

## STUDENT ANALYSIS 2

### ESMA TEMİZER: RECKLESSNESS

A person, who is asked to be the head of a project, arranges a meeting about the project in an uncomfortable work place like an office, and Ron, one of the participants of the project and famous for his intelligence, arrives in the middle of the meeting. Bill and Marsha are the mental models of the office and they are gossiping. In other words, they are making assumptions about why Ron is late. Even if the team leader overhears what they say about Ron, he or neither anyone else goes and talks to Ron about a possible problem that he might have. The team arranges a review meeting about the project for next day, but Ron doesn't say directly that he needs more time; instead, he calls the team leader privately and says he needs more time but no other further explanation or excuse.

Once you have interacted with someone, you have a relationship whether intentionally or unintentionally. The studies on relationships show that relationships have a deeper meaning than it is thought. "The relationships have built on 4 basic but crucial factors; status, power, role and liking" (p. 15). In terms of status, everyone in this scenario is ignored by the leader. First, Ron is ignored when he is late for the meeting because the leader doesn't care about Ron and continues the meeting. Secondly, Marsha and Bill's conversation about Ron is ignored as they do not do anything about Ron's problems. Thirdly, Ron is ignored by Marsha and pitied by the Bill. In terms of role, even if we are given the information about Ron's part importance, the leader may not inform Ron about his role as a team worker. In terms of power, Marsha tries to use the seduction power against Bill and unintentionally against the leader as he is overheard when she states "why Ron is not being fired by this time?". In terms of liking, it is very clear that Ron does not want anyone enter his territory as he doesn't explain or give any clue about what is going on his life or why he is late.

The main communication failure in this scenario is that everyone is avoiding setting the structure in their conversations; in other words, they avoid the first stage thinking and the second stage thinking in their workplace. "The quality of our second-stage thinking depends directly on the quality of our first-stage thinking" (p. 20). Simply, the first stage thinking in conversations helps people in interaction figure out what the problem is, and the other way helps people find a solution for their problems. In this scenario, everyone is responsible for someone and sometimes

responsibilities may bring some problems with them. In this case, the leader is responsible for the project owners, and all the other colloquies, Bill, Marsha and Ron, have responsibility for the leader. In this case, all the people ignore Ron's non-verbal behaviour, which is not given in the context, but Ron has a problem and that's why he is late. This is the responsibility of the leader to take care of the problem that Ron has; but instead, he focuses on the project's details. As the leader doesn't want to concern about the problems that would affect the project but, in the end, he faces a bigger problem as he skipped the first stage thinking and never got to the solution. Other big problem is Ron's territory in this workplace. It is obvious that Ron is not comfortable, and he doesn't want to reveal his territory. All should have managed their behaviour about Ron. Even if he is once successful, it doesn't mean that he would succeed everything he does.

In order to fix these failures in terms of the leader's side, we need to use WASP, which divides the thinking stages into four; "welcome, acquire, supply and part" (p. 27). When Ron comes to the meeting, the leader should welcome him and do a quick make-up for Ron so that he would understand his part's crucialness. As Ron is late, the leader must be sure whether Ron gets the points or not by asking questions or making Ron ask questions. The leader should restate his topic and clarify it once more. Lastly, the leader should make the final points about the project and begin to speak about the details. In this step, he should clearly define everyone is vital for this project and make the atmosphere of the place more peaceful and he should state that he is open to solve any problems.

In terms of Ron, all he must do is to find a common ground between him and his colloquies. He should be more specific and more open to share what is wrong or right in his life. In addition, he should manage his time while having a conversation. Even if managing time seems about the project, he should talk to the leader he actually cannot manage the time as he gives the news that he will not be able to finish it. He should have a communication about the project before he goes in an unreturnable situation.

