



connecting COMMUNICATION

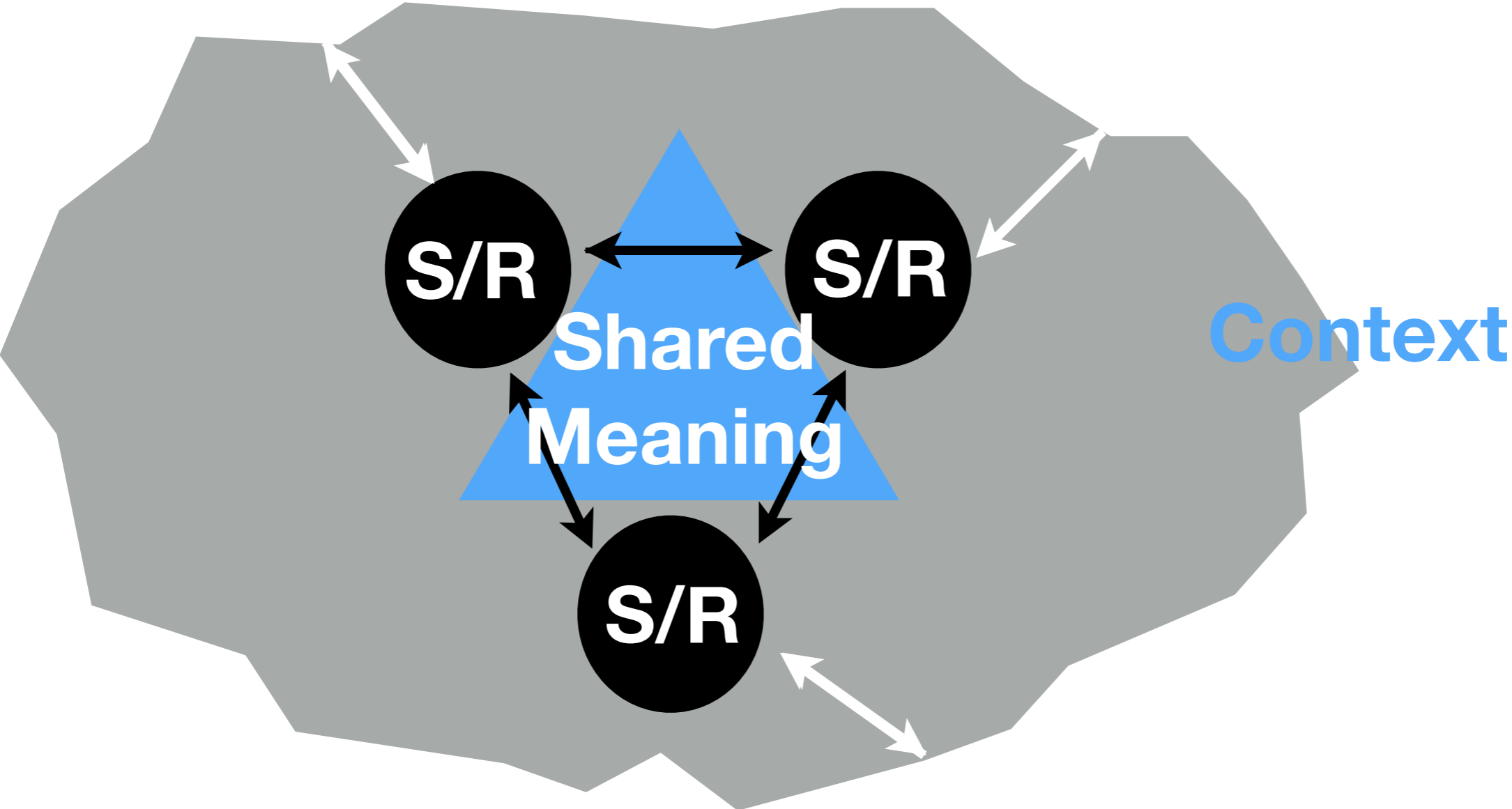
presented by
Patrick Maurer, CSP



**“WOW”
desire for
connection**



dynamic process model



nonverbal communication



**65%-95% of total
meaning is from
nonverbal
communication**

nonverbal communication



volume

rate

enunciation

pause

stress

nonverbal communication



I am glad you are here today

components of a good mix tape



purposeful
customized
thematic
time investment
arc (music &/or emotional)
appropriate

Knapp's Model of Relational Development



Bonding Announcing commitment to relationship & making legal

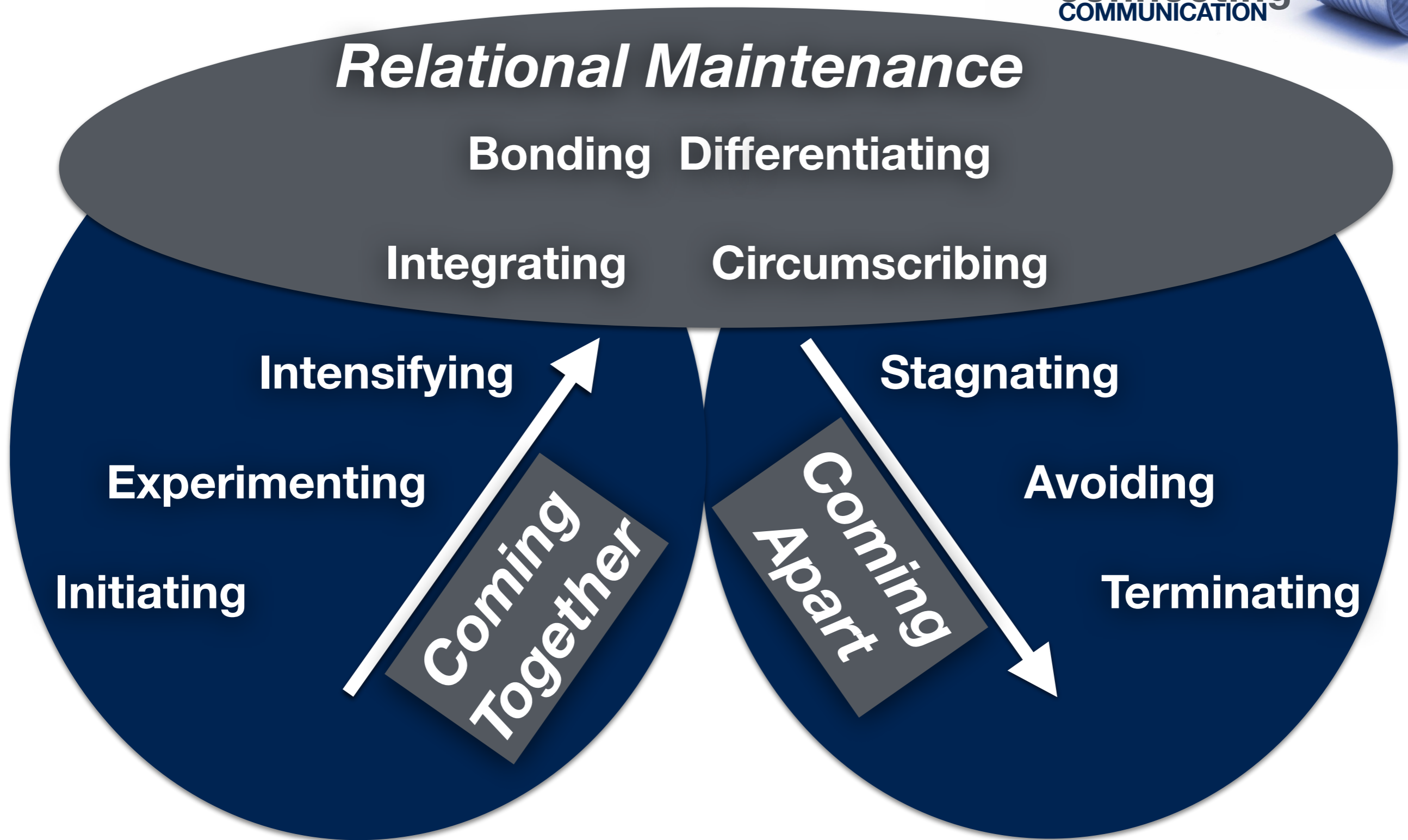
Integrating Relationship gets more serious and connected. BF/GF

Intensifying Less formal. Revealing of information. Gifts. Checking Reactions

Experimenting Probing. Looking for common interest

Initiating First Impressions (can be wrong). Looking for positives

Knapp's Model of Relational Development



the real power



Relational Dialectics



Examples:

Connection vs Autonomy

Predictability vs Novelty

Favoritism vs Impartiality

Openness vs Privacy



connecting
COMMUNICATION





“I don't want to sell anything, buy anything, or process anything as a career. I don't want to sell anything bought or processed, or buy anything sold or processed, or process anything sold, bought, or processed, or repair anything sold, bought, or processed. You know, as a career, I don't want to do that.”

