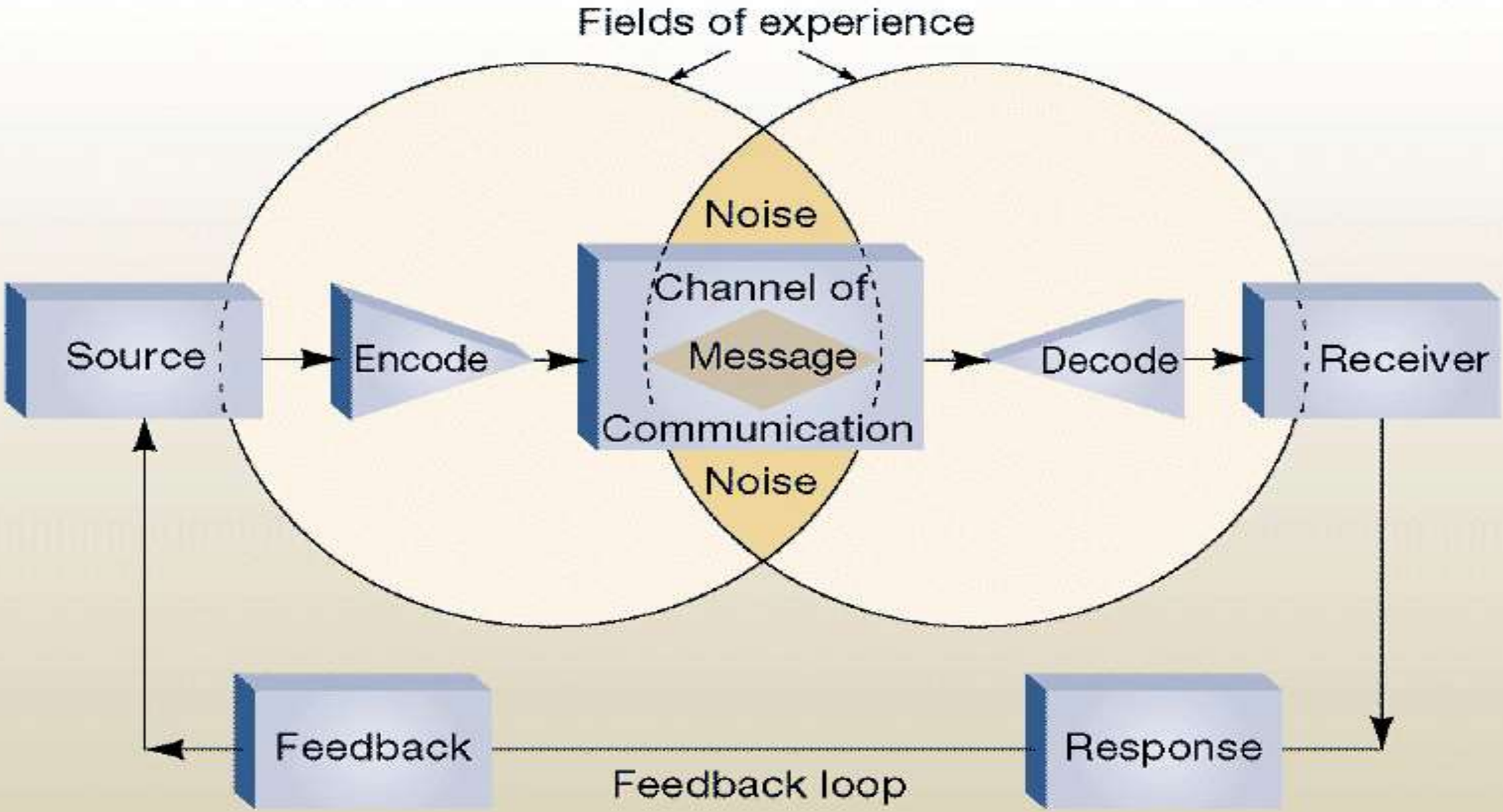
Man vs. Machine Successful Client-Vendor Communications:

One is LOGICAL; the other an ABSTRACTION

Presented by James Smith

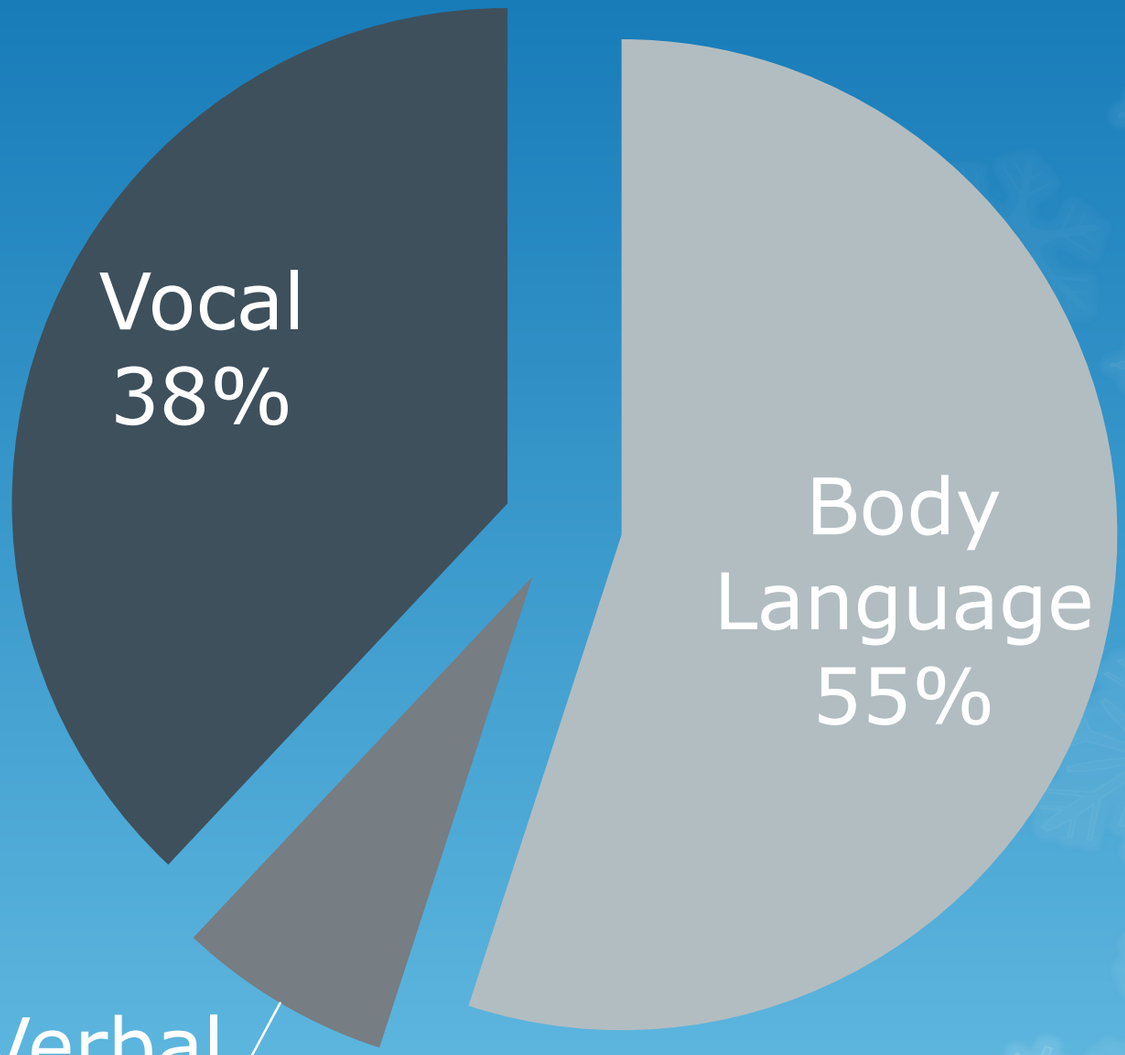
What Does a Communication Transaction Look Like?...

Communication Process



This results from "NOISE" in
the Communication Process

Communication



* Based on research by Albert Mehrabian, Ph.D., Professor Emeritus, UCLA.

What does it mean to have a “Common Frame of Reference”?

What is the relationship between EXPECTATIONS and CONFLICT?...

Leader's Expectation
What the Leader thinks Others expect
ALIGN
Other's expectation of the Leader
What Others think the Leader expects

What Will Conflict Look Like?...

I prefer these names:

Happy,

Sad,

Mad;

Afraid,

Ashamed,

Confused.

- Active Listening
- Email, phone, in-person,… richer context
- Manage the Gap – between expectations and reality
- Listen for the nature of conflict, to understand what issue to address, and how
- Practice, practice, practice,…

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