## SELFISH DAVID

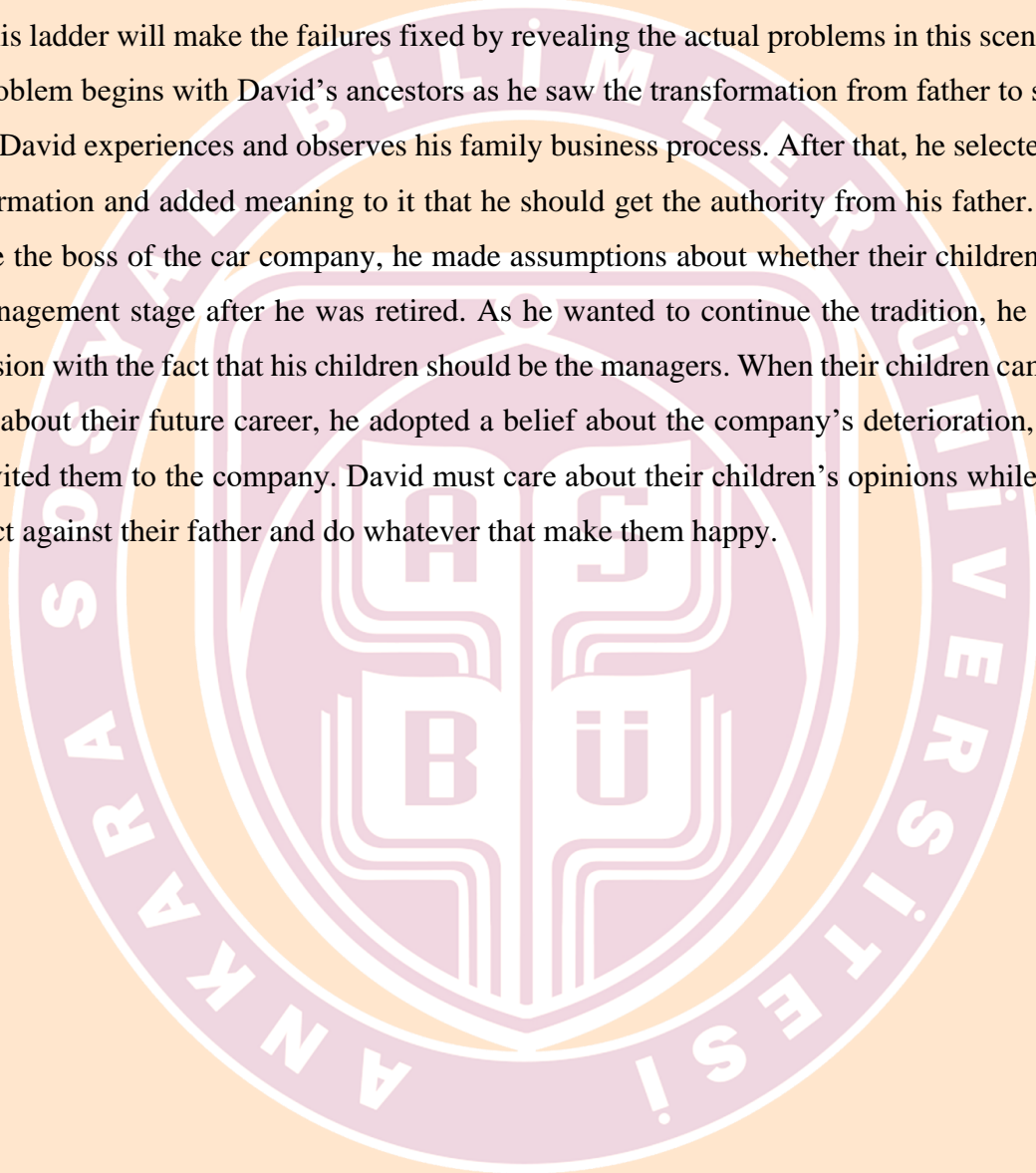
David, running his family's car company, selfishly wants all his three children to participate into the team David decided to build in the family business. The children somehow enter this job, but they soon realize the real career they could have; however, they carry on working for their families' company. David, blinded with his semi-retirement while his children working for him, doesn't realize that the children have separated from each other. However, David's careful wife realizes this situation and explains the situation to David. Eventually, David realizes that the children's relationship with each other is completely over because of the difference between their work skills, and all they want to do is to do illegal sales and leaving the company.

