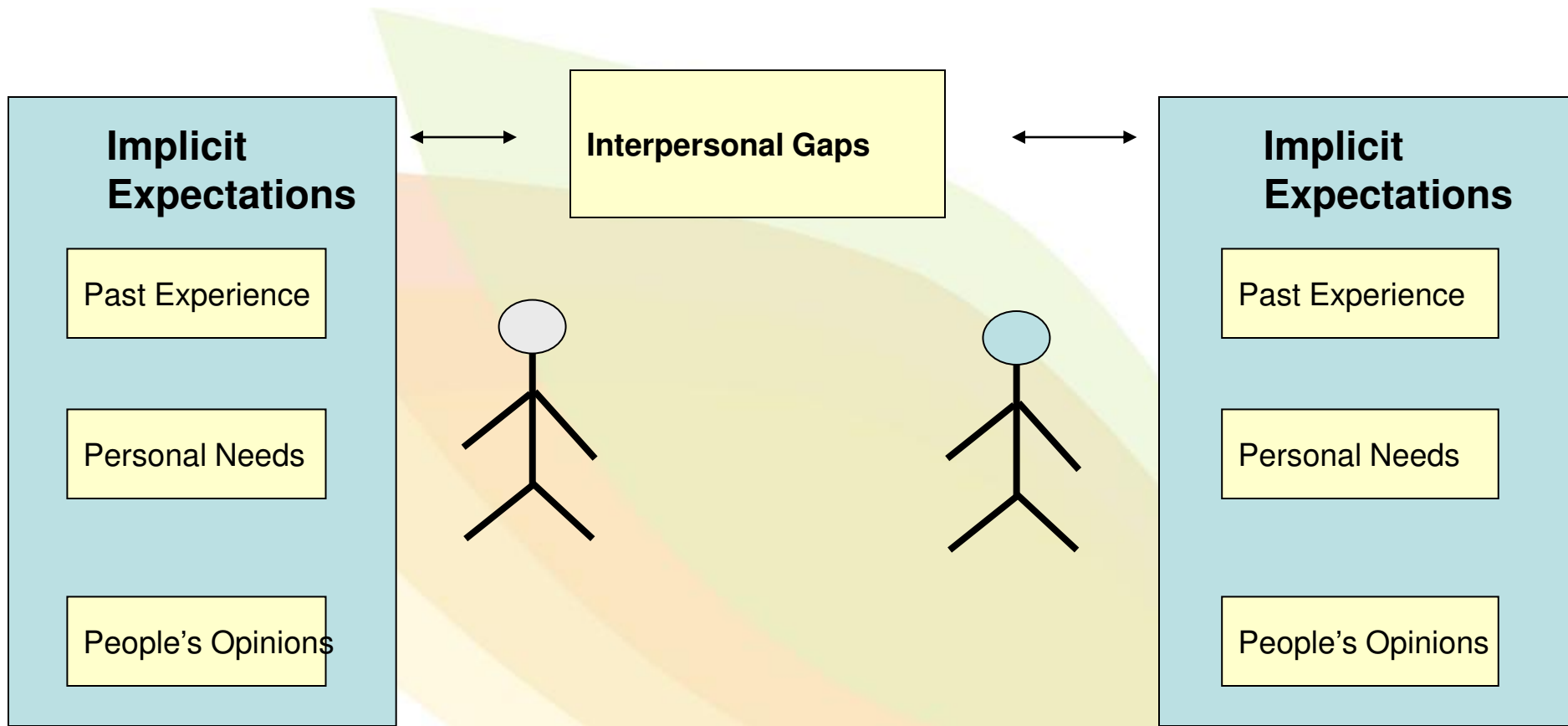
# Relational flow principles

1. Mutual Sharing of Worldviews
2. Assuming and Jumping to Conclusions
3. Relational Zones and Transactions
4. Develop Transparency: Johari Window
5. Self-Disclosure
6. Listening
7. Be Specific
8. State Consideration
9. Choice of Language
10. Adult-Adult
11. Assertiveness: Win-win Mentality
12. Integrity
13. Continual Emotional Deposits (CED)
14. Humor Cuts Distances

# Worldviews vs. “The World”

# Worldviews

- The world is different for different people
- We do not have the same perception, understanding or interpretations to the same matter
- We have different expectations
- We have different states
- Human needs are never perfectly satisfied for a person