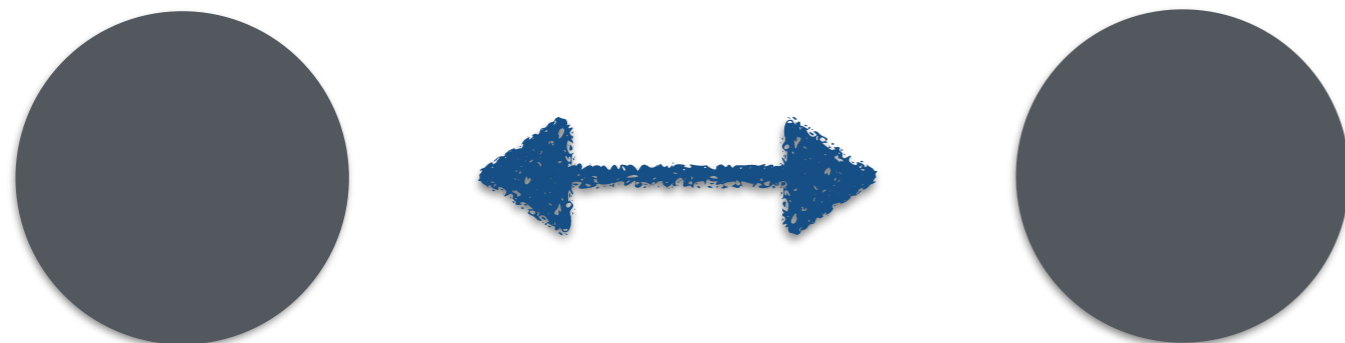
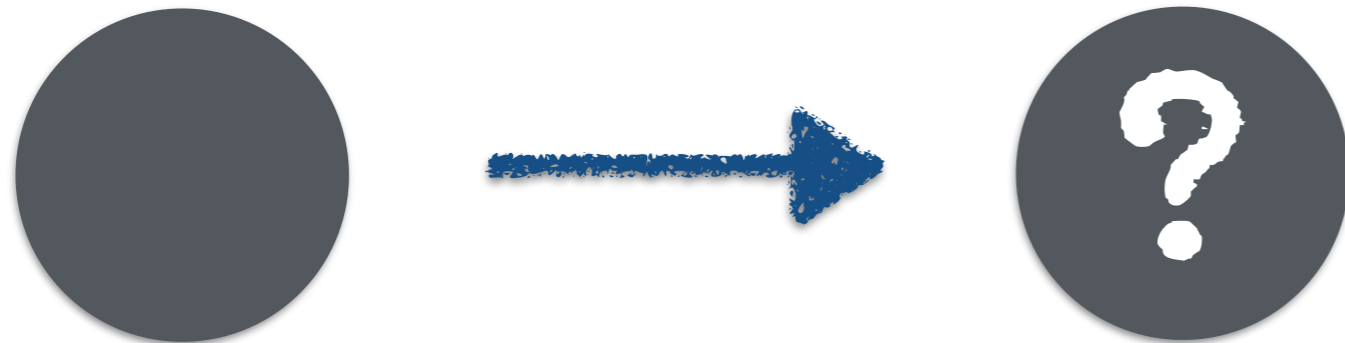
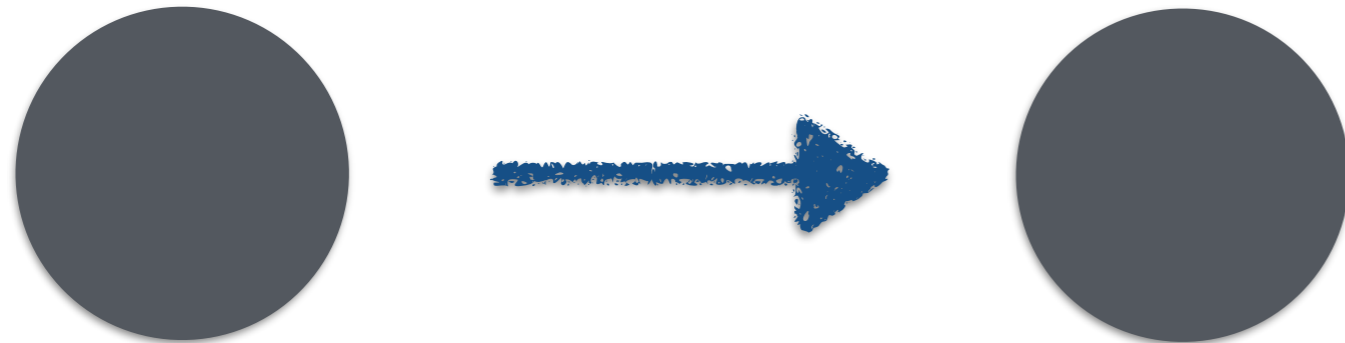
Types of Conflict



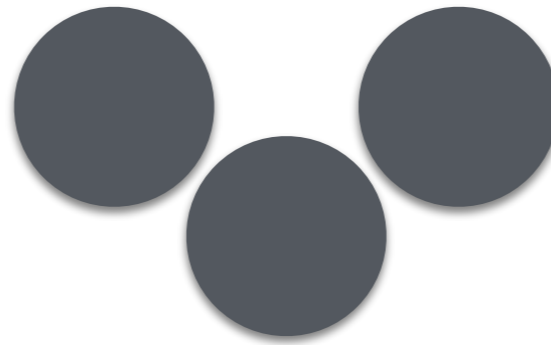
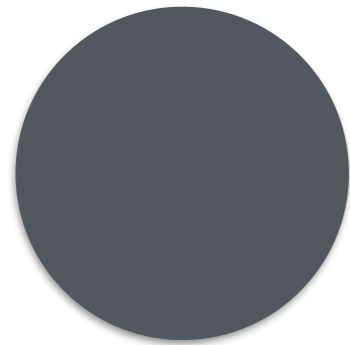
One Way Peer to Peer Aware

One Way Peer to Peer Unaware

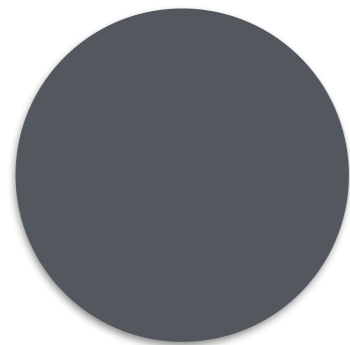
Two Way Peer to Peer Aware



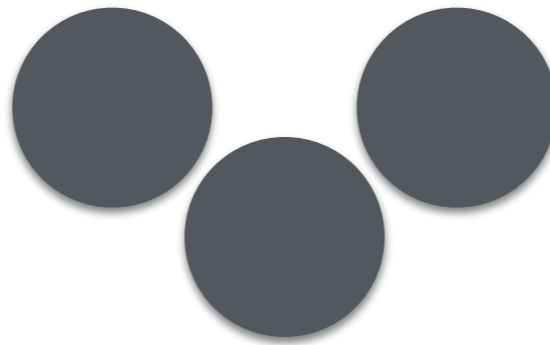
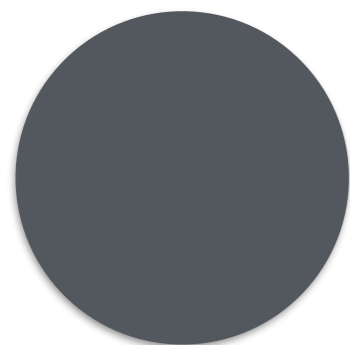
Types of Conflict



