Workshop Reflective Practice; Communication

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Abstract

Systems engineering requires lots of communication and facilitates it. Communication is a complex phenomena that requires a combination of skills. Some of these skills are "soft", e.g. psychosocial. We will explore bilateral communication during this workshop.

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logo
TBD

Colophon

Merete Faanes from Buskerud University College created the educational flow *Reflective Practice*. Reflective Practice is a thread throughout the entire master Systems Engineering to stimulate students to relate *Education* and *Practice*.

This workshop is the result of the cooperation of Lia Charité and Gerrit Muller

Pre-assignment

Fill in the pre questionnaire at

http://www.gaudisite.nl/RPCOMquestionnairePre.doc

Add your name to the filename when submitting it by email

Please submit as Word-file

The questionnaire results will be used in anonymized form for research of the effectiveness of this workshop.

Agenda

9:00   welcome, last workshop, introduction this workshop

9:10   block 1: Communication about master project

10:20 block 2: Bilateral communciation

11:30 block 3: Communication in your company

12:40 plenary discussion

12:50 pre-assignment next workshop, close

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Block 1

+ 15 min.

    Discuss the master project claim and observables

        Can you benefit from cooperation for this project?
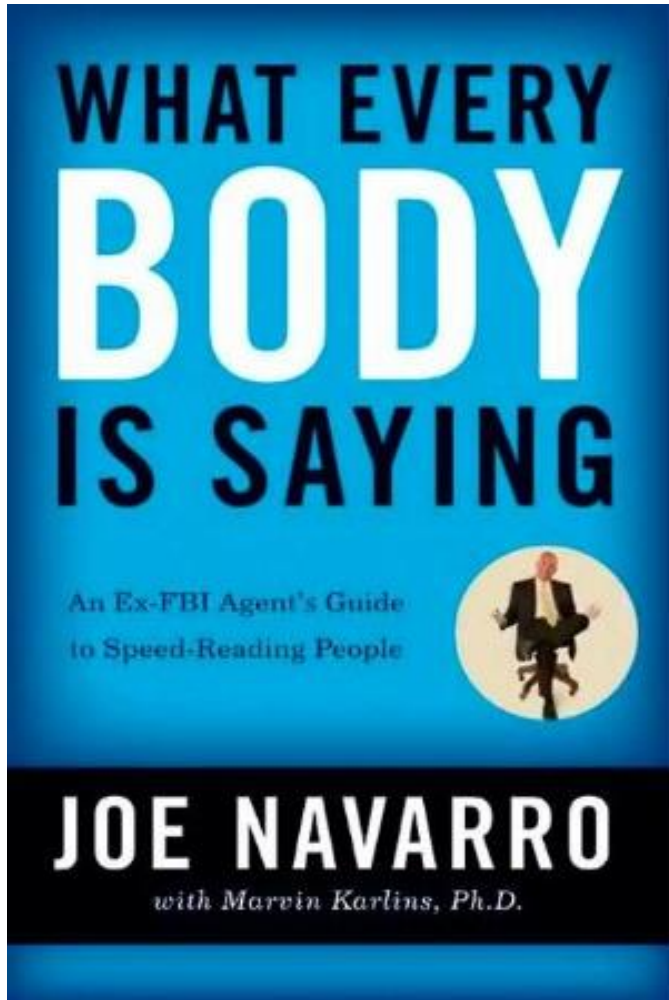
+ 20 min.

    Analyze the communication:

        What has been communicated?