**As expectations are influenced by human needs, they change overtime, therefore, the process of managing expectations should be continuous**

# “The World”

- It assumes:
  - Things are all clear and agreed-on for people
  - My expectations are the same as other people
  - Therefore; when people misbehave, they mean it, because they know it
  - If they “know”, then it is **intentional**; there are bad intents around me. Then, let me attack back to defend my interests
  - Overtly (direct aggression) or covertly (indirect aggression - manipulative)

# “The World”

- It assumes:
  - There is only one right solution
  - I know it, I own it
  - Therefore,
    - It is fine to enforce it my way
    - If people do not follow, they are wrong
    - It is my responsibility to correct them, if I am to be a good person, otherwise, me and the world is bad



# Implicit Expectations

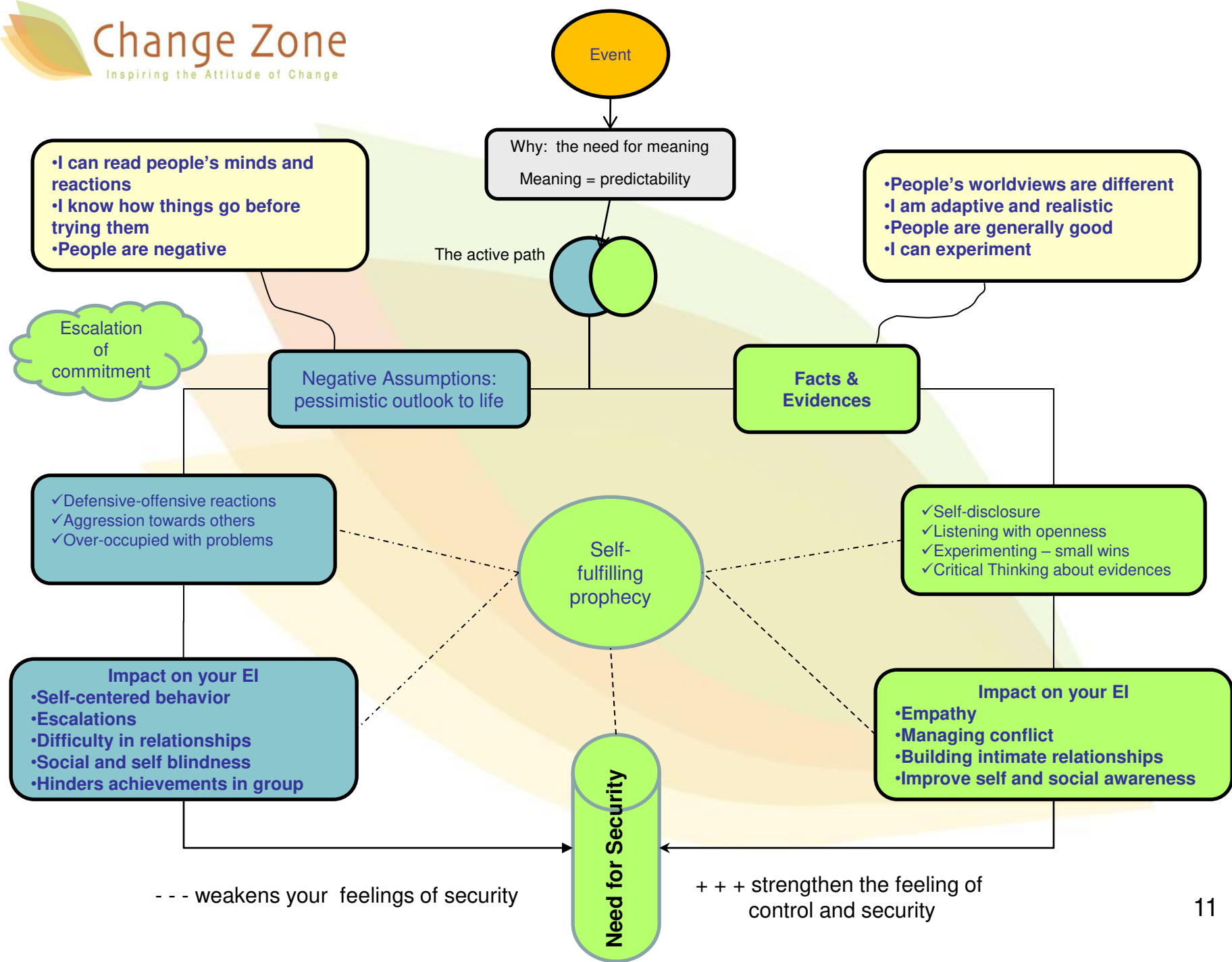
Unspoken, taken-for-granted  
rights from our perspective



