

Communication, including
on-line communication in
the economic and
administrative sector



Interpersonal Communication

1. The essence and scope of the concept
2. The role of the first impression
3. The basics of healthy communication
4. The importance of the contract
5. Listening skills
6. Assertiveness
7. Literature available for use
8. Let's get to know ourselves -
interpersonal training

Aims:

1. Awareness of the essence of communication in the life of a person/employee

2. Enabling the development of the ability to present one's own position in dialogue with others at work and beyond

3. Enabling you to get to know yourself

4. Development of teamwork in a private and professional group

5. Becoming aware of one's own responsibility for decisions made

6. Realising your strengths and weaknesses

7. Developing the ability to thoroughly analyse a situation

8. Creating a climate of trust and security

9. Getting to know your own level of confidence in different situations

Levels of communication

Interpersonal
communication- internal
conversations made with
yourself

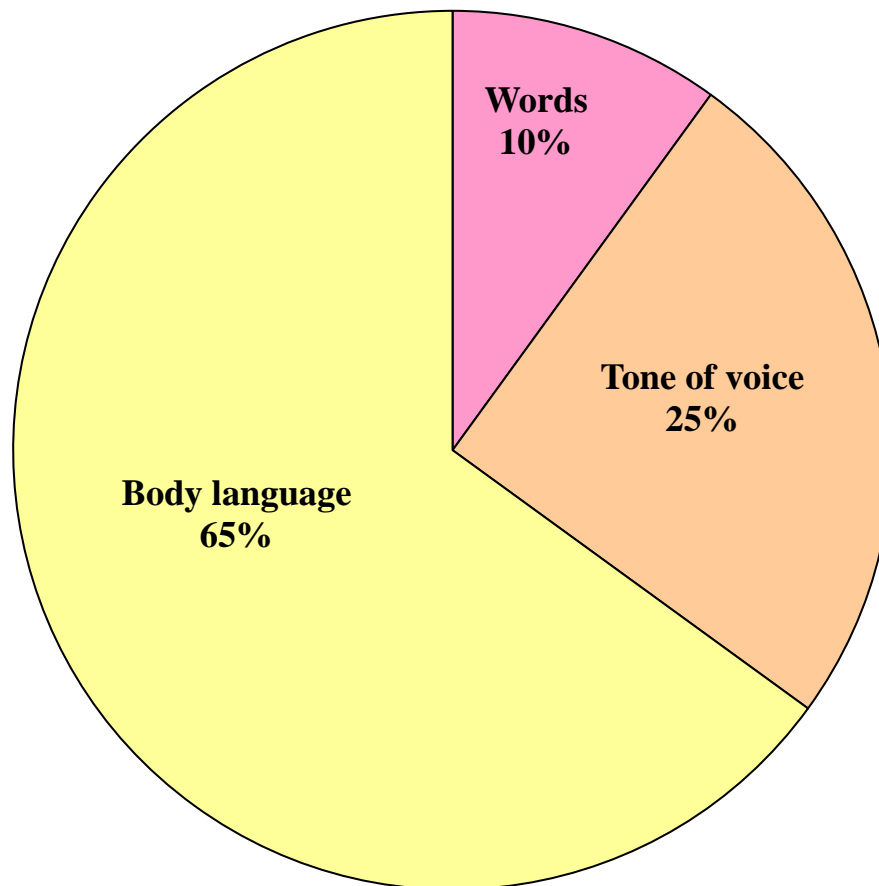
Interpersonal
communication

Group communication

Mass communication

Extrapersonal
communication (e.g.
communication with a
machine; with non-human
beings - e.g. a bot)