Even if one is having conversation with a family member, he/she should be careful about the other people's opinion. In other words, one should respect for others especially in family conversations. In this scenario, there is no respect from father to their children. Father uses his statue, expertise and legitimate power and make his children work for his company which he has inherited from his ancestors. Under this authority, the children get the feeling as if it is compulsory for them to work for the family business, so they are manipulated by their father. As David is very successful at selling products even when the economy is terrible, he is using expert power in the scenario and he has taken the company from his ancestor, he is using his legitimate power as this circulation should go on. Everyone in this text has a role. David wants his company to be continued by the children as he did for his father before. The children want to be in other places for their career, but according to themselves their role is being obedient to their father's desire. The mother's role is to protect the relationship of their children. Even if it initially seems that the family should like each other, there can be an exceptional case as in this scenario. The children get ambitious about the family business and start to ignore one another. They start to dislike one another and, as a result of this ambition, they stop communicating with each other. "All of these factors help to define the territory of the conversation" (p. 15).

There are two main communication failures in this scenario. The first communication failure is related to David's behaviour and selfishness. As David only focuses on the things he wants to do for himself and his family business, he doesn't even care what his children want to do as a job for their future life. The second main problem is that the children are afraid of disappointing their father and they avoid having a conversation in which they can clearly express

themselves and, as a result of this avoidance, they end up having almost a civil war that they have with one another. Competing and interrupting the conversation is their anger towards each other, and this is not only because David is too selfish to think and realize the situation, but because children cannot express themselves to their fathers through healthy communication.

“The Ladder of Inference is a powerful model that helps you move beyond argument” (p. 36). This ladder will make the failures fixed by revealing the actual problems in this scenario. The first problem begins with David’s ancestors as he saw the transformation from father to son. That is how David experiences and observes his family business process. After that, he selected data as transformation and added meaning to it that he should get the authority from his father. After he became the boss of the car company, he made assumptions about whether their children came to the management stage after he was retired. As he wanted to continue the tradition, he drew the conclusion with the fact that his children should be the managers. When their children came to talk to him about their future career, he adopted a belief about the company’s deterioration, he acted and invited them to the company. David must care about their children’s opinions while children must act against their father and do whatever that make them happy.



## BRAVE ROBERT

In the video, Robert Kennedy announces the assassination of Dr Martin Luther King Jr. in Indiana in 1968. While he states this news as bad news, he does not stick to the hopelessness and rebellion that this death can bring. Even if he emphasizes the word “difficult” for this situation, he also emphasizes the phrases “USA and in our land.” He calls people to make peace like King did. He tries to prevent a possible civil war by restating “our land.” He wants to make both white and black people accept one another and look for love for one another.

Kennedy uses the three basic elements, “character, logic and passion” (p. 56) for a persuasive speech. In terms of character, the speaker knows that what King’s actions bring, and he suggests protecting those results in order to live a peaceful life. He uses his voice very effectively. He uses inductive logic for making both the races believe that the only way out of this is to respect one another by stating: “What we need in the USA is not violence but justice towards who still suffer within our country whether they are black or white.” These words mean that if people do not stop fighting, one day, they will suffer. Despite King’s effort, there is still injustice; so one day it can find you, either. He invites people to be rational about improving their own life standards. In terms of passion, “without passion, nothing is ever achieved” (p. 58). Kennedy invites people to be passionate for living happily together without judging one another. He speaks like a newsreader so that people agree on what he says is true. He speaks like a warrior. While he dares to tell people what will happen next if they do not apply what he suggests and at the same time he states again and again “our land” to clarify that this land belongs to everyone and they are all equal.