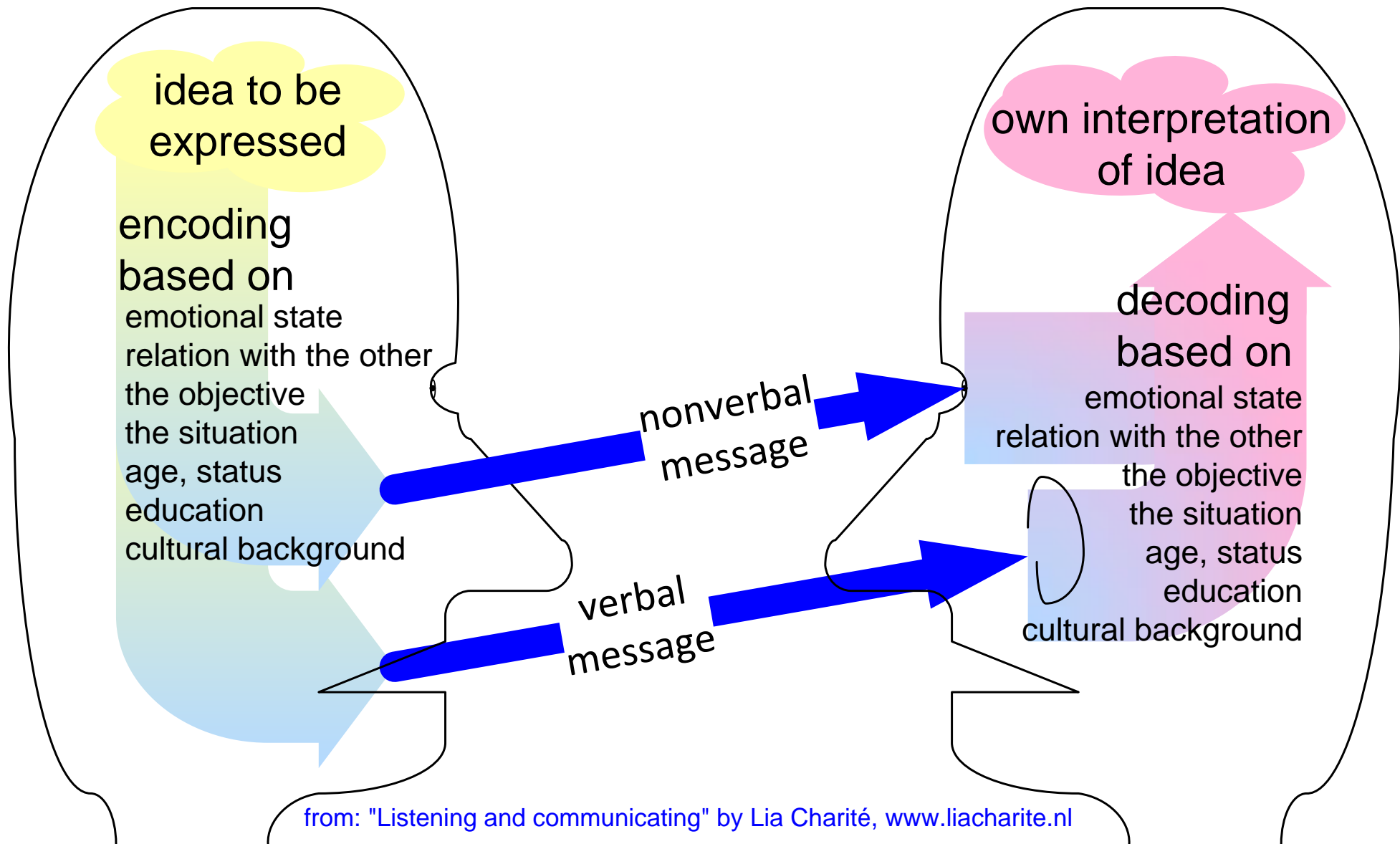   How was it communicated?

> be specific

> give examples

Results on flipover

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Further Reading

What Every BODY is Saying:

An Ex-FBI Agent's Guide to Speed-Reading People

by Joe Navarro and Marvin Karlins

William Morrow Paperbacks, 2008

Active listening: the art of the receiver to decode the message

idea to be expressed

encoding based on
emotional state
relation with the other
the objective
the situation
age, status
education
cultural background

own interpretation of idea

decoding based on
emotional state
relation with the other
the objective
the situation
age, status
education
cultural background

nonverbal message

verbal message

from: "Listening and communicating" by Lia Charité, www.liacharite.nl

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Intense interaction needed for mutual understanding

to calibrate:
repeat many times with different examples, illustrations, and explanations

