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Definition

- **Communication** (from Latin *commūnicāre*, meaning "to share")
- the act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else

Merriam - Webster

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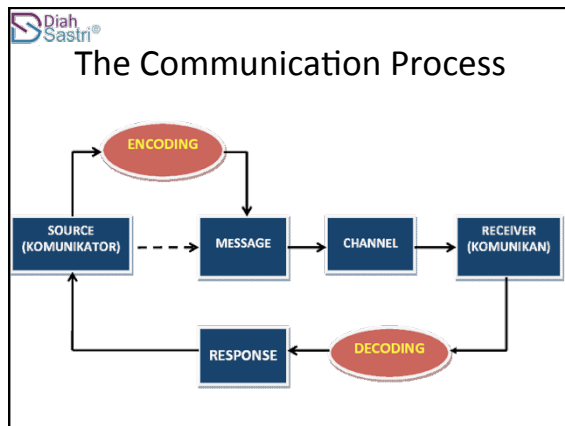
Communication

The sharing of **information** between two or more individuals or groups to reach **a common understanding**.

Lasswell: **Who** Says **What** In **Which** Channel To **Whom** With **What** Effect?

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LIFEBUOY



Effective Communication Requirements

- Understanding who are the **key stakeholders** at 'Every point in time' that you need to influence;
- Understanding **their needs** and the **best way to communicate** with them;
- Communicating the **appropriate amount of information** in a way that can be understood by the stakeholder;
- Taking the time to help the person reach a **proper understanding**.
- Understanding **how often** you need to communicate with whom

CULTURAL DIFFERENCES

Achieving Intercultural Competence

1. Vast knowledge of other's culture (cultural intelligence).
2. Appropriate verbal and nonverbal behavior.
3. Behaviors lead to desired outcomes.

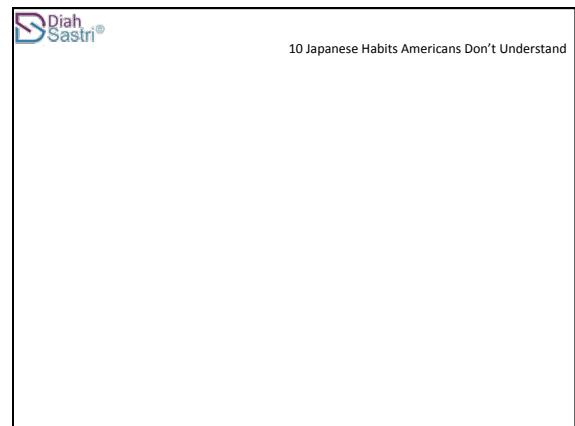
Characteristics of Cultural Intelligence*

- Recognize, respect, and appreciate cultural differences.
- Be curious about and interested in other cultures.
- Avoid inappropriate stereotypes.
- Adjust conceptions of time and show patience.
- Manage language differences to achieve shared meaning.
- Establish trust and show empathy across cultures.
- Approach cross-cultural interactions with a "learner" mindset.

*Adapted from Peter Cardin (2013) *Business Communication*

Elements of Intercultural Communication
(that your guide could address)

- Cultural thought patterns (high-context vs. low-context communication).
- Written communication.
- Speaking with superiors/inferiors.
- Greetings
- Attitudes toward time.
- Attitudes toward gender.
- Nonverbal communication.
- Attitudes toward uncertainty.
- Conversational style and appropriate topics.
- Etiquette
- Food
- Getting around.
- Cultural attitudes toward business.



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Workplace Communication in High-Context Cultures

- Stronger social cohesion and behavioral norms.
- Meaning is frequently embedded in the context of a message, not as explicitly spelled out.
- Business is about developing relationships.