He uses five key elements for persuasive speeches on the pages 58-59 in the book named *Improve Your Communication Skills* by Alan Barker. He always identifies his core idea. Even if he goes to the stage for announcing the death, his real aim is to protect justice. To achieve his goal, he arranges his idea logically. With his first words “fellow citizens who love peace,” he shows that he is a friend to everyone even if he is a white man. He develops an appropriate style in his language. He speaks confidently and makes the audience believe that King’s effort will be in vain if they do not follow what Kennedy is saying. He gives an anecdote in order to make the audience get the message that he understands them. In addition, he uses artistic persuasion by reading a poem. In short, he successfully delivers his ideas through taking deep breathes and his voice.

## VIDEO 2

In her speech named “How fiction can change the reality?”, Jessica Wise aims to show audience the world from a different point of view like fiction does. She starts with simple examples like women’s place in society and then continues with deeper problems like why people want to be in the world of *The Hobbit* rather than *Harry Potter*. She makes the audience ask themselves questions about how their own knowledge and daily life behaviours become like the ones in fiction without noticing.

“The key to effective persuasion is having powerful ideas and delivering them well” (p. 56). Even if Jessica is not on the stage, it can be understood that her character shapes her speech. The audience does not have a specific idea about her; but from the way she speaks, it can be understood that she is well-educated. In order to transfer her knowledge, she uses deductive logic and gives evidence about her topic such as Darwin’s inspiration. However, Jessica was not passionate about her topic. It is clear from her voice, which is stable from the beginning to the end of her speech.

Even if she tries to convey her ideas like a professor, she is jumping from one topic to another and this makes the audience get distracted from the topic. “Simple four-point structure that will bring your listener to the point where they can accept your message” (p. 61). She uses the situation method given on page 61 by Alan Barker. She tries to persuade the people, but it does not work on the audience. Even though she introduces her topic with the famous writer, Emily Dickenson, it is not possible to stay focused on what she says as she is too fast, and this is her problem. She does not let the audience digest and think what she states. In order to solve the problem, she must ask a question to herself: What can we do? The answer is hidden in the problem. As she says: “Classics are boring,” she should realize that speaking monotonously is also boring. She should give more time to audience to think, then the problem will be solved.

## AH, LISA...

According to the first part of the lecture by Assist. Prof. Dr. Tuba Demirkol, this is an employment interview held by a toy maker company. As every conversation is an enquiry, the interviews are enquiries, too.

In order to have a successful interview, the interviewer follows some basic rules explained in the video. He gets prepared for the interview. This can be understood from his words: “The job you’re applying for is in marketing.” He structures the interview with a kind welcome to Lisa. He invites Lisa to talk about herself by saying “Let’s talk about your resume.” He gives opportunity to Lisa to represent her credentials. It is obvious that he informed the applicant beforehand as she shows up for the interview. He also uses two of the elements of WASP, by welcoming her and asks a question about why she is here with different styles.

In the text, even the interviewer is ready for the interview on behalf of the company, it is not obvious whether he checked her resume beforehand. Even if he seems professional, he does not do anything to make Lisa feel relaxed. He does not give any information except “We’ll inform you” to Lisa about the additional meeting or the feedback deadline, which are the musts for an interviewer according to the lecture. The interviewer makes a common selection error, as explained in the lecture, and that is a central tendency. Even if Lisa’s performance is not good enough to take the job, he rates Lisa as average in the first stage by asking questions in a bossy manner.

According to Millar and Tracey, it is crucial to have a positive impression in the eyes of the interviewer. Lisa could not make a positive impression for the interviewer. First, she is not well-prepared for the meeting. When she answers the first question of the interview, she just gives a random answer that anyone can give. She should have expressed herself in a positive manner, but, instead, she does not have an eye contact and she always thinks about her failure and put herself down by thinking the interviewer’s impression about her from the beginning to the end of the interview.