One Way Peer to Group Aware



One Way Peer to Group Unaware

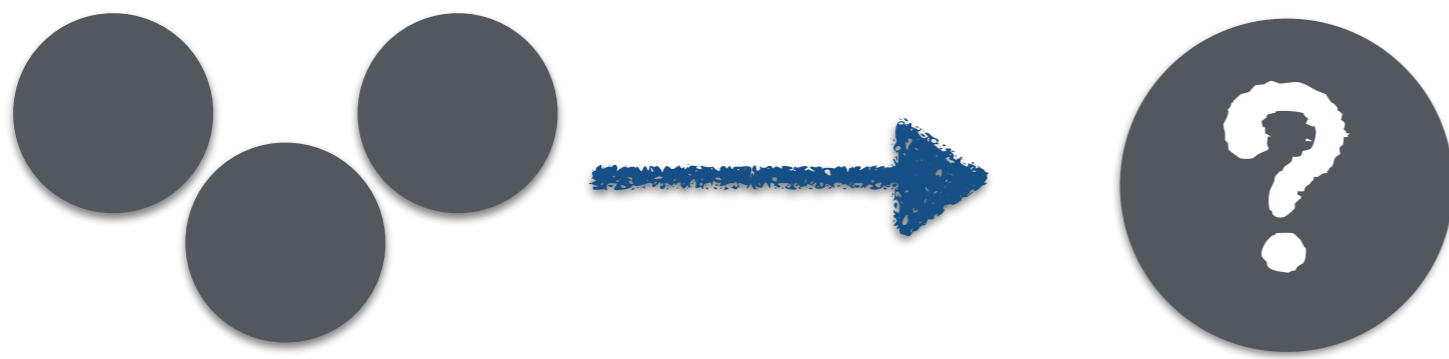


Two Way Peer to Group Aware

Types of Conflict

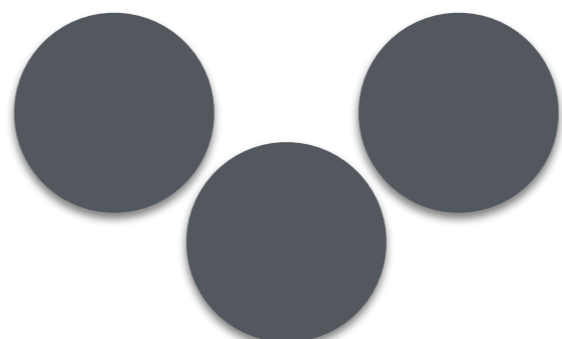
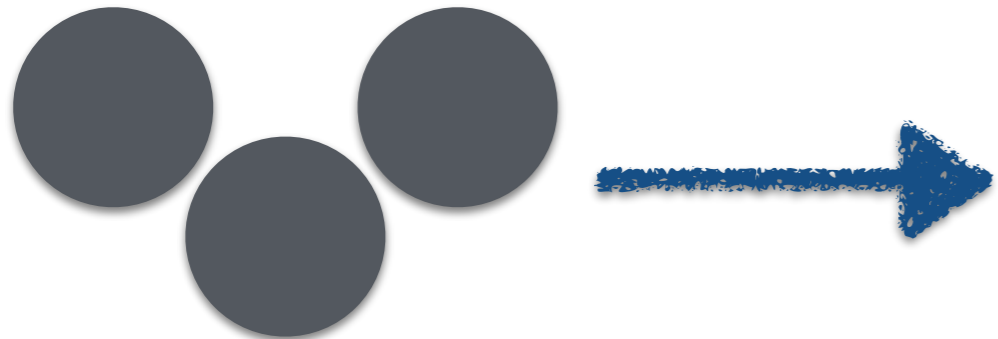


**One Way Group to
Peer Aware**

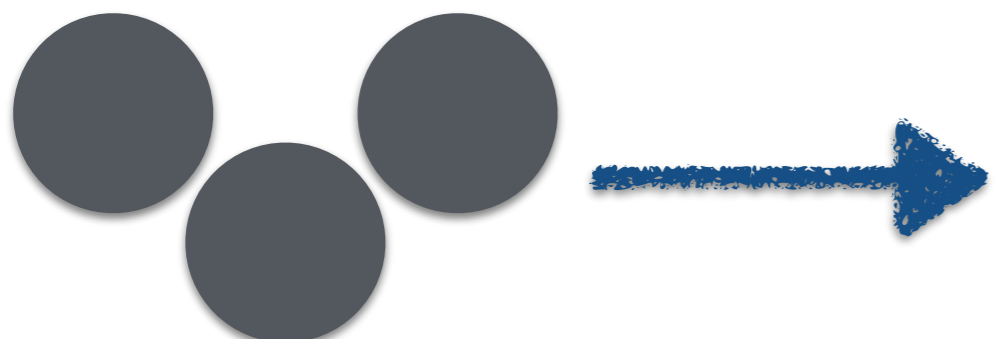


**One Way Group to
Peer Unaware**

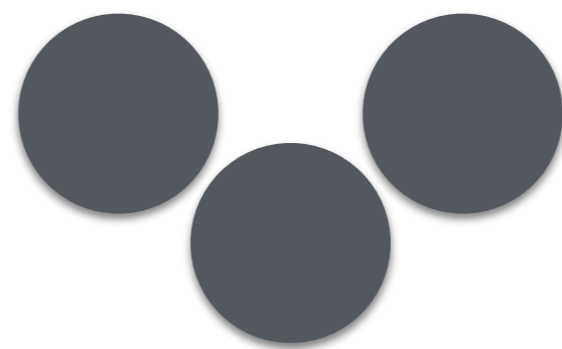
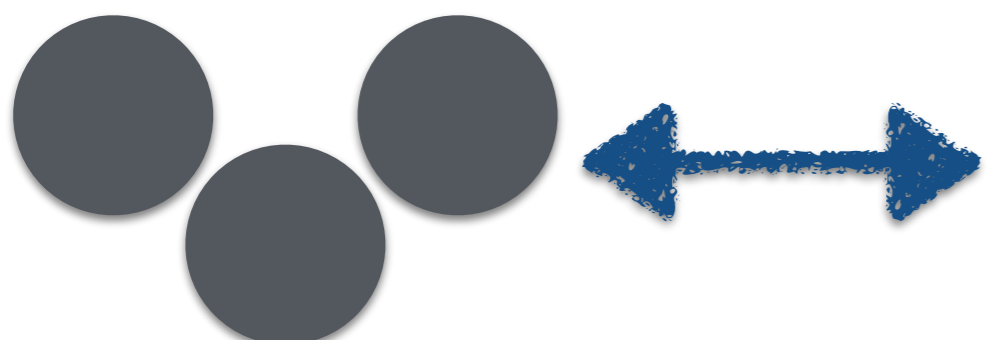
Types of Conflict