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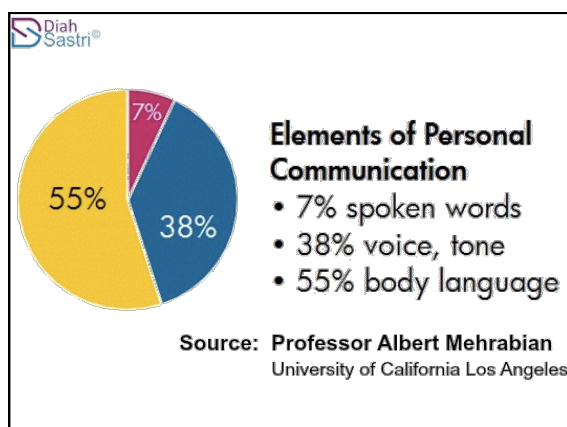
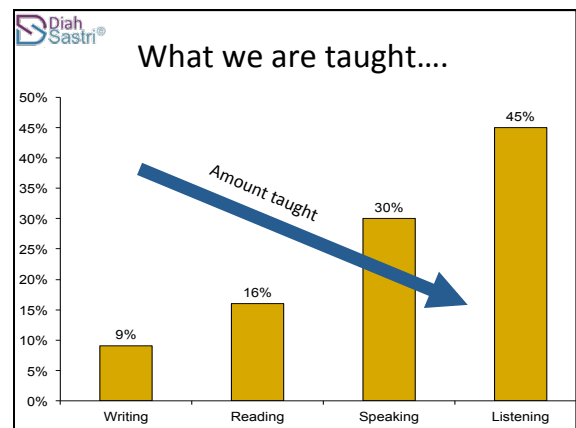
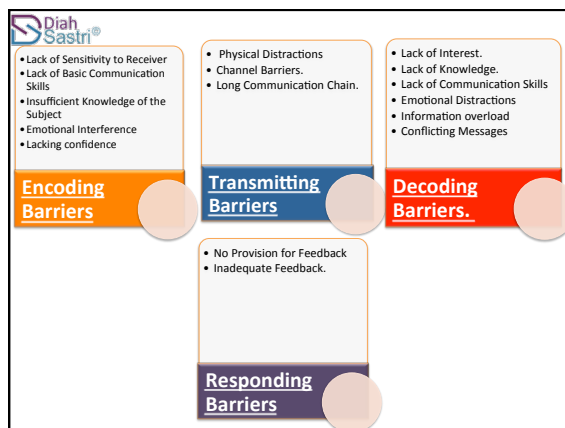
Workplace Communication in Low-Context Cultures

- Stronger emphasis on individual, looser social/family ties.
- Background info is explicitly spelled out in the message.
- Business is about making decisions and carrying out actions.

Table 2. Finnish values/communication dilemma (Lewis, 2005, 68).

USA /West Europeans	FINNS	ASIANS
VALUES democracy self-determinism equality for women work ethic human rights ecology	VALUES democracy self-determinism equality for women work ethic human rights ecology	VALUES hierarchies fatalism males dominate work ethic inequality exploit environment
COMMUNICATION STYLE extrovert forceful lively thinks aloud interrupts talkative dislikes silence truth before diplomacy overt body language	COMMUNICATION STYLE introvert modest quiet thinks in silence doesn't interrupt distrusts big talkers uses silence truth before diplomacy little body language	COMMUNICATION STYLE introvert modest quiet thinks in silence doesn't interrupt distrusts big talkers uses silence diplomacy before truth little body language





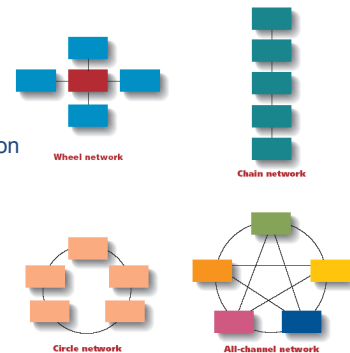


Organization Communication Networks

Organization Chart

- Summarizes the formal reporting channels in an organization.
- Communication in an organization flows through formal and informal pathways
- Vertical communications flow up and down the corporate hierarchy.
- Horizontal communications flow between employees of the same level.
- Informal communications can span levels and departments—the grapevine is an informal network carrying unofficial information throughout the firm.

Communication Networks in Groups and Teams

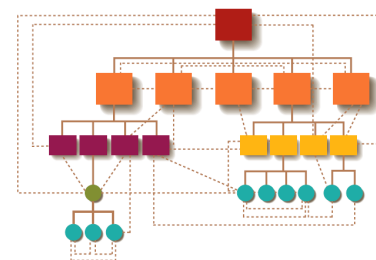


Communication Networks in Groups and Teams

Type of Network	
Wheel Network	Information flows to and from one central member.
Chain Network	Members communicate only with the people next to them in the sequence.
Wheel and chain networks provide little interaction.	
Circle Network	Members communicate with others close to them in terms of expertise, experience, and location.
All-Channel Network	Networks found in teams with high levels of communications between each member and all others.



Formal and Informal Communication Networks in an Organization



— Formal pathways of communication summarized in an organization chart
 Informal pathways along which a great deal of communication takes place



Next week's assignment

- Paper: Motivasi di Tempat Kerja
- Definition, types, theories, etc
- References