
OB: Increasing Self-Awareness

Effective and Ineffective Communication

Think of two communication experiences you had in the last six months—one in which you felt that you communicated especially effectively with another individual or group (call it Communication Experience 1, or CE1) and one in which you felt that you had particularly poor communication with another individual or group (call it Communication Experience 2, or CE2). If you are currently employed, try to pick experiences that occurred at work. Describe both experiences, and then answer these questions:

1. Which of the functions of communication were served in CE1 and CE2? Which of the functions of communication should have been served in CE2 but were not?

2. Which parts of the communication process worked especially well in CE1? Which parts of the communication process failed in CE2?
3. Was any jargon used in either CE1 or CE2? If not, why not? If so, did the use of jargon lead to effective or ineffective communication?
4. Did any filtering take place in CE1 or CE2? Why or why not?
5. Were rumors or the grapevine involved in CE1 or CE2?
6. Describe the information richness of the communication media involved in CE1 and CE2.
7. Did either CE1 or CE2 involve the use of any advances in information technology? If so, how did these advances aid or hinder good communication?