

Man vs. Machine Successful Client- Vendor Communications:

One is LOGICAL; the other an ABSTRACTION

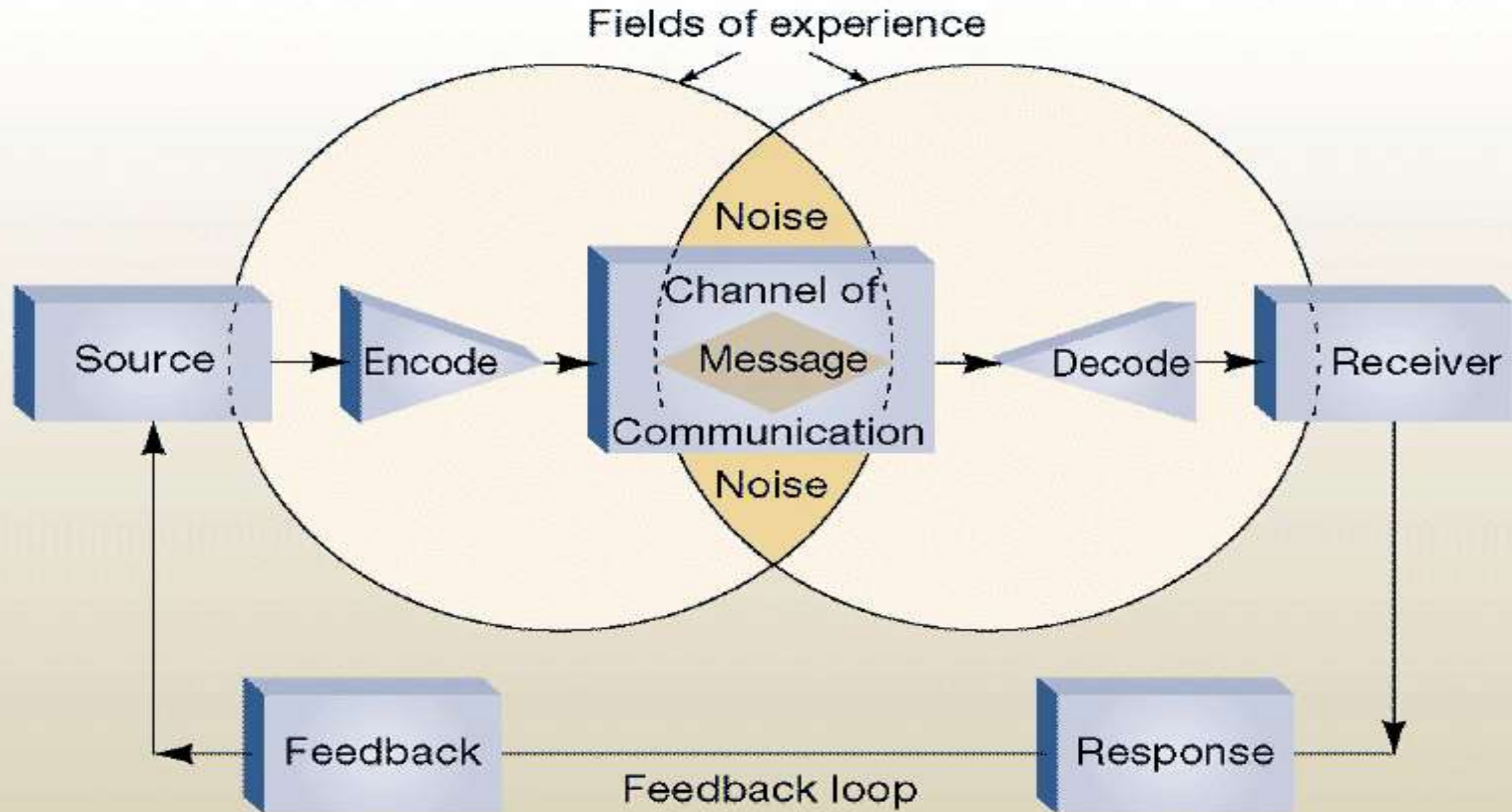
Presented by James Smith



What Does a
Communication
Transaction
Look Like? ...



