

STUDENT ANALYSIS

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PART 1

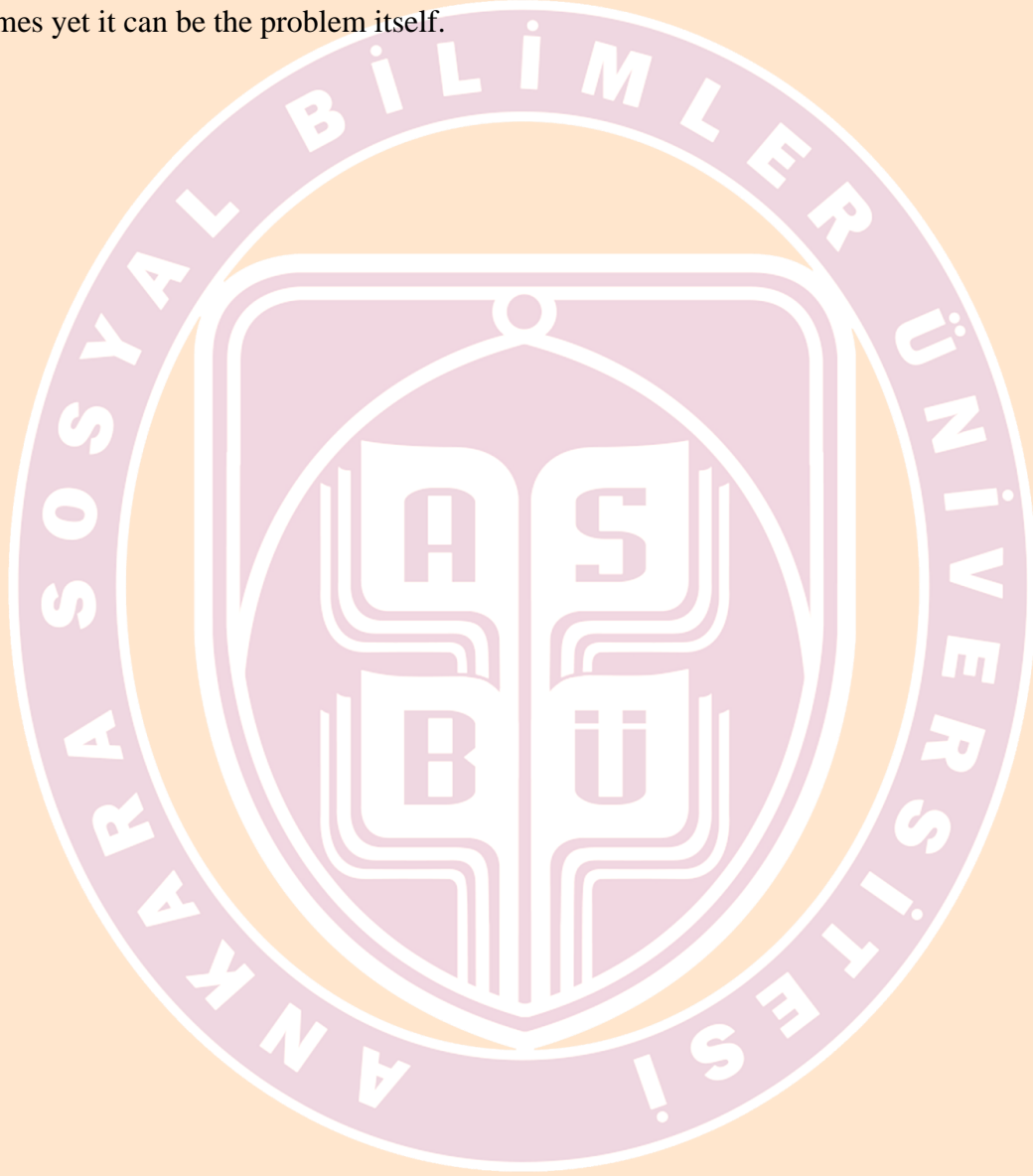
Communication is one of the main keys between people, we can have great relations with people if we can have a good communication skill as Barker Alan mentioned in his book *Improve Your Communication Skills*. Communication is not only about speaking; it is also about listening. If people only think about speaking in a conversation, they will miss the whole point and purpose of communication. In this paper, I will analyze two scenarios regarding chapter one and chapter two of *Improve Your Communication Skills* by Barker Alan.

In the first scenario, we see Ron who is a participant of a group and has a big role for the organization, his contribution is not enough for the group and he has to complete his part of the project immediately. But he says he can't finish it before the meeting. In this scenario, the main problem is the communication between the leader of the team and Ron. As the leader has the power and status difference in the group, from the beginning he had to talk with everyone, and he had to check everything at the right time. It is known that Ron is not a good participant of the group, yet it is known that he is a successful fellow. The leader had to talk and listen to Ron about the problems he has and the causes about his late participation, and if that didn't work he had to use his power and warn him. He can't hold the conversation about Ron's problem at that time as it is too late due to the deadline. Now he has to improve his communication with Ron and he has to find a solution, also by using his power he has to encourage Ron to finish his part. The leader has to use coercive power to Ron as it's written in chapter one; "Conversations often fail because they become power struggles." (16) Besides the leader's lack of charisma role also one of the main keys in this communication, not only the leader but also Ron has to know his role in the conflict. As a shaper, the leader has to adapt his role in the conversation. Ron as a team worker has to be aware of his responsibilities in the project and his role in the conversation. Both of them should ask the questions "Is there a marked difference in status between us?" and "What is my role in this conversation?" by themselves. To improve their communication and achieve success the 20

leader has to clarify his objective and structure his thinking. He must know and focus on what he wants to achieve, also with structure. First, he has to think and talk about the problem then talk about the solution. They can only finish the project before the deadline with the right steps of communication.

