

# 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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## *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

Describe how communication takes place in your daily job.

What communication works well, when does the communication fail?

Be specific, give examples.

# Agenda

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9:00 welcome, last workshop, introduction this workshop

9:10 block 1: Communication about master project

10:20 block 2: Bilateral communication

11:30 block 3: Communication in your company

12:40 plenary discussion

12:50 pre-assignment next workshop, close

+ 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?

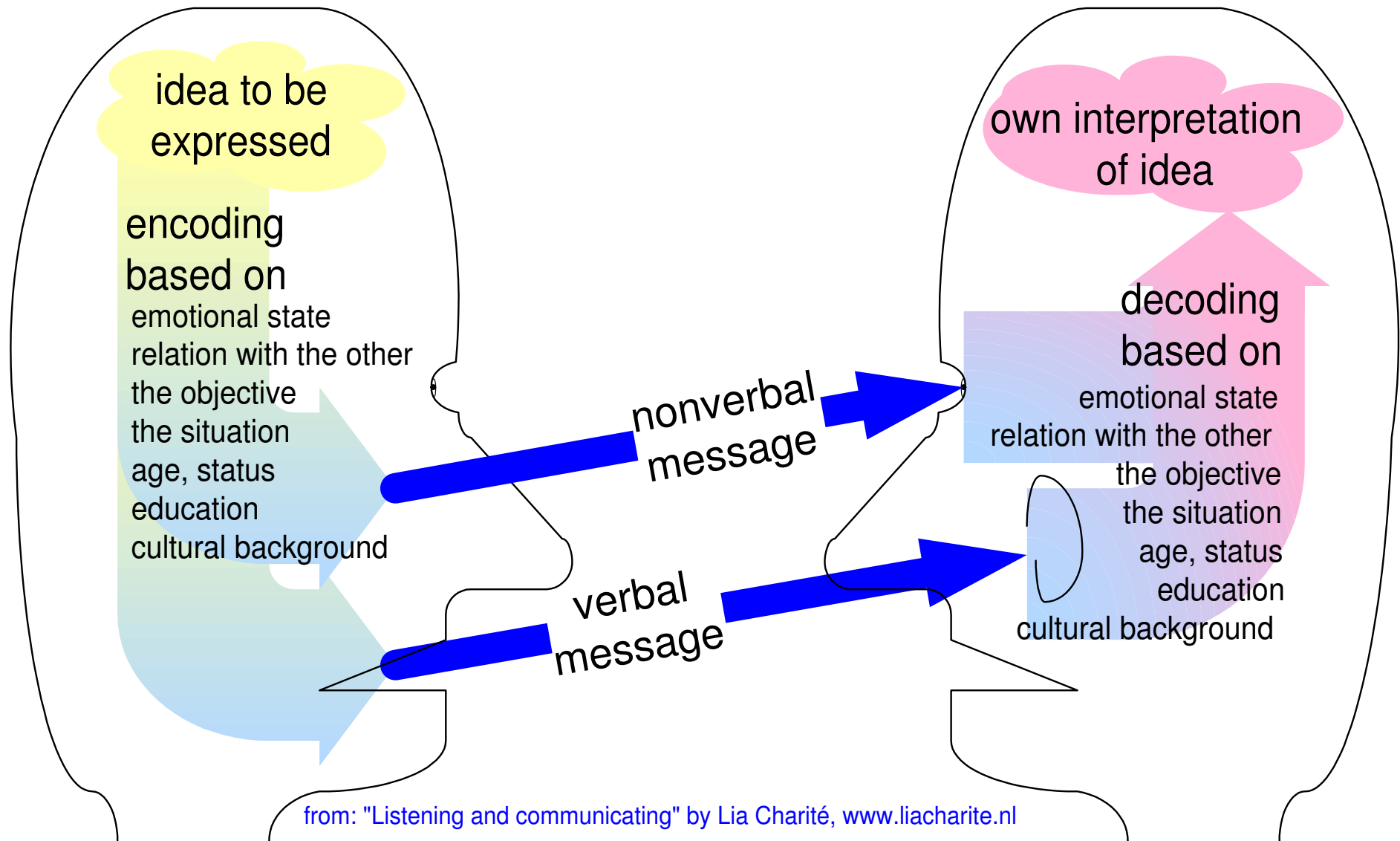
How was it communicated?