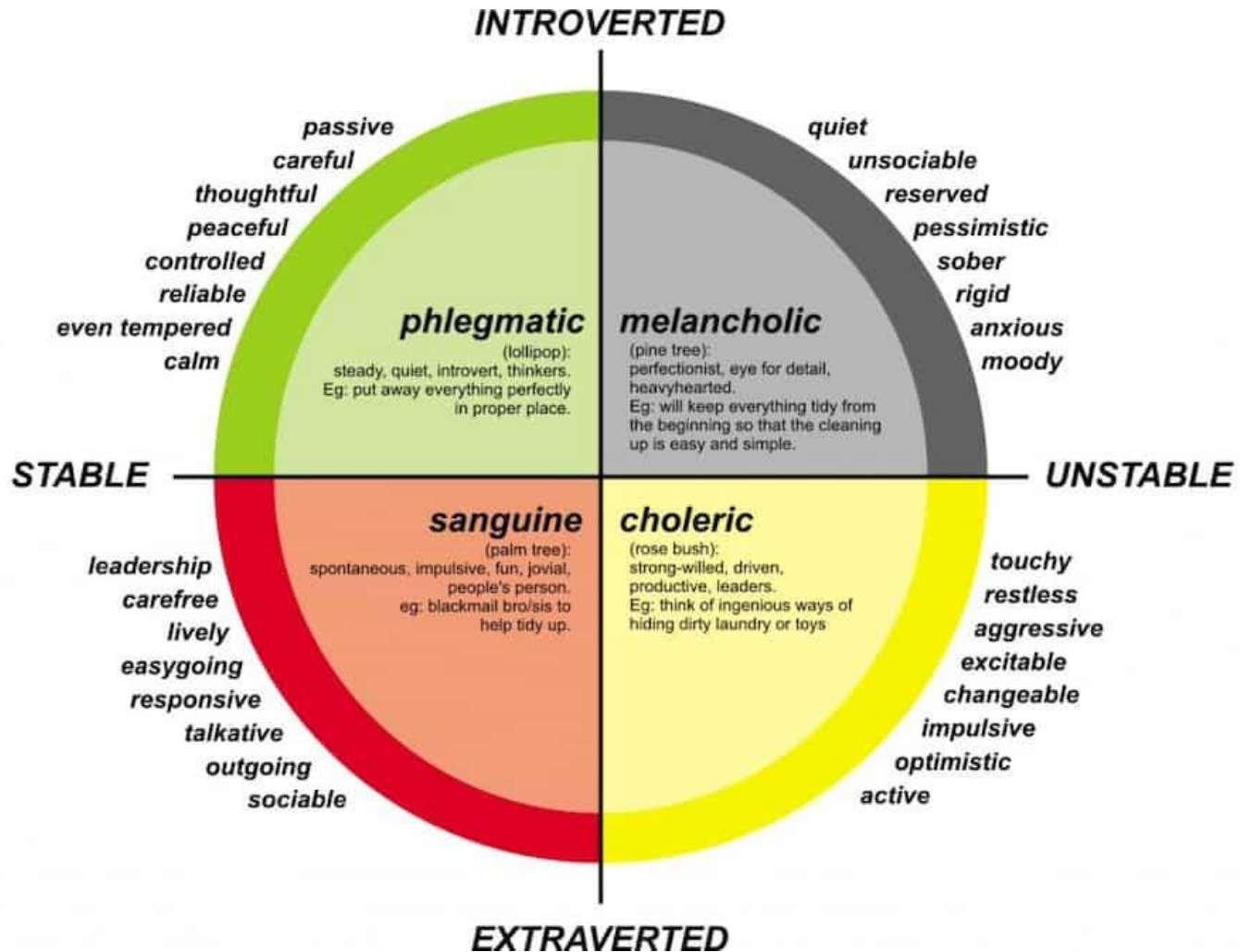
Effectiveness of the message



Communication chain

SENDER → MESSAGE → CHANNEL → RECIPIENT → EFFECT

Different temperament types



The role of first impressions

The first contact between people often determines the climate and the course of the conversation.

The first impression sometimes turns out to be accurate, although it is certainly never complete

It is important to :

* realise what you bring to the contact (defining your strengths),

* collect information about yourself from kind people (e.g. how did they perceive you in the first contact ...?),

* remember that we bring our associations and imaginations about the other side (You remind me of; I trust you ...),

*allow to get to know yourself (I would like you to know that I..., I would like to say that I...)

*Get to know your partner- ask them questions (I like, I value, I need)

You have the right to ask any question if you don't if you don't hurt and don't offend by asking

Actively getting to know a person has the following functions:

*builds contact and reduces misunderstandings

* Gives true information about a person

it allows you to initiate new threads and direct people's attention to selected topics that are important to us.