In the second scenario, we see a father figure 'David' who thinks working in the family business with his three children would be better for everyone yet he wants them without asking their ideas about their career plans and plans for the future. After a while first the mother 'Sally' then David begin to notice they don't spend much time together outside of work yet none of the children admit it. In this scenario the main communication problem starts with David, as the father, first he had to ask their children's opinion about working altogether, he had to communicate with them as Alan mentioned it in the 2020second chapter "All conversations start from assumptions. If we leave them unquestioned, misunderstandings and conflict can quickly arise."(13). David assumed that he wanted to solve a problem and he thought working together is the solution. Yet he didn't ask for their opinion, so he decided that he is right without having a conversation. To find the mistake in a conversation first we need to have a conversation. As I mentioned at the beginning, a conversation is not only about speaking, he had to listen to them to create a conversation and find a solution. Also because of their relationship, the conversation might go wrong as Alan said: "Our relationship defines the limits and potential of our conversation"(14). He had to have a conversation without thinking about his status. His authority is one of the main causes why their children are not having a conversation and mention their ideas, instead of talking to their parents they were secretly considering exercising buy/sell agreements and leaving the family business. As David realized the problem, he has to set a structure to find a solution. Also, he needs to treat the speaker as an equal in a conversation. If he thinks his role as a father is superior to them there will be an unequal relationship which causes confusion and discourage from thinking well. He has to ask himself "What opportunities are there for my children?" and he has to ask "What they want?". He has to know that Non-verbal messages are continuous and his children giving a continuing non-verbal message by their behaviors. Also, the children have to clarify their objective to decide what they want by structuring their thinking. They have to think about the problem they have and they have to think about negative and positive sides about the issue then they have to find a solution by asking a key question "How can we understand each other?". They can only find a real solution through communication in which they are equal.

To sum up in both scenarios we see the lack of communication. The first thing we have to do is starting a conversation to direct someone or to understand someone. Not only speaking but also listening is the main key to a conversation. We need to know our relationship boundaries and we need to be aware of our role in the communication we have. Communication rules are basically based on the scenario and relationship we have. Using power can be the key factor to find a solution sometimes yet it can be the problem itself.



PART 2

In communication and management, the skills of persuasion are the most important keys. Without persuasion, it is not possible to make listeners accept your ideas. Without a good persuasion, the conversation can go the wrong direction. The main purpose and ideas depend on the skills of persuasion.

In the first video, we see Robert Kennedy announcing the assassination of Dr. Martin Luther King, when we relate his announcement with chapter five, Kennedy is a wonderful example of having persuasion skills. He delivers his powerful ideas with an artistic persuasion. He gives the information with sorrow. Then, by using deductive logic he gives options to people. First option; hating each other due to the skin difference which is related to the assassination, consequently getting worse. The second option, stand together and fight for the things which are the reasons for Luther King got assassinated, consequently finding peace. Besides, he uses his passion by obviously feeling the power in his soul. He gives the big idea and he is aware of his objective and listeners. He knows what the most important things are to say. He gives quotations and he uses the story of his family getting killed by a white person as an example which is very effective to lower the tension and hate. He uses his voice effectively by an eye contact to stand for his ideas. He gathers all of the things and makes a historical speech in four minutes which is resulted in peace.

In the second video, Jessica Wise handled the power of imagination by using visual context. She uses inductive logic because there is no third idea as a conclusion. Also, there is no passion as it is just a visual video. It is like reading a passage. I think her way is not persuasive enough. Her arguments are not based on a specific nor a realistic idea. In the video, we only see her ideas with a combination of examples from history. He gives many examples to support her idea such as the affection of "Pamela" on society through past times. She knows her objective yet she does not deliver it effectively. It does not have a big idea, she talks about assumptions. She uses metaphorical language. She creates impressions through hearing and seeing images yet it is not enough. The argument would be better if she could support her idea with more information and by giving demonstrations. To make it more persuasive the usage of images could be better.

PART 3

It is an employment interview, it is a recruitment process. As it is a selection procedure, the interviewer's main purpose is to ask some questions and evaluate the answers to hire the best employers. In this employment interview, there are questions asked step by step. The interviewer could lower the tension with a more smiling face and welcoming language as Lisa is too nervous. The interviewer could encourage her to increase productivity. Also, the interviewer could let her express herself during the interview. He could ask for more qualified questions to get to know her better. It would be more professional to give a deadline for the result at the end of the interview. The performance of the interviewee is not good enough. First of all, she had to analyze the job description and check the qualifications of the interviewee. Then, prepare herself for the questions. To describe herself better, she could identify her strong and weak sides. She could collect more data as she does not have enough information about the company. During the interview, she could pay more attention and she could smile and introduce herself with self-confidence. Lisa needs to promote her ability and skills. She has a lack of self-promotion and she had to support her entitlements about life experiences. To create a positive atmosphere, she had to mention her achievements. As a student, she worked in many part-time jobs. She had to sell herself by showing these part-time jobs as an achievement in her life.