One Way Group to Group Aware



One Way Group to Group Unaware



Two Way Group to Group Aware

Types of Conflict

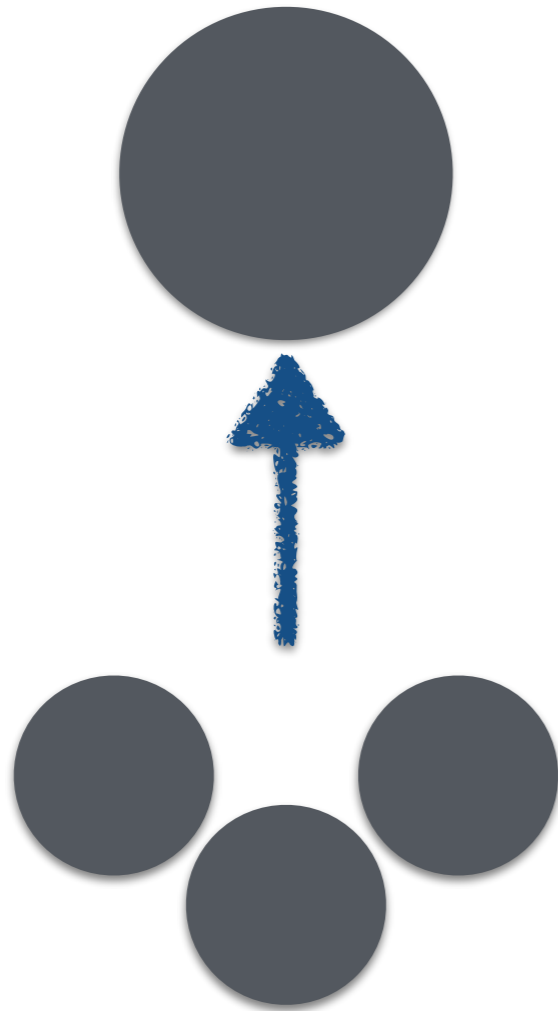


One Way Subordinate to Supervisor Aware

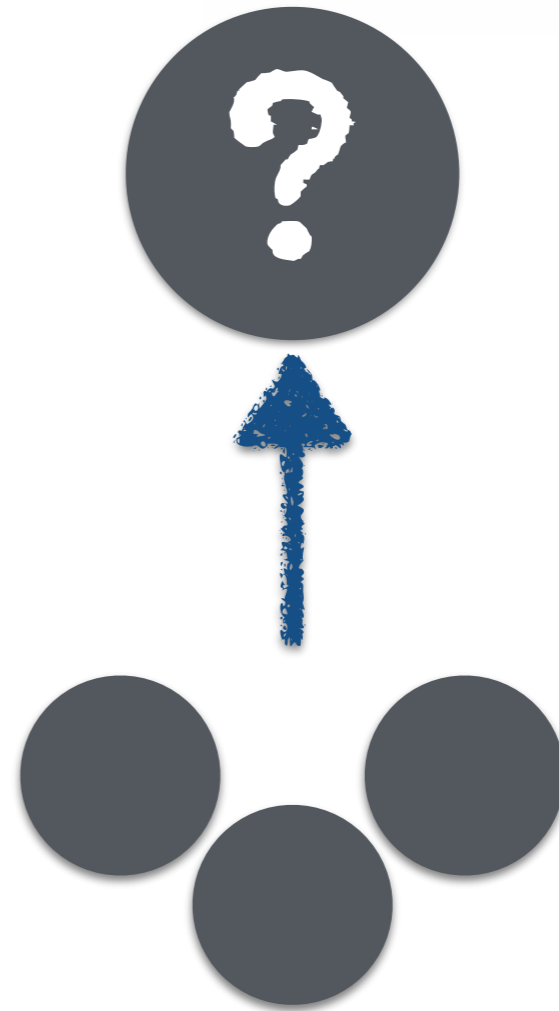


One Way Subordinate to Supervisor Unaware

Types of Conflict

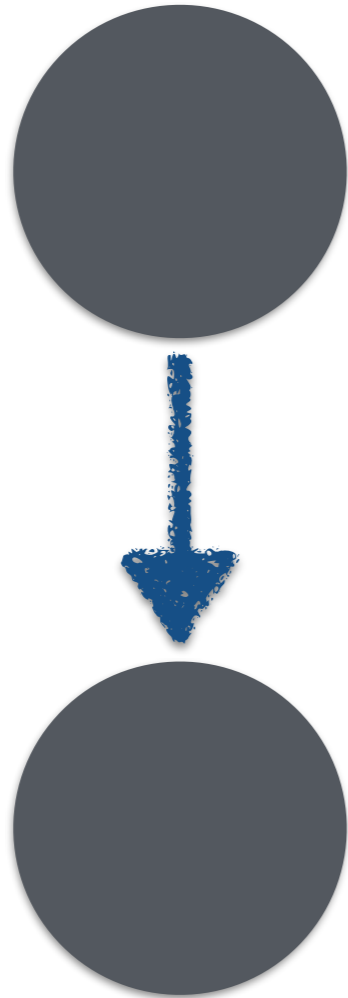


**One Way Subordinates
to Supervisor Aware**



**One Way Subordinates
to Supervisor Unaware**

Types of Conflict

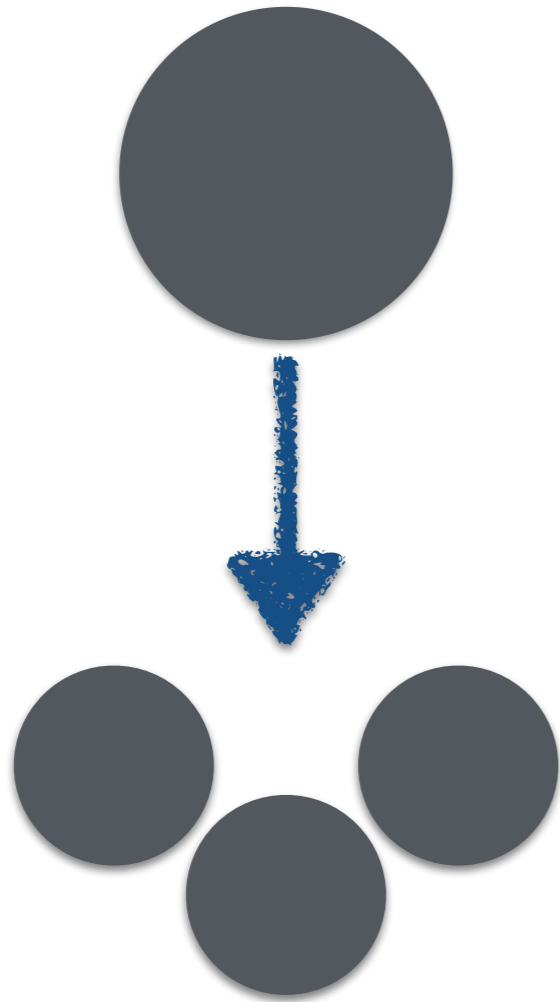


One Way Supervisor to Subordinate Aware

