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Effective communication with student

part 2



Effective communication with student

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Course Outline

- Module 1
30.11.2021 g.17:00-19:00
- **Module 2**
02.12.2021 g.17:00-19:00
- Module 3
07.12.2021 g.18:00-20:00
- Module 4
09.12.2021 g.17:00-19:00





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Presentation Outline

- Small talk
- Flash back
- Twelve communication blocks and the consequences of these blocks for the sender and recipient of a message
- Examples of messages with hidden communication blocks
- Ways to eliminate communication blockages

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Communication types

due to the transmission
technique

WRITTEN



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Communication blocks



point of view.
Blockade [bla'ke
su
sto

What are
communication blocks ?



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Communication disruptions

everything that affects the
message distortion

INTERNAL

speech disorders
hearing disturbances
neurological deficit
perceptible threat

EXTERNAL

noise disturbances
light disturbances
vision disturbances
message mismatch with the recipient

Most common communication features

01 COMMUNICATIVE FUNCTION

- representational (informative) - focuses on providing information content
- expressive - it is used to express feelings and emotions
- impressive - it serves to influence
- fatal - serves to keep the conversation going

02 EXTRA-COMMUNICATIVE FUNCTION

- causative - shapes and changes reality,
- magical - associated with beliefs, religion - uttering words should, in the speaker's opinion, affect reality,
- presentative (characterizing) - with its help the sender of the message provides us with information about himself.



attitude

framework

attitude

framework



VALUES





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SUMMARY

DISRUPTIONS

provide only distortion
and we may
continue
the conversation

BLOCKS

provide a negative attitude
and make
the desire to talk
disappears

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Communication blocks by Gordon



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Communication horsemen of the Apocalypse by Gordon



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Communication killers by Gordon





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Judging



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Authority



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Avoiding



Judging

01 CRITICIZING

- expressing negative opinion usually ad personam
- pouring out frustration to interlocutor
- provides interlocutor to defensive or attacking position
- general quantification: everyone, nobody, you always, you never, etc.

02 LABELING

- from the cycle of typical behavior, e.g your typical student, typical blonde,
- used to destroy individuals and puts everyone in one bag
- used to force somebody to change, by shaming

Judging

03 MAKING DIAGNOSIS

- play an amateur psychoanalyst
- used to cut our feelings off to enable to see somebody not as a person
- used to manipulate the environment and show the problem is in other person
- "diagnosis is not for the patient"
- diagnosis itself doesn't change the reality

04 PRAISE COMBINED WITH EVALUATION

- good girl, good boy, good student, good picture, good project
- compliment expressed in an incorrect way
- may be associated with manipulation (carrot and the stick)
- would you be.....

Judging

significantly rises up
well-being
of the judge



Authority

01 ORDERING

- stop pretending, stop smearing

02 THREATENING

- if you don't.... then.....

03 MORALIZING - PREACHING

- e.g. you should / shouldn't do something

04 QUESTION SHOOTING

- asking too many wrong 'questions'
- asking questions and leaving no space to the answer

05 GIVING ADVICE

- if I were you, me at your position, at your position

Authority



significantly limits
interlocutor's
sense of freedom and dignity

Avoiding

01 DISTRACTION

- You made a mistake
- Yes I know, but..... you know I tried my best. I even went.....really wanted to find a solution, cause I know this is important to you, so I tried

02 ALLEGEDLY LOGICAL ARGUMENT

- Too much logic can lead to freezing up completely and ignoring the emotional component, which is extremely important in life..

03 CALMING DOWN

- calm down usually works the opposite
- everything will work out somehow
- the sun will shine tomorrow too

Avoiding

A hand in a white shirt sleeve points towards the text. In the bottom right corner, a man in a dark suit and tie is shown in profile, looking thoughtful with his hand to his chin.

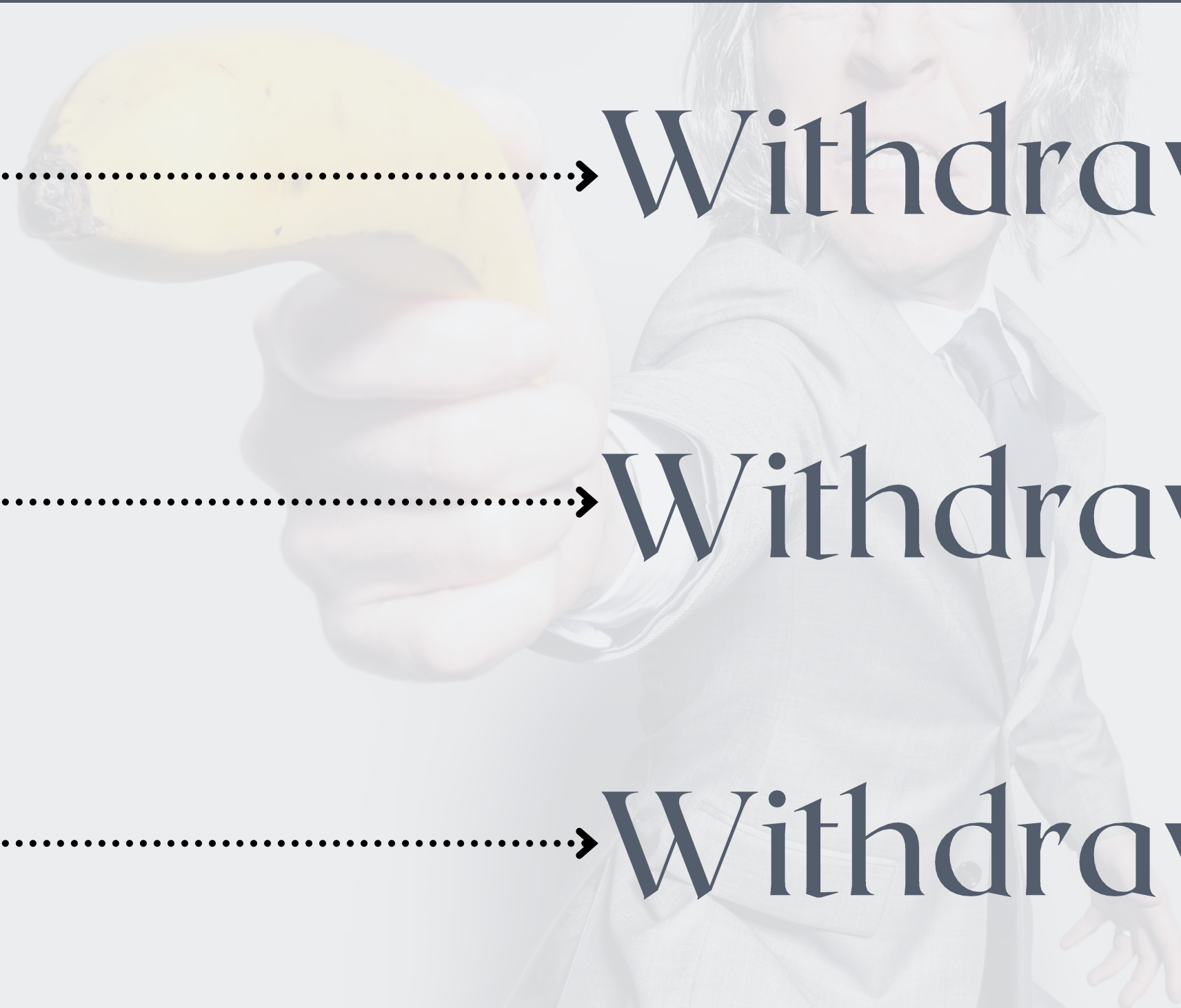
Avoidance helps us
to escape from confronting
emotions,
someone else's or ours

What are the consequences of 12 communication killers?

Judging.....→ Withdrawal

Authority.....→ Withdrawal

Avoiding.....→ Withdrawal



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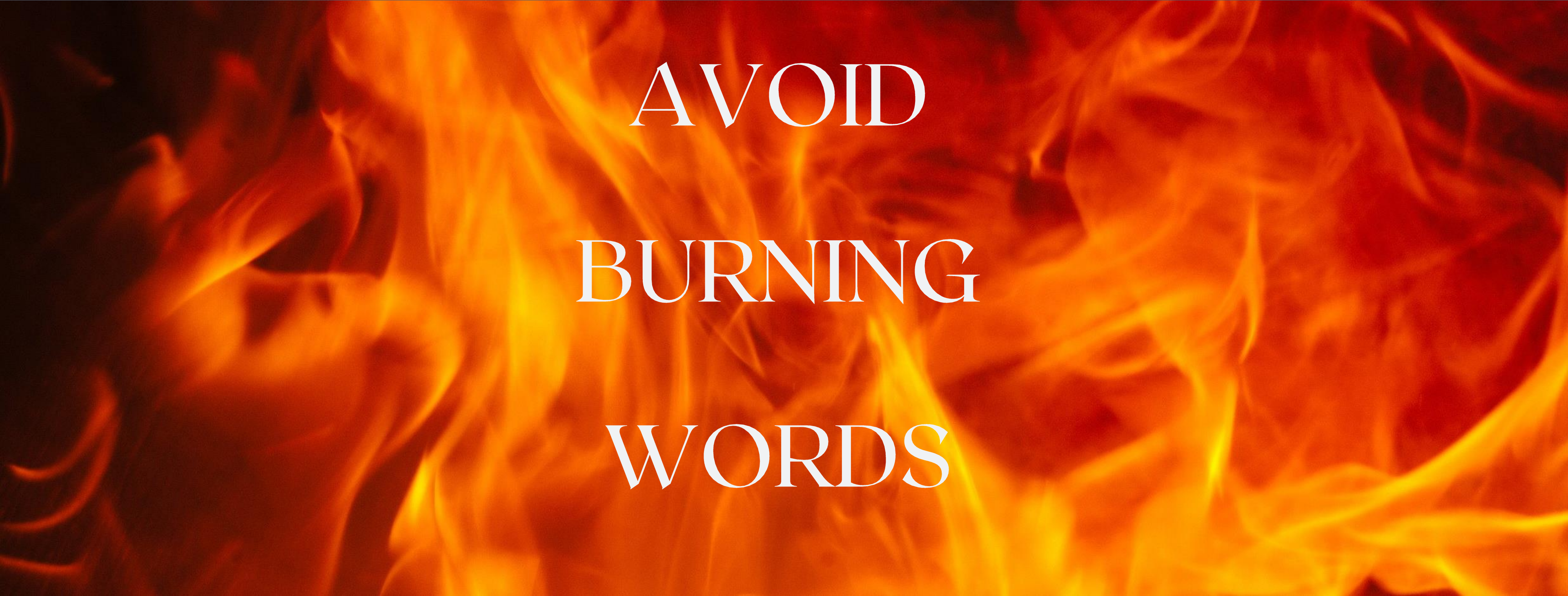
How it works?

Like building
the wall

brick by brick

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How to eliminate communication killers?



AVOID
BURNING
WORDS

How to eliminate communication killers?

YES BUT IT IS NOT UNEQUIVOCAL

CALM DOWN SPEAK NORMALLY WITH ME,
USE NORMAL TONE OF YOUR VOICE

JUST DON'T BE NERVOUS CONSIDER A CALM APPROACH

YOU NEVER DO... I DON'T REMEMBER YOU DOING....

ALWAYS IT IS SECOND TIME

YOU HAVE TO HOW DO YOU FIND YOURSELF TRYING

How to eliminate communication killers?

YOU MISUNDERSTOOD
ME

I HAD STH DIFFERENT IN MY MIND

IT'S NOT LIKE THAT

IT IS NOT MY POINT

HONESTLY SPEAKING

I'LL TELL YOU WHAT I THINK

NO PROBLEM

OK, I'LL DO THIS

IT'S NOT A PROBLEM

I HAVE A SOLUTION FOR
THIS SITUATIO

How to eliminate communication killers?

A man in a grey suit and tie is pointing a banana towards the camera with a serious expression. The banana is held in his right hand, which is extended forward. The background is a plain, light color.

INTENTION

EMOTIONS

ASSERTIVENESS

**LESSONS
LEARNED**





THANK
YOU! 😊