> be specific

> give examples

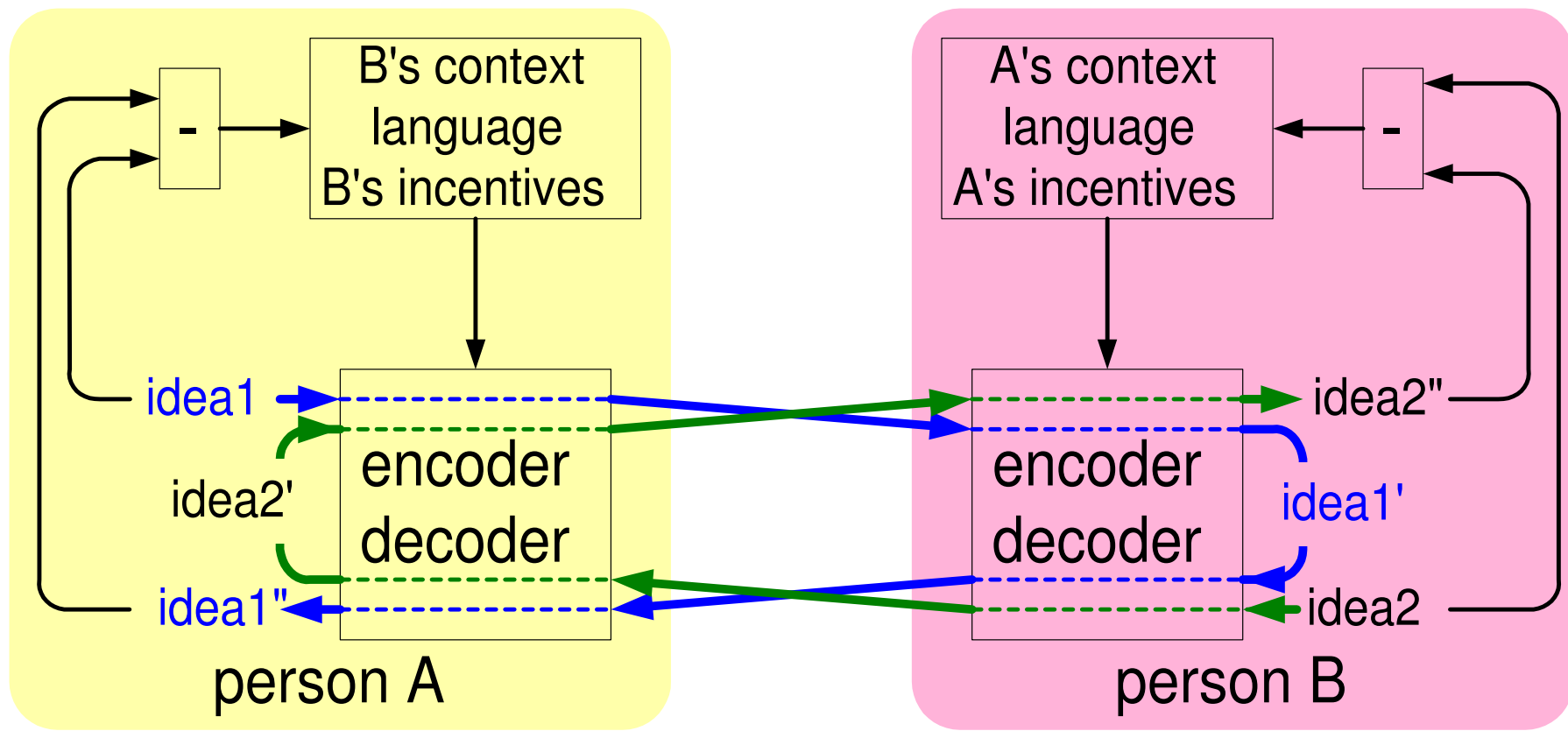
Results on flipover

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



# Intense interaction needed for mutual understanding

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



Two students discuss the master project; one observes

Communicate by first paraphrasing the other's message and then give your own message