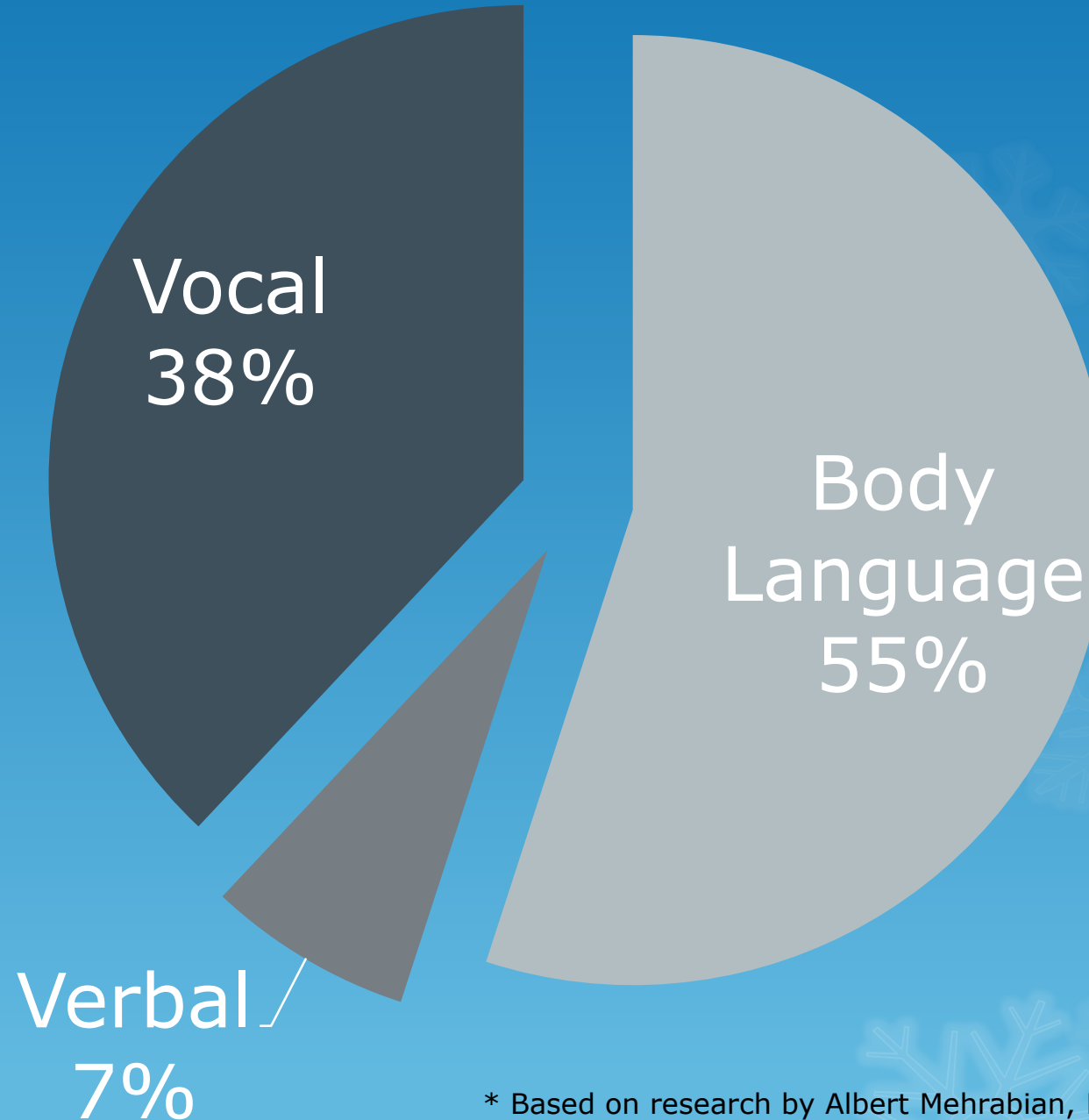
Communication Process





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?** ...



**What Will
Conflict Look
Like? ...**



I prefer these names:

Happy,

Sad,

Mad;

Afraid,

Ashamed,

Confused.



Anger



Happiness



Surprise



Disgust



Sadness



Fear

- 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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