

# Workshop Reflective Practice; Communication

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