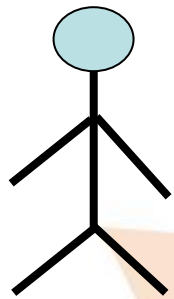
- Each of us comes into a situation with certain implicit expectations. These come from our previous experiences, from earlier roles, from other relationships
- Some of these expectations may be quite unrealistic or distorted, meaning they aren't based on reality. They are picked up from our personal needs, past experiences, etc.

# Assuming

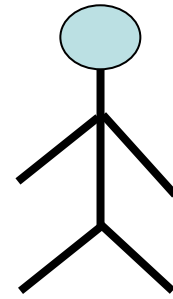
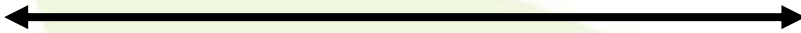
You interpret things negatively when there are no facts to support your conclusion.



1

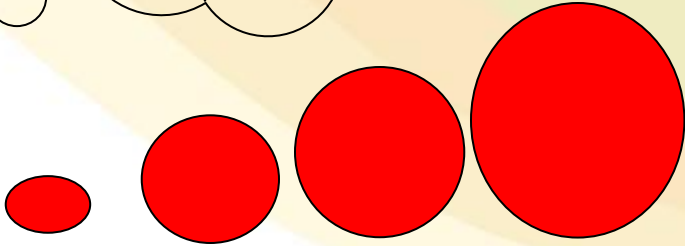
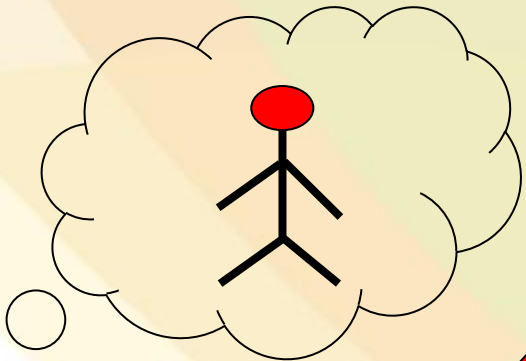
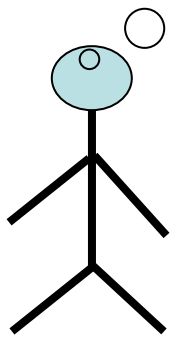


**An encounter below your expectations**

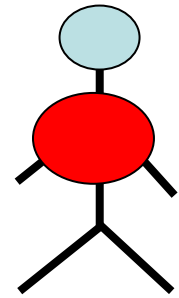
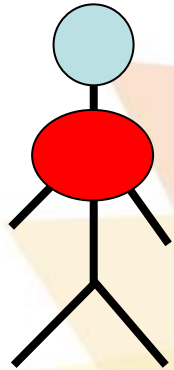