Personal space zones

- **The intimate (private) zone** extends from 15 centimeters from the surface of the body to a distance of 40-45 centimeters. Smells and touch play an important role in it. Only people with whom we have a special emotional connection have access to it. Violation of the intimate zone is perceived as a kind of spatial "invasion" and gives rise to a sense of particular discomfort.
- **The personal zone** separates us from people during typical professional contacts with clients, but this is also where contacts with friends and acquaintances are carried out. It extends approximately between 45 and 120 centimeters from our body. It gives a sense of "normality" of contacts, while the location of people around it depends on their social "parameters": age, gender, status, physical similarity and degree of acquaintance.
- **The social zone** occurs at a distance of 120 to 350 centimeters from our body, in which acts of communication with strangers are undertaken.
- **The public zone**, extends over 3.5 metres from our body and is intended to address an audience of more people.

Basics of healthy communication

DON'T JUDGE

DON'T
GENERALISE

DON'T
INTERPRET

DON'T GIVE
'GOOD
ADVICE'

ALLOW THEM
TO GET TO
KNOW YOU

GET TO KNOW
THEM

GIVE
FEEDBACK

Sender – receiver relationship

Sender:

- separate important and insignificant matters;
- talk to your partner, not about them;
- express your needs, concerns and feelings.

Receiver:

- do not interrupt;
- give your time and attention;
- check if you understand the message correctly.

What should you not do when persuading others?

Avoid intrusiveness: a strong stance already determines from the outset that there is something which we can fight against

Don't be afraid of compromise: persuasion is a process of giving and taking

Don't confuse argument with persuasion: remember to make an emotional connection

Persuasion is not a one-time effort

Contract and its meaning

Contract, agreement - this is a term used mainly in the legal and economic world.

It is used in:

- **professional contacts with all types of "clients",**
- **relationships with psychologists-practitioners,**
- **Relationships with educators,**
- **relationships with psychotherapists.**

Before entering into the contract, each of the participants should clearly define their needs and interests.

The contract is characterised by: clarity, openness, guarantee of implementation.

The contract should specify:

- **the period for which it applies,**
- **the scope of activities (obligations) undertaken by the parties,**
- **time and place, other conditions under which these activities will be carried out,**
- **consequences of performance and failure to carry out what is written the contract,**
- **determining when the performance of the contract will be discussed.**

Effective communication

Specify your aim

Get to know the topic: the ability to say something about a topic in one sentence

Get to know the listeners

”
Gain attention from the beginning e.g. „Quality doesn't matter”

Control the form: change the speed and tone of your voice, make pauses, intonate at an appropriate moment

How to be a good listener?

1. Do not interrupt the interlocutor
2. Create a good atmosphere so that the interlocutor does not feel embarrassed.
3. Be patient and composed.
4. Show interest.
5. Concentrate only on the speaker – don't look at documents, watch, screen or out of the window during this time.
6. Ask questions.
7. Use a language that the interlocutor understands.
8. Make sure you have understood the sender correctly.
9. Focus on the most important information. Try to remember it. Take notes if you can.
10. Use non-verbal confirmations (nods, smiles).

Tools of effective listening

- Paraphrase: attention, comprehension, reference to the topic
- Mirroring: body position, speed and strength of speech, references to the partner's mood
- Leading: ordering of chaotic statements, emboldening, asking questions.

Assertiveness

- ✓ **Assertiveness** is a skill thanks to which people openly express their thoughts, feelings and beliefs, without disregarding the feelings and views of their interlocutors.
- ✓ Assertive people can say “no” without remorse, anger, or fear.
- ✓ Assertiveness is sometimes confused with aggression
- ✓ **Aggression** - respecting one's own rights, disregarding others
- ✓ **Submission** - respecting the rights of others, disregarding one's own
- ✓ **Assertiveness** - respecting one's own rights and boundaries whilst respecting the rights and boundaries of others

Assertiveness - behaviours

Assertiveness

- we defend our own rights while recognising the rights of others
- we express our needs, thoughts and feelings
- our relationships with other people are characterised by self-confidence

