

TASK 4

Get a piece of paper and a pen.
Read the information below.

WHAT MAKES COMMUNICATION DIFFICULT?

The left side of the paper shows the types of behaviours that cause communication errors, and the right side shows specific behaviours.

List your examples of behaviours you encounter in your work or environment.



Do it immediately!	Orders
If you don't do it, you won't get the bonus	Threats
I don't know, I've told you so many times and you keep doing the same thing	Moralising
I would have done it differently	Advising when no one is asking for advice
You bitch, how could you do that to a colleague at work	Names, insults
You're mental, maybe you should go get checked	Irony, sarcasm, allusions
You definitely want to make it fail	"Guessing" the intentions of the interlocutor
	Changing the subject, diverting attention with jokes



It's not important at all	Downplaying the problem
If you don't do it you'll be fired	Exaggerating problems
I hear you won't do it (the message was that it's hard)	Selective listening
I don't know what you mean at all	Ignoring
Look at that slanted handwriting	Focusing on unimportant details