**Day dreaming,  
accompanied with bad feelings  
And repressed emotions**

2

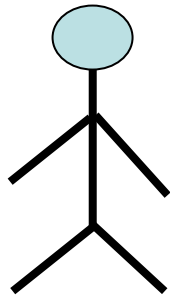


3

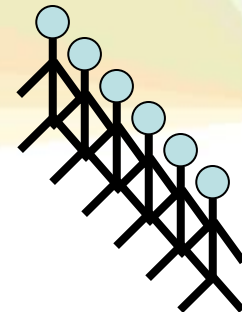



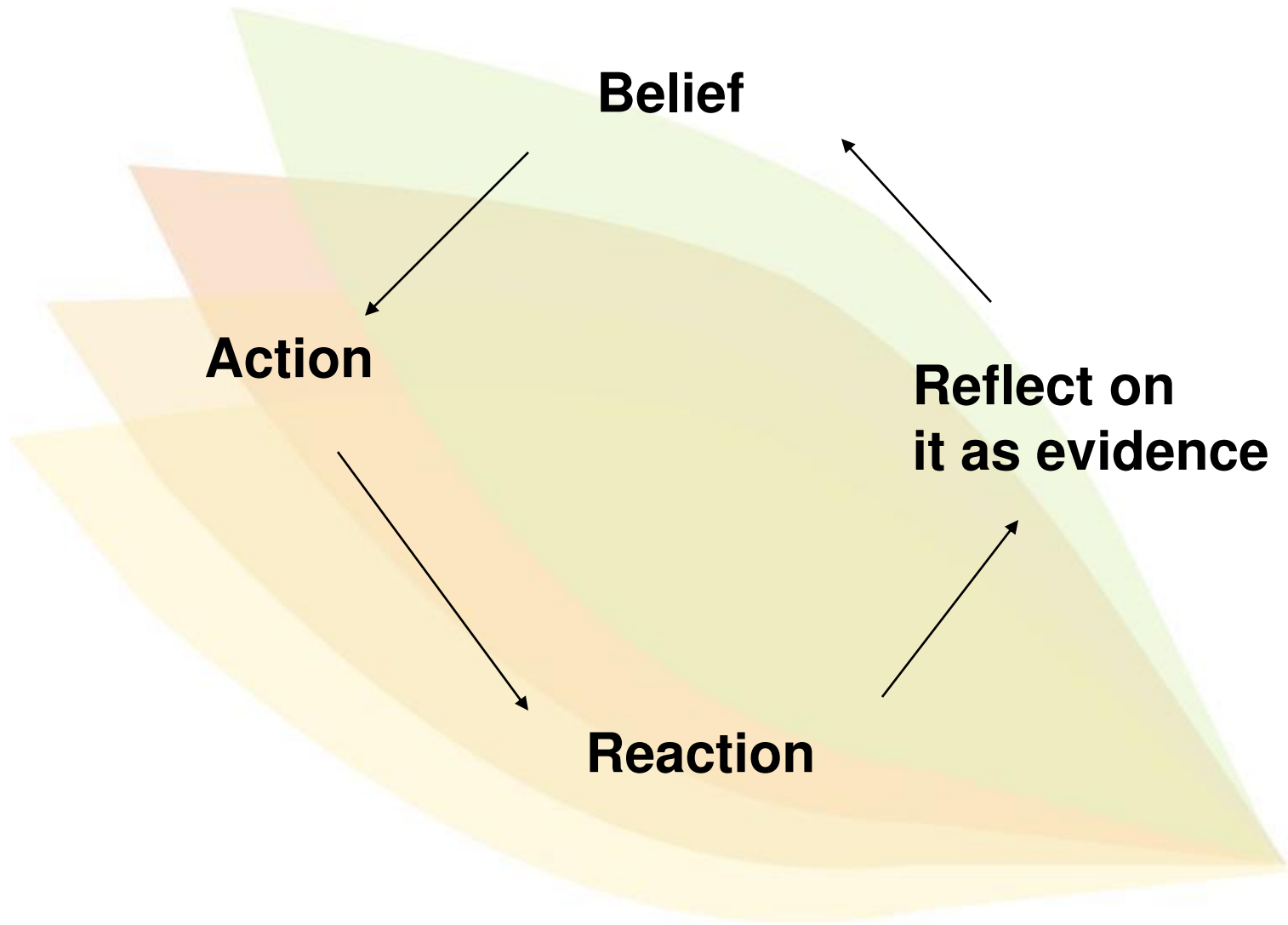
- Responses**
- **Ignorance (conscious or unconscious)**
  - **Emotional explosions**
  - **Gossip (undervaluing)**
  - **Reactive decisions (lose-lose)**
  - **Indirect aggression (towards somebody else)**