Block 2
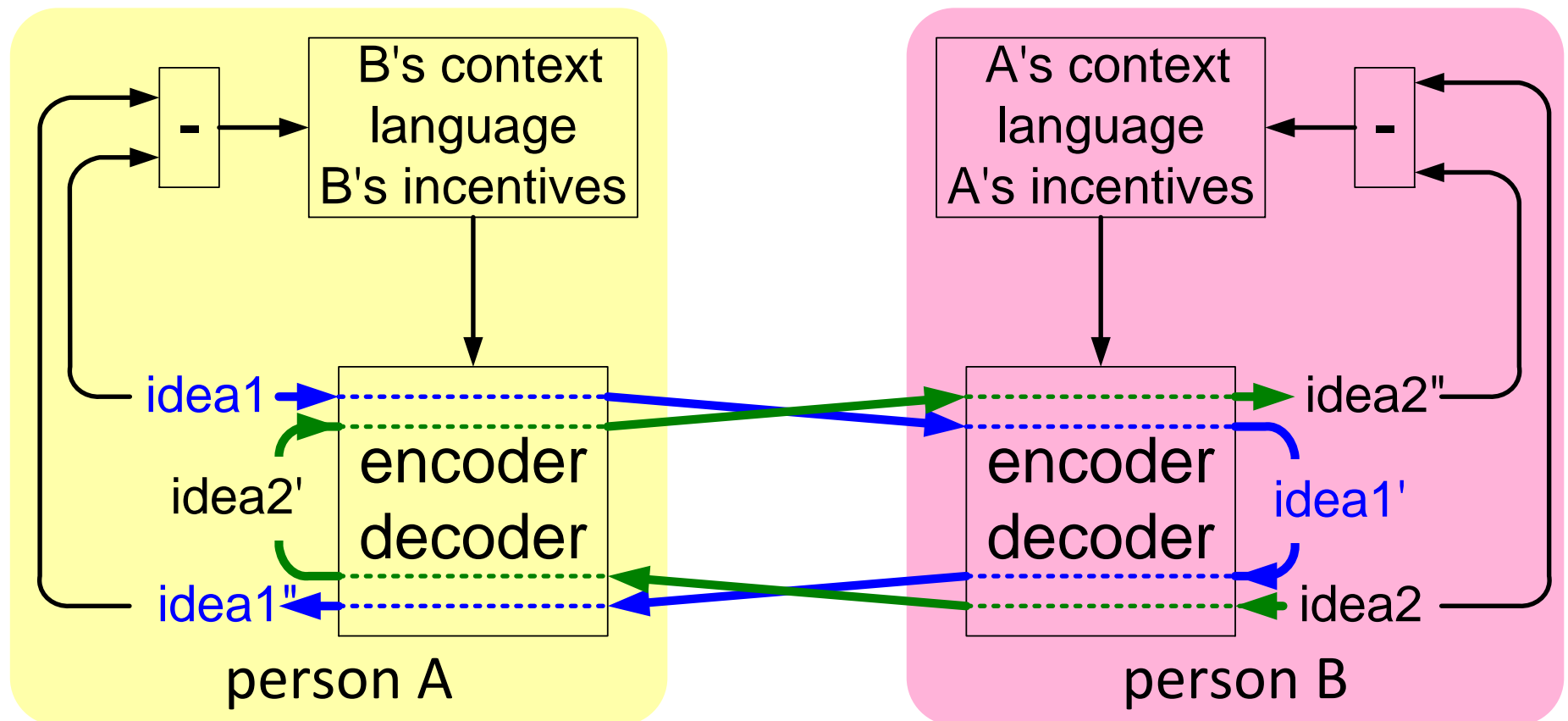
Two students discuss their master projects (what, why, how) for 10 minutes; one student observes

After 10 minutes, each student writes down:

- what, why, how of master project student 1

- what, why, how of master project student 2

- what non-verbal communication you observed

Compare notes and evaluate the way of communicating

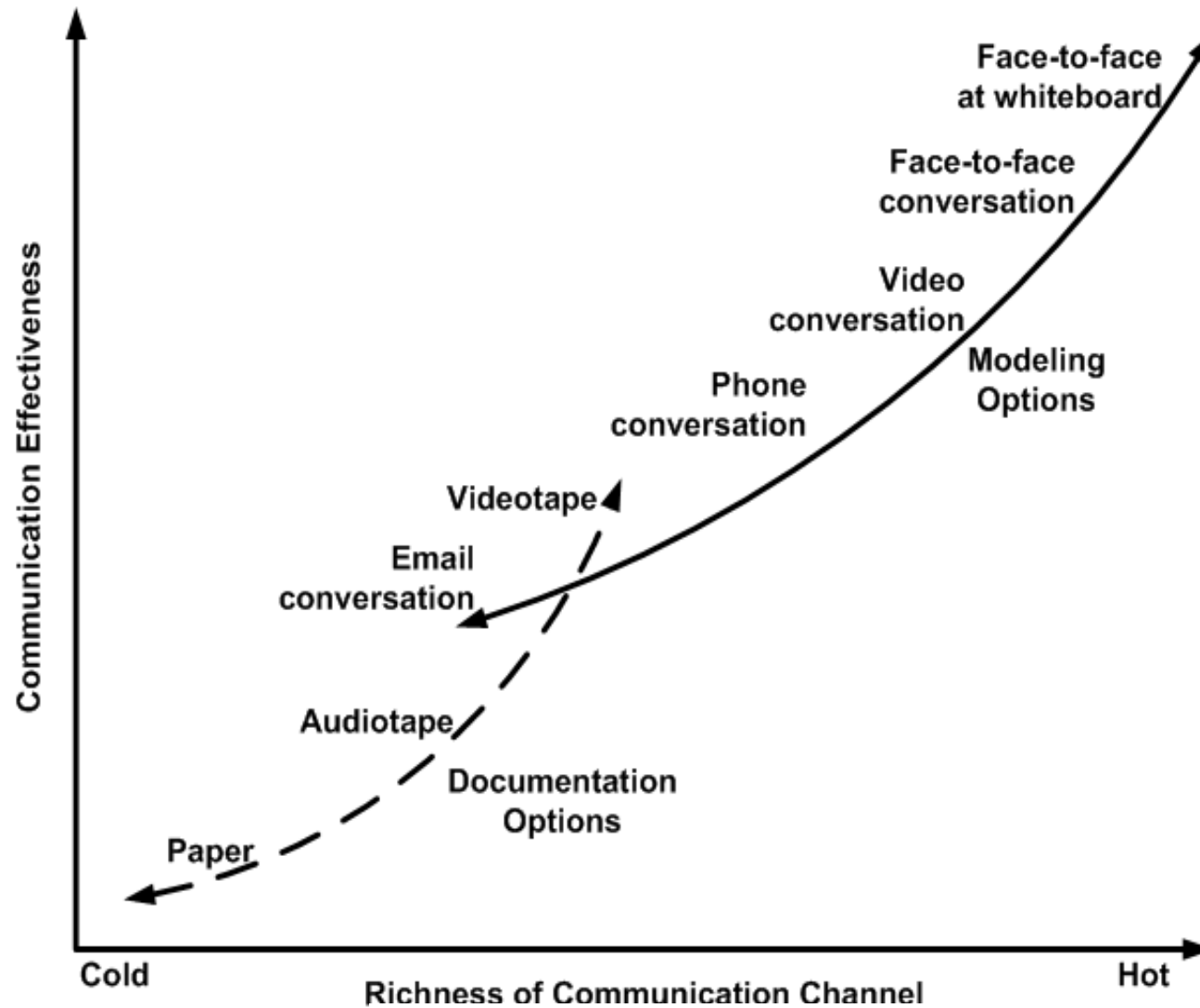be specific and concrete, provide examples

Results on flipover

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Block 3

Discuss and evaluate communication during your daily work.

Compare informal gatherings, meetings, documentation, telephone, telecon, emails, video, ...

be specific and concrete, provide examples

Results on flipover

Communication Effectiveness

Copyright 2002-2005 Scott W.Ambler
Original Diagram Copyright 2002 Alistair Cockburn

from http://www.agilemodeling.com/essays/communication.htm

Post-assignment Communication

- Observe non-verbal communication in two meetings.

- Fill in the post questionnaire at

  http://www.gaudisite.nl/RPCOMquestionnairePost.doc

  Add your name to the filename when submitting it by email

  Please submit as Word-file

  The questionnaire results will be used in anonymized form for research of the effectiveness of this workshop.

- Write a reflection (max 1 A4) on the workshop, the observed non-verbal communication in meetings, and the post questionnaire

Pre-assignment next Workshop

Describe how far you envision yourself to be in the development toward an industrial grade systems engineer.

Describe in what direction you want to develop yourself (which does not have to be an industrial grade systems engineer).

Replacing assignment; only after permission of the teacher

- do the pre-assignment and submit this to the teacher (as all other students)

- go through the workshop questions yourself

- discuss the questions and your answers with a local colleague; do the paraphrasing experiment with this person.

- write a (max) 2-page document with your answers including examples and rationale behind the answers

- send this 2-page document by mail to another student and ask for comments

- update the 2 page document

- do the post-assignment, include what the feedback of the other student changed in your thinking

- send 2 page document and post-assignment to the teacher

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