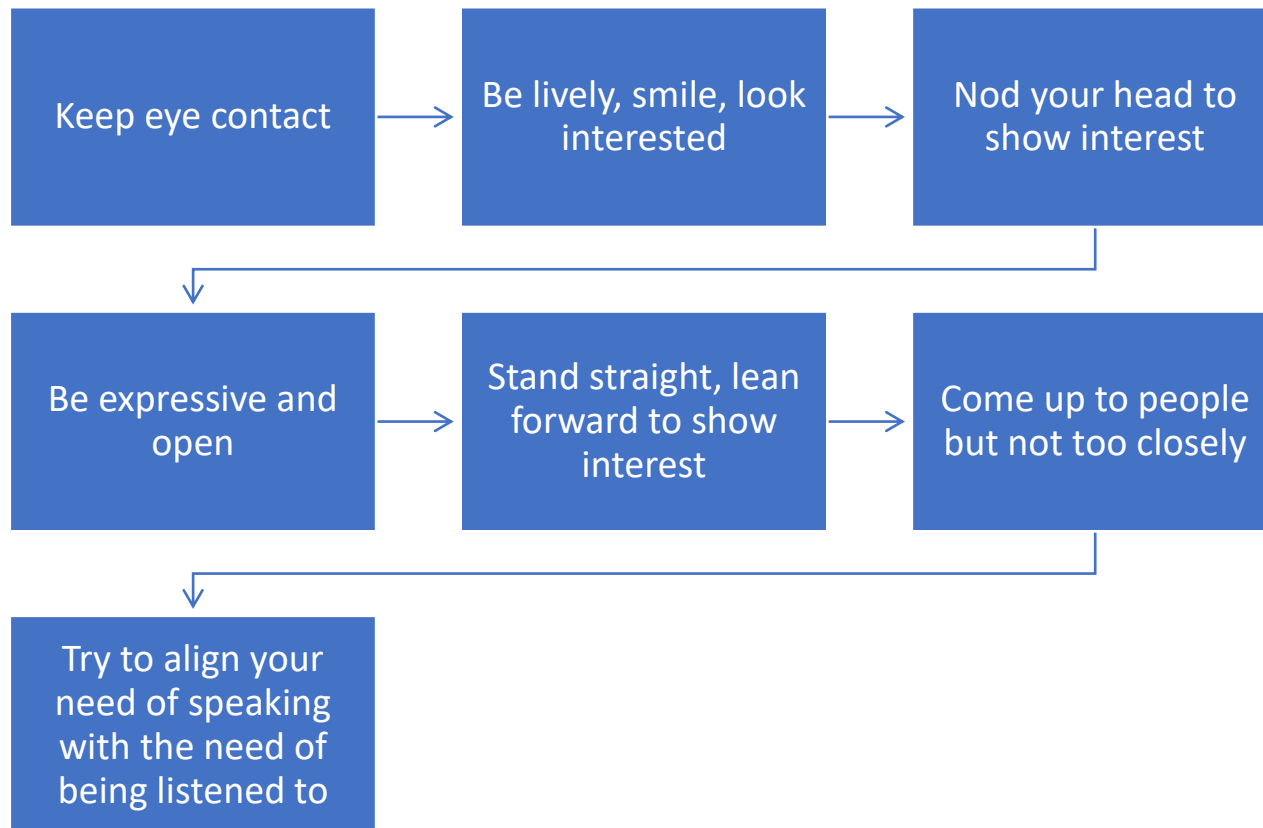
Submission

- we disregard our own rights, allowing others to violate them
- we do not present our own needs, views and feelings
- we behave dishonestly, our actions do not match the words, which causes the accumulation of anger and resentment

Aggression

- we defend our own rights and disregard the rights of others
- we don't listen to others
- we dominate others, sometimes we humiliate them
- we make decisions without considering the rights of others

How to increase your attractiveness ?





Online Communication

- employee- employee – non formal communication
- Client- employee/ employee- client – formal communication

The development of new information technologies, on the one hand, changed the shape of participatory democracy, and on the other hand, influenced the form of modern public administration and its communication.

Technologically determined communication has revolutionised the existing method of communication in the political, administrative and individual dimensions.

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- Formally - E-administration is treated as a recipe for improving the operation of public administration, constituting its more technologically advanced (modernised) form, may influence the increased involvement of individuals in pro-social activity at the local level. This, in turn, may translate into their involvement at the state level, even affecting the political life of the entire state. Therefore, e-government is often characterised as the use of information and communication technologies to transform government, making it more accessible, effective and accountable.
 - Efficiently operating electronic administration can also affect the development of the state by simplifying procedures and reducing the costs of administrative activities, which translates into time and financial savings for citizens using its services, including those offered at the local level.



Contemporary communication between local government units and residents is conditioned by new online communication tools, which in the case of public administration means the need to combine traditional and new forms of communication:

- electronic communication
- one-way electronic communication
- two-way electronic communication
- electronic public services
- electronic information services
- electronic interactive services
- electronic transaction services
- electronic integration services
- communication via popular communication platforms: ZOOM, ClickMeating, Sype, MicrosoftTeams,

