

# Communication

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- ▼ the process of transferring information and understanding from one person to another
- ▼ sender, encoding, message, channel, receiver, decoding, feedback, noise
- ▼ has numerous barriers to consider

Module 4.5



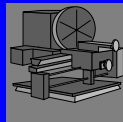
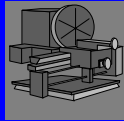
# Overcoming Barriers

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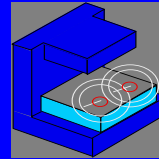
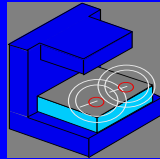
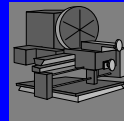
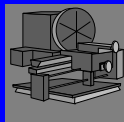
- ▼ encourage feedback
- ▼ avoid jargon; be concise
- ▼ be aware of nonverbal cues
- ▼ active listening



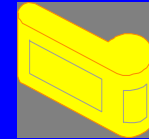
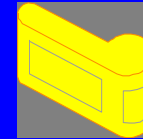
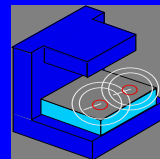
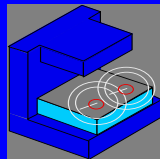
# Typical Process Oriented Layout of Equipment at Boeing



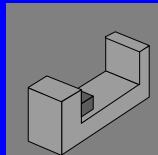
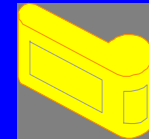
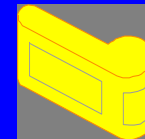
*Chuckers*



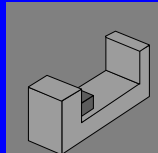
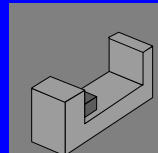
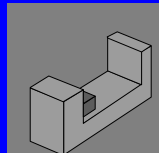
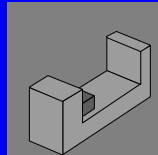
*Shaver*



*Hobs*



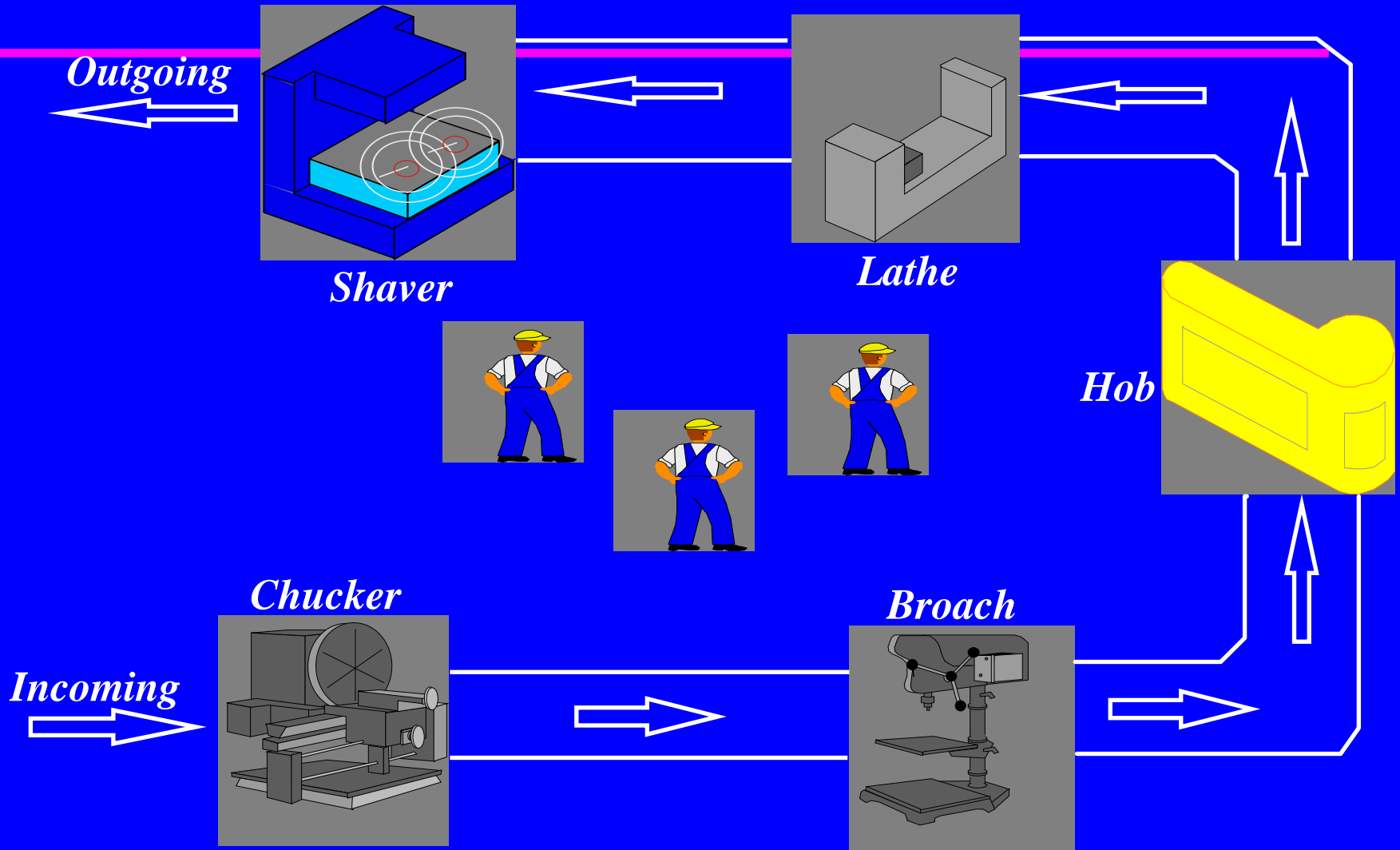
*Lathes*



*Broaches*



# *Cellular Layout under Boeing's Lean Manufacturing Initiative*



# Interpersonal Skills

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- ▼ Active listening
- ▼ Conflict management
- ▼ Negotiation
- ▼ Presentation
- ▼ Empowerment



# Active Listening

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- ▼ Eye contact, give affirmation to speaker, avoid distracting behaviors, ask questions, avoid interrupting speaker, don't over talk.
- ▼ Get physically ready for listening.
- ▼ Organize information while listening.
- ▼ Focus on main points.
- ▼ Practice empathy.



# Conflict Styles

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		Cooperativeness	
		Low	High
Assertiveness	High	Competing	Collaborating
	Low	Avoiding	Accommodating
		Middle = Compromising	



# Negotiation Skills

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**Interest**-based Conflict

Resolution: Think **Oranges**

versus

**Issue**-based Conflict

Resolution: **Negotiations**





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