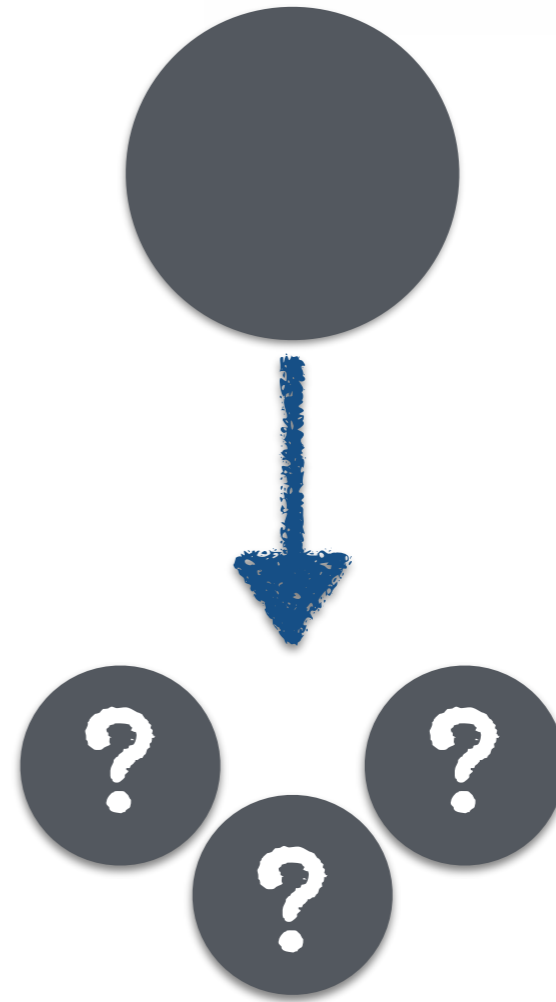


One Way Supervisor to Subordinate Unaware

Types of Conflict

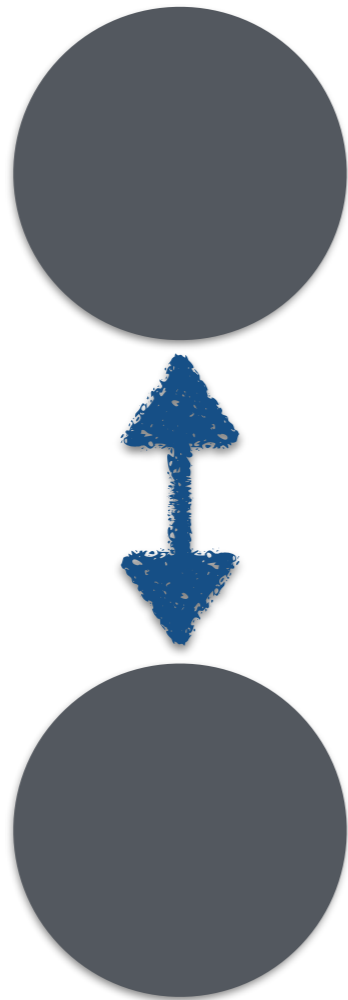


One Way Supervisor to Subordinates Aware

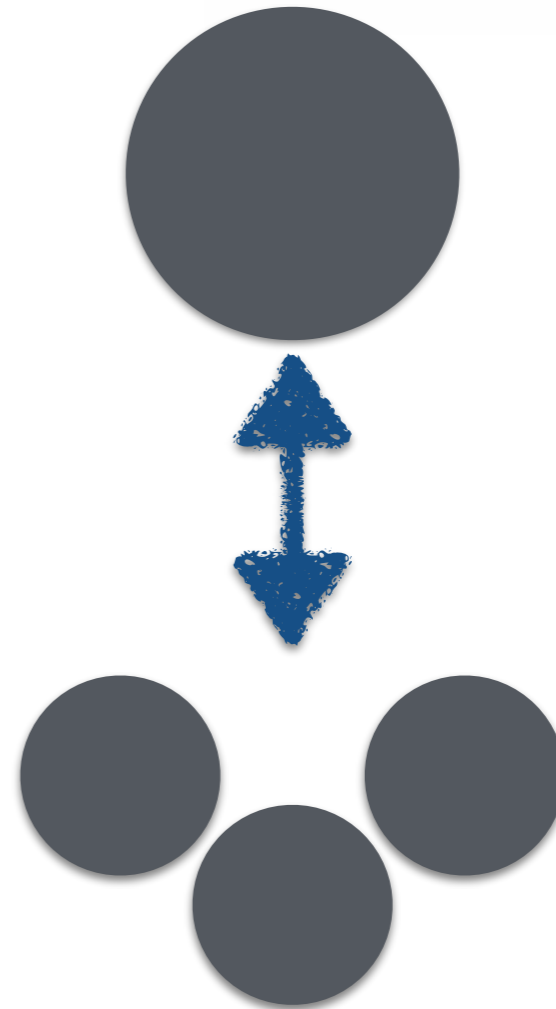


One Way Supervisor to Subordinates Unaware

Types of Conflict

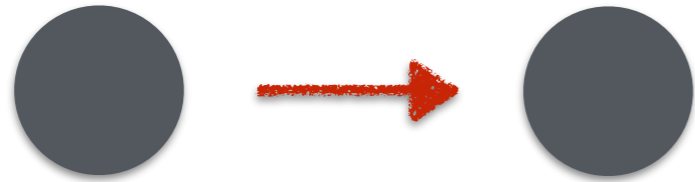


Two Way Subordinate to Supervisor Aware

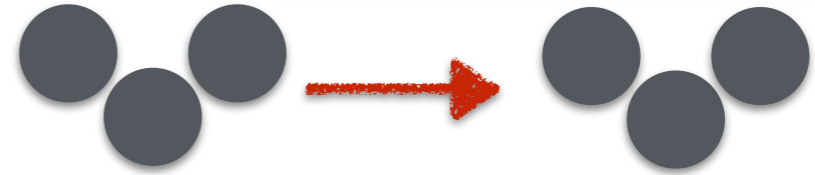


Two Way Supervisor to Subordinates Aware

Types of Conflict

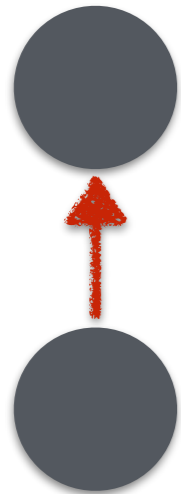