4



**Generalizations**  
**Less trust, transparency, and confidence**





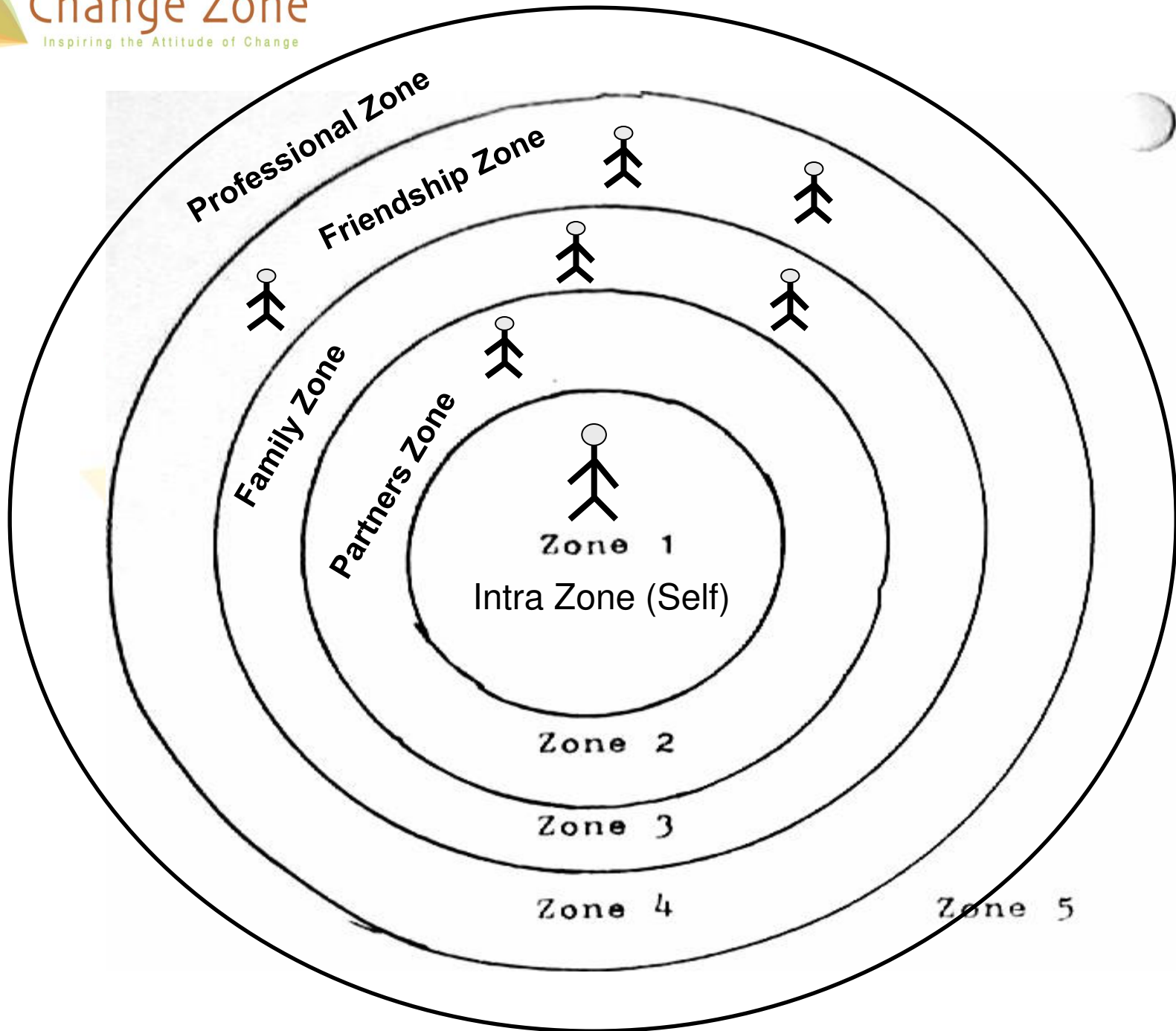
# Selective attention/distortion

- What a person pays attention to in these circumstances is what they *select* to pay attention to, though it may be noted that selection is not necessarily conscious.
1. People are more likely to notice stimuli that relate to a **current need and emotions**
  2. People are more likely to notice stimuli that they anticipate.