Evaluate the way of communicating

be specific and concrete, provide examples

Results on flipover

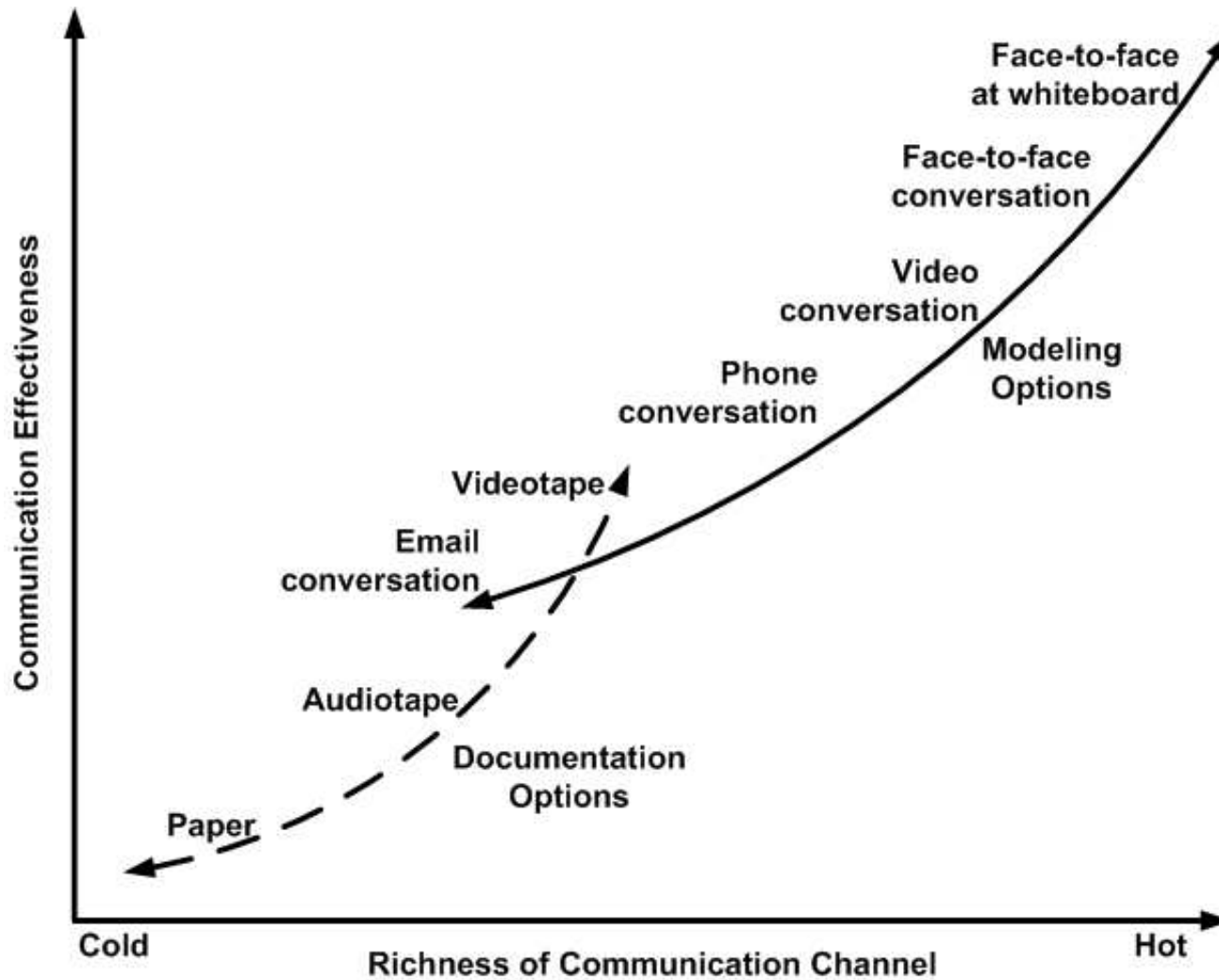
Discuss and evaluate communication during your daily work.

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

be specific and concrete, provide examples

Results on flipover

# Communication Effectiveness



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Original Diagram Copyright 2002 Alistair Cockburn

[from http://www.agilemodeling.com/essays/communication.htm](http://www.agilemodeling.com/essays/communication.htm)