Peer to Peer



Group to Group

Outside Factors

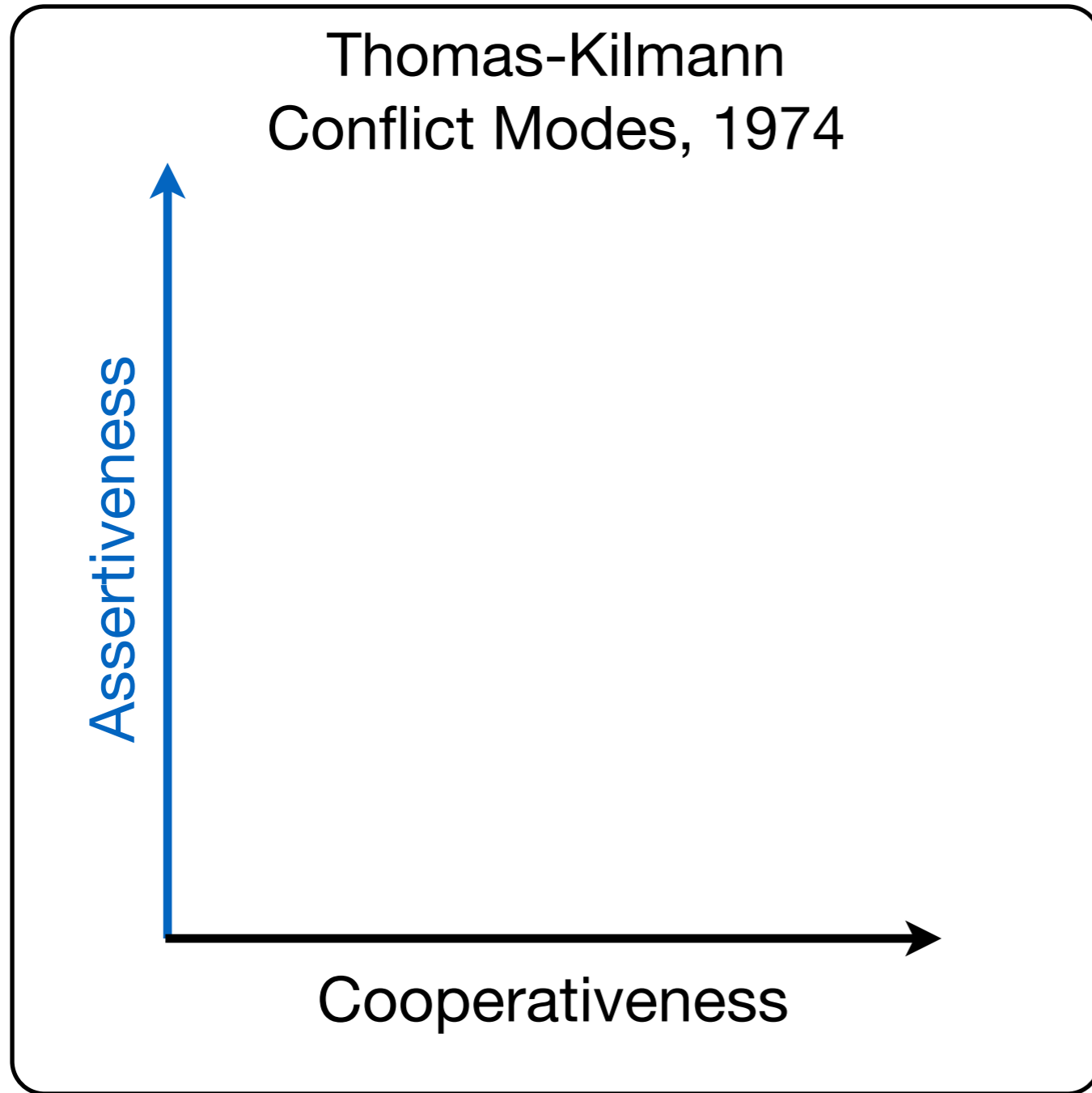


Subordinate to Supervisor

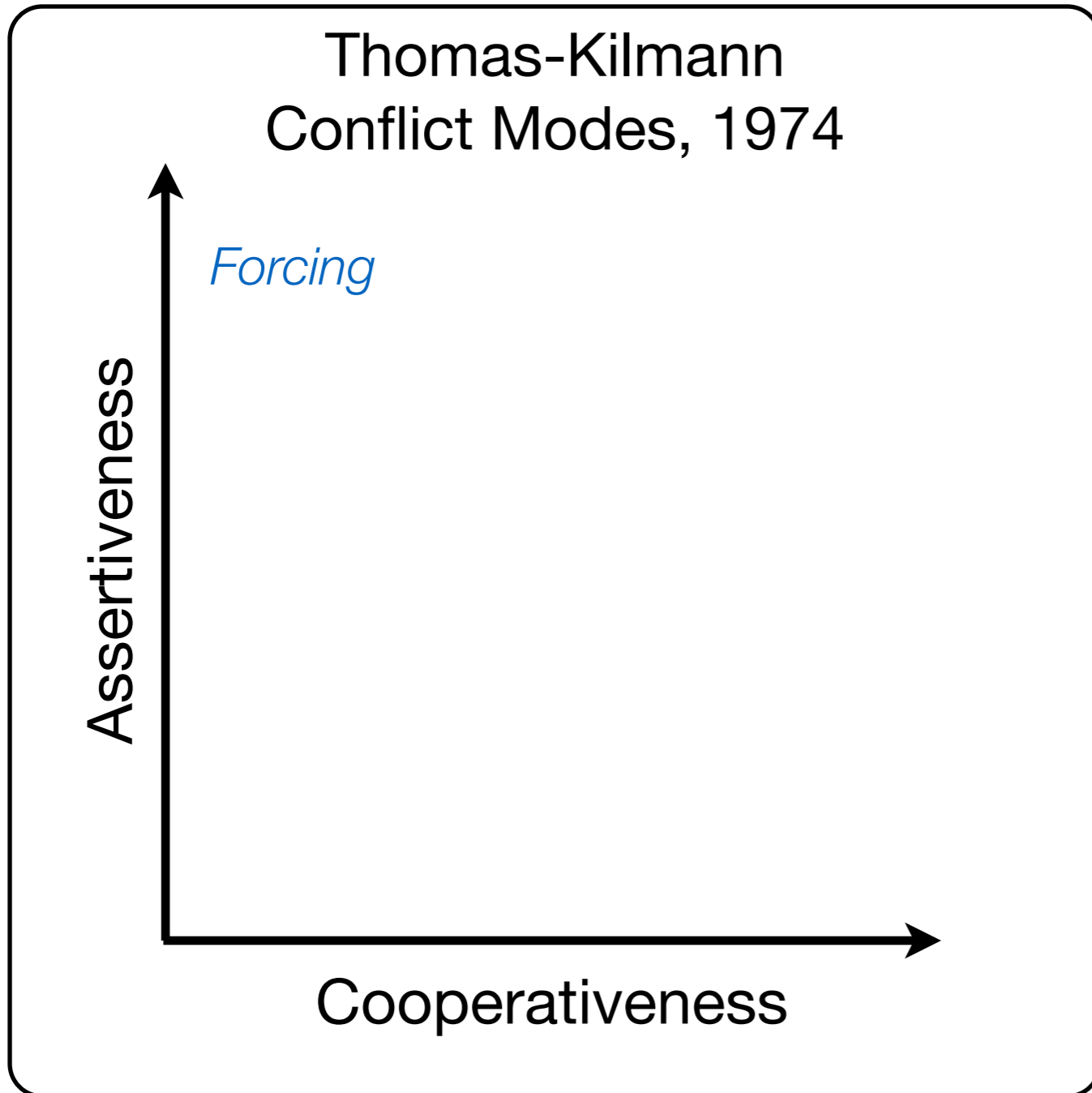


Supervisor to Subordinate

Conflict Solutions



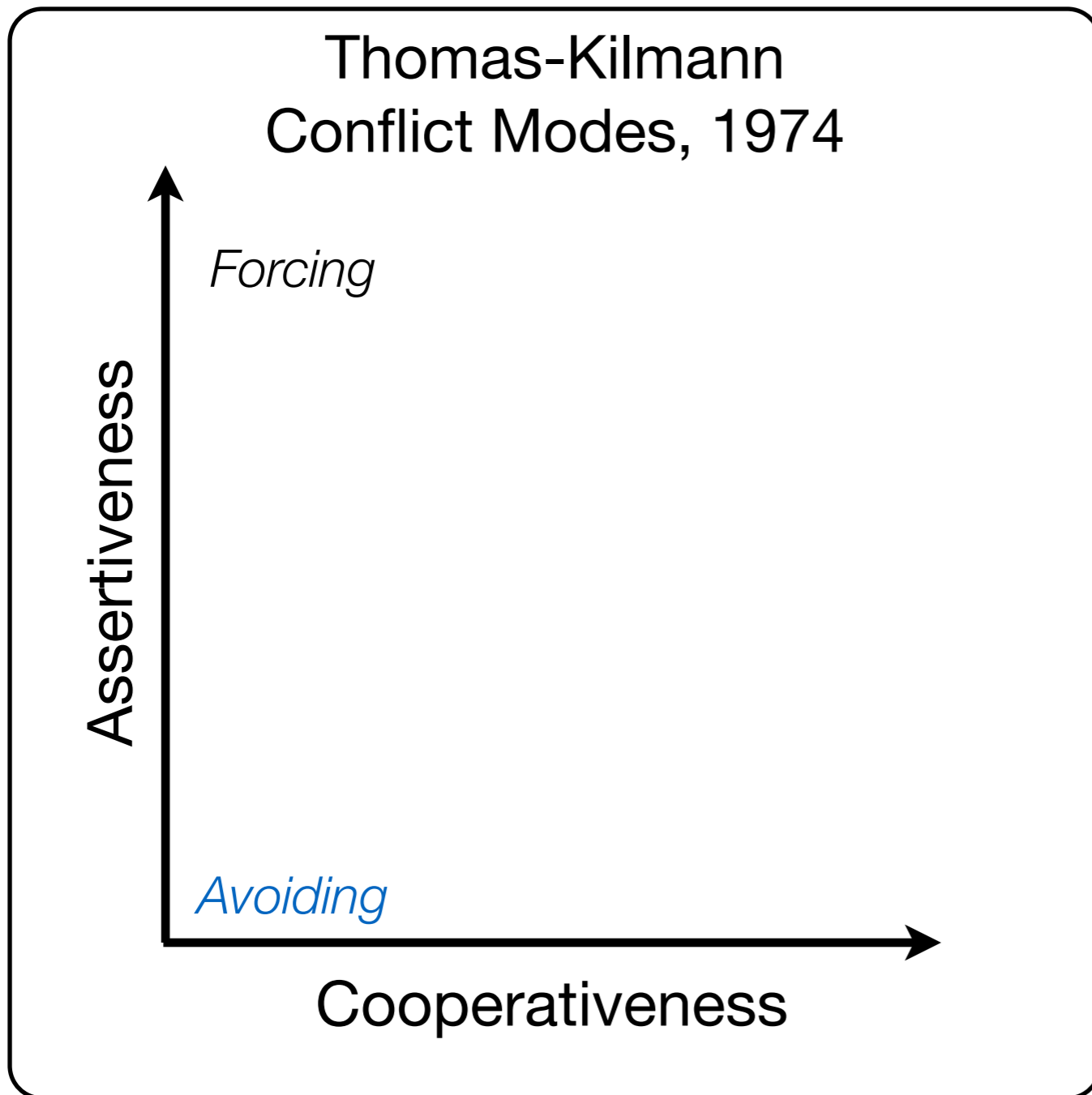
Conflict Solutions



Forcing

- Zero-Sum Orientation
- Win/Lose Power Structure

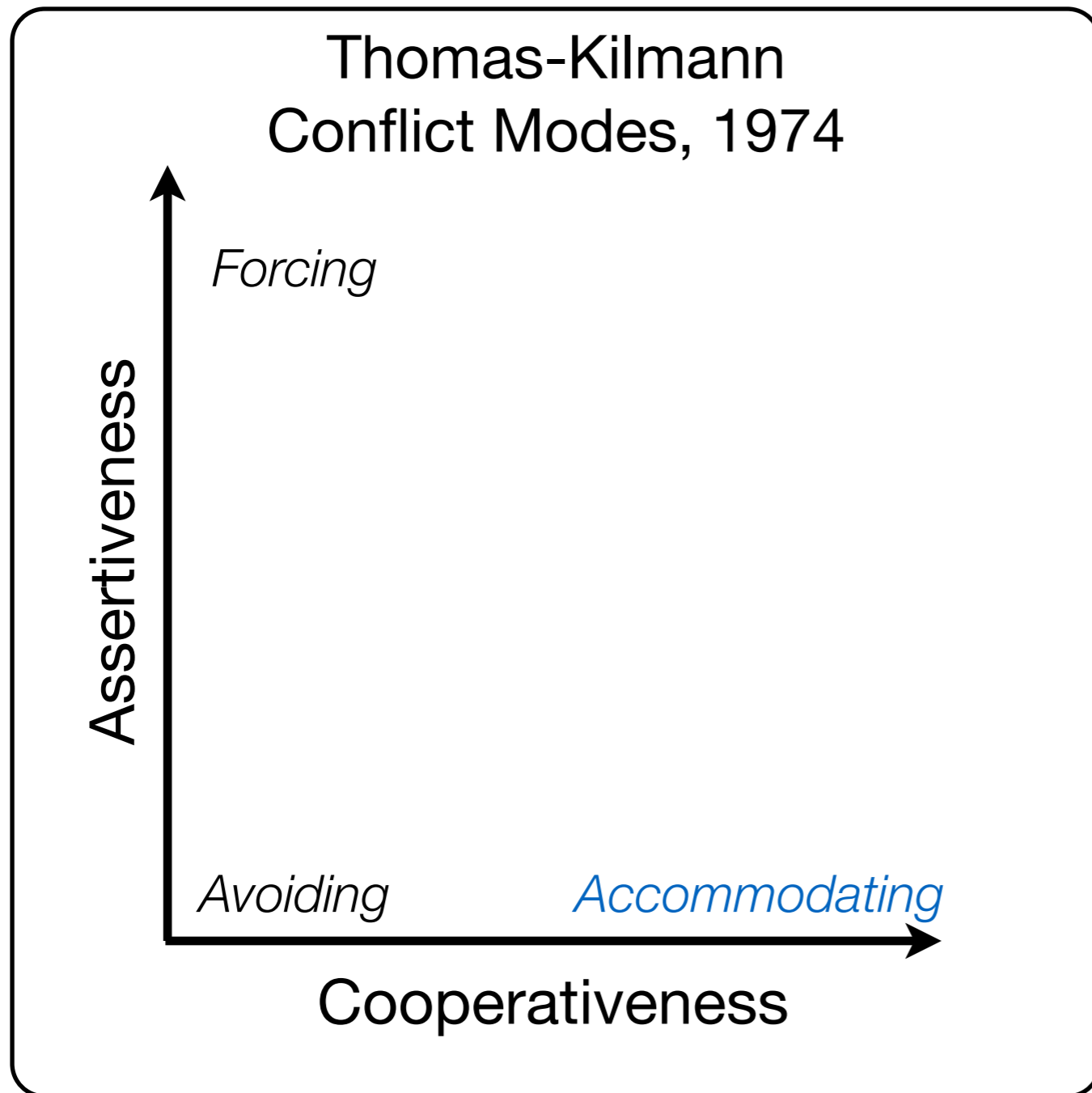
Conflict Solutions



Avoiding

- Withdraw from Situation
- Maintain Neutrality

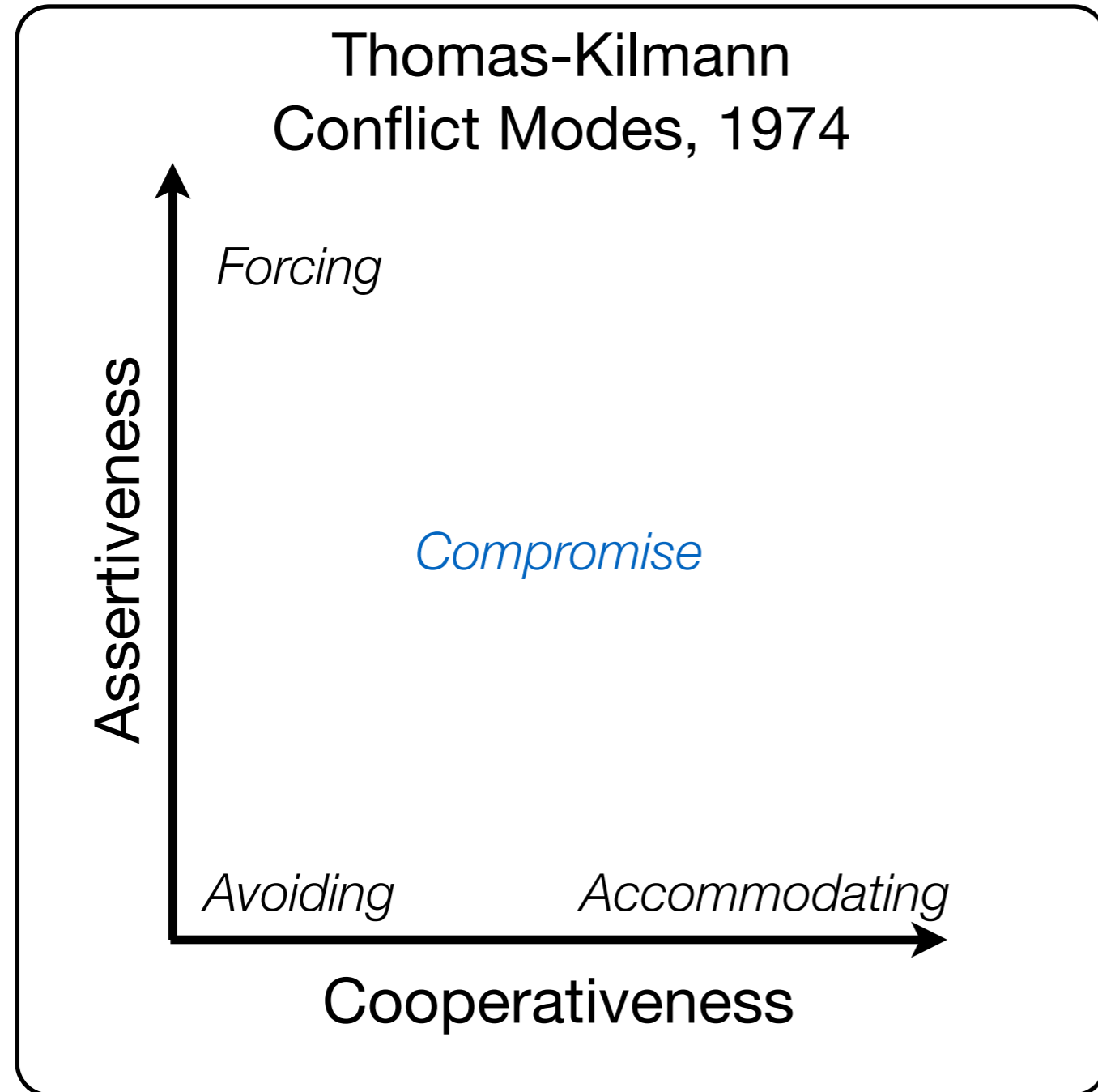
Conflict Solutions



Accommodating