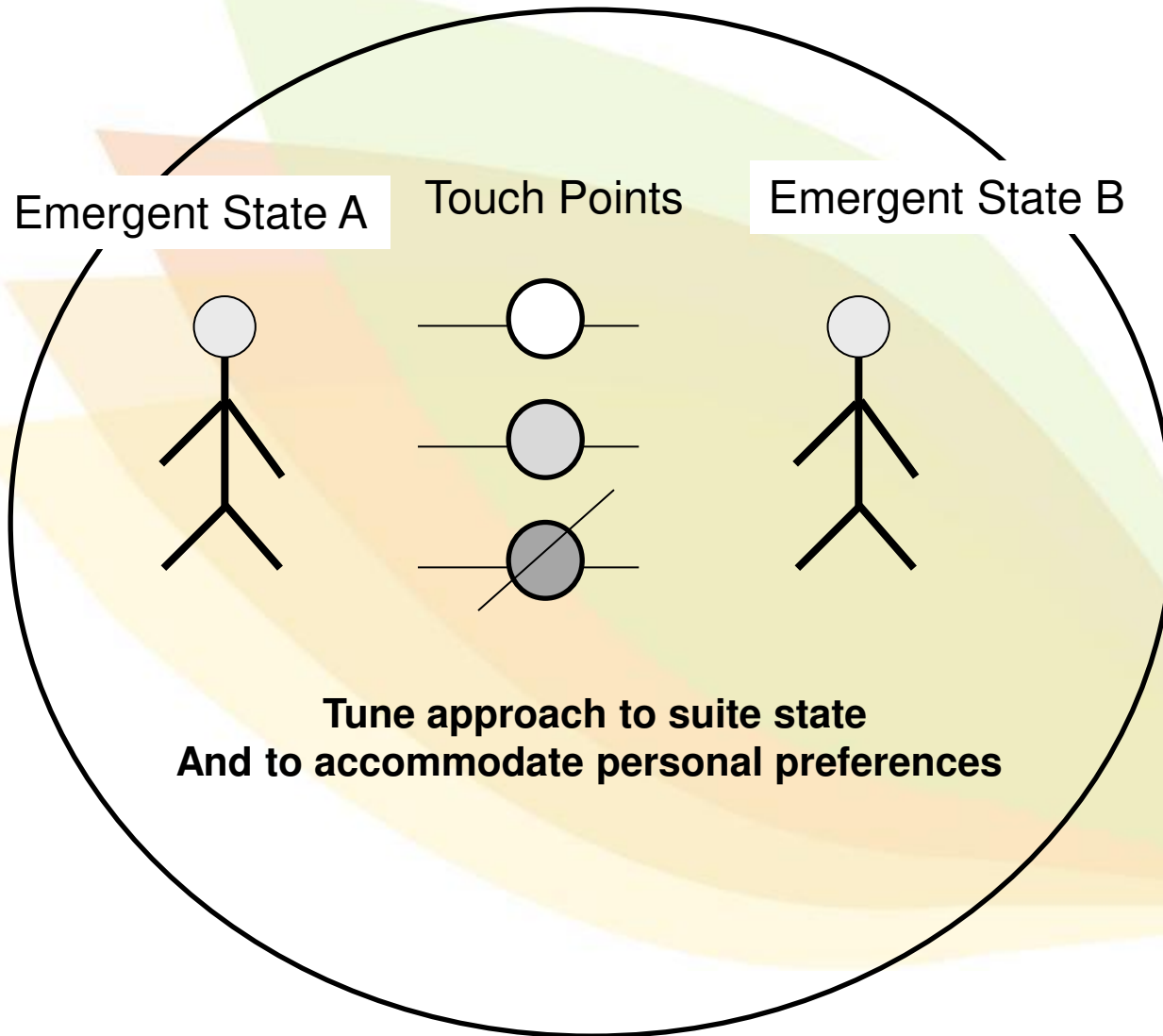


# Relational Zones





## Good Friendship Zone



# Develop Transparency

Open

- Known and transparent to both:
- Acceptance of differences and worldviews
- Explicit, understood

Blind

- The other person is not aware how the behavior impact the other
- The other person's worldview which you do not aware of it

Self-disclosure

- Listening to worldviews
- Listen to feedback
- Listen to validate assumptions

Private

- Mental Interpretations,
- Implicit Expectations
- Feelings, Thoughts, Observations
- Consequences on the other person
- Communicating mental assumptions

Unknown

Core Beliefs  
Human Needs

# Violent Communication

# Punitive communication style

- YOU did this (mistakes) ...
- Then YOU are (negative label, comparisons) ....
- Therefore I will (a threat) ....
- I am right/good, but you are wrong