- Accede to the other party
- Maintain Neutrality

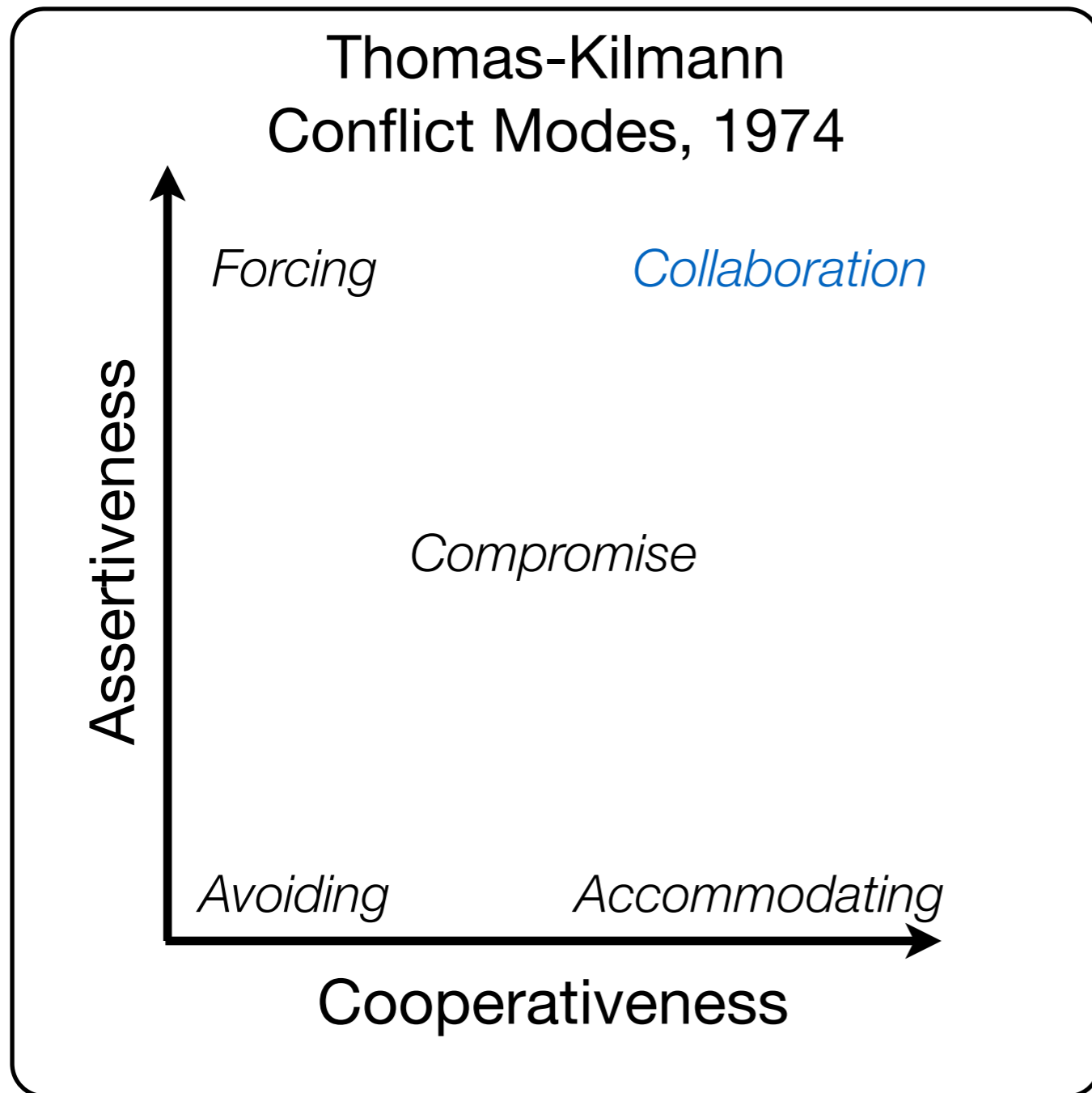
Conflict Solutions



Compromise

- Minimally Acceptable to All
- Relationships Undamaged

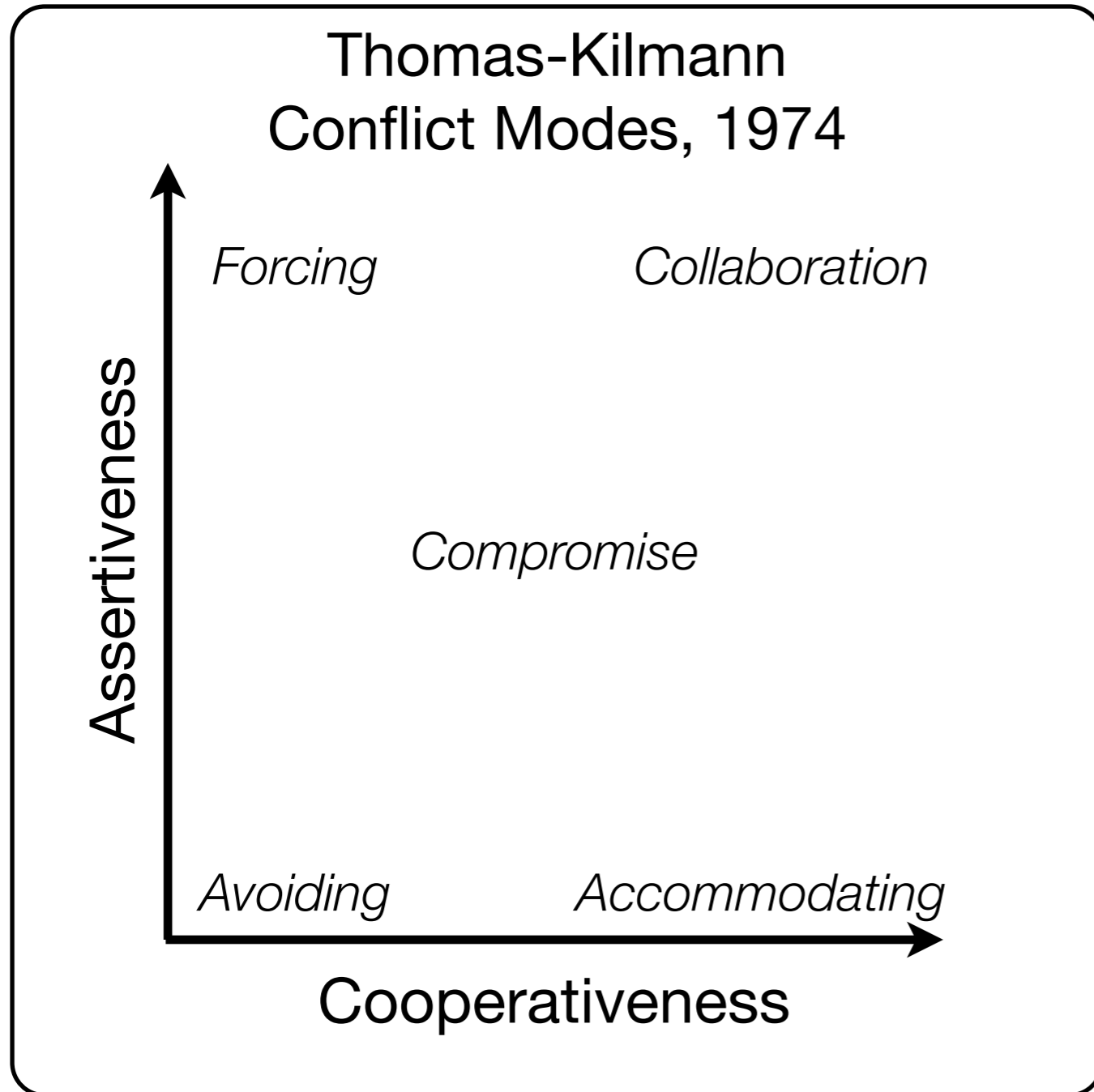
Conflict Solutions



Collaboration

- Expand Range of Outcomes
- Achieve Win/Win Outcomes

Conflict Solutions



Government vs Business



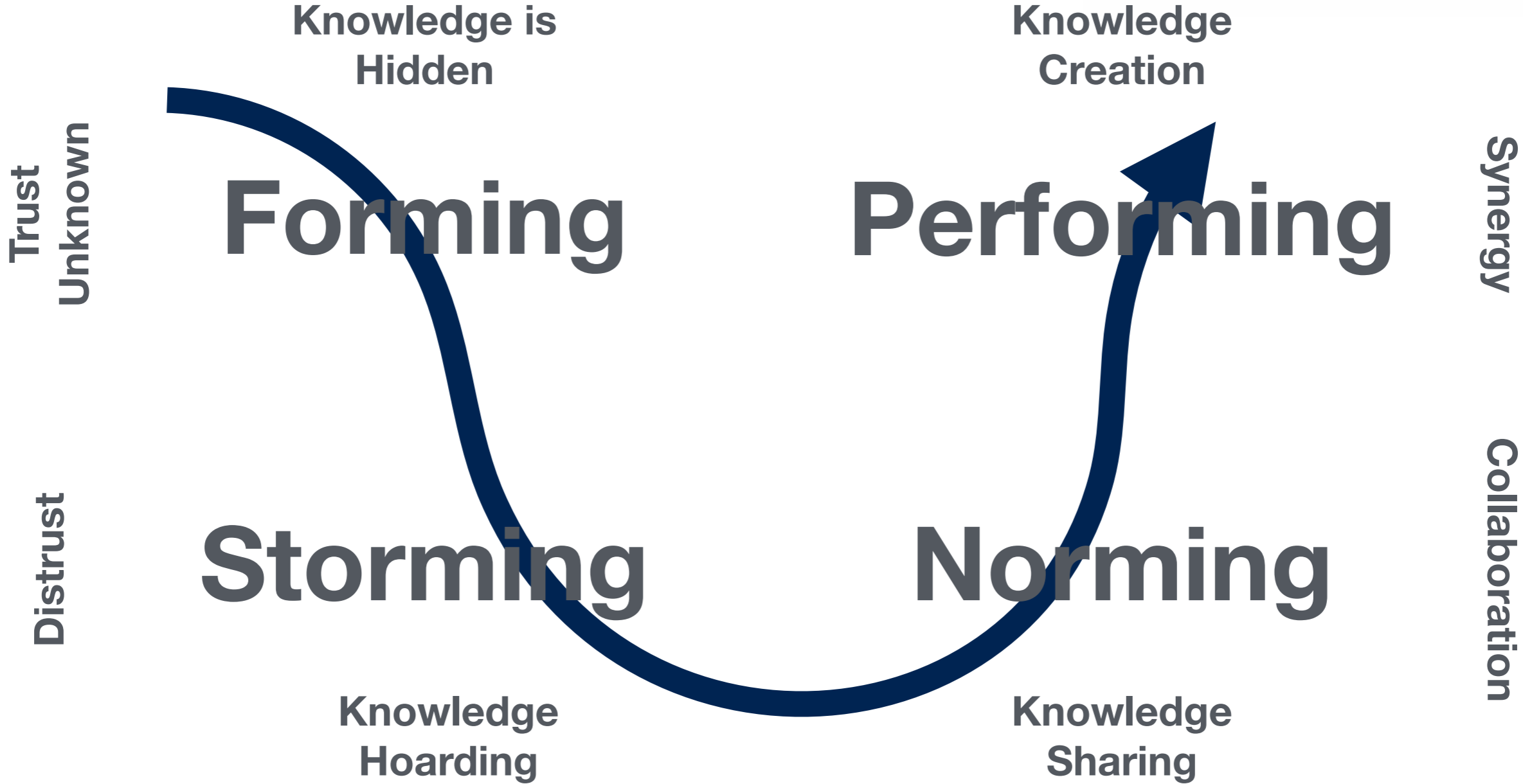
Government (elected)

- Few will enter elected office
- Elected position (longer time between “job” changes)
- Dissent tolerated & even encouraged by base

Business

- Most will work in business environment
- “Hired” (termination can be rapid)
- Disagreement allowed within process, but dissent & conflict could lead to termination

Tuckmann's Stages of Group Development



A black and white close-up portrait of a man with short, dark hair, looking slightly to the right of the camera with a neutral expression. The background is dark and out of focus.

go to www.kiwilive.com
and type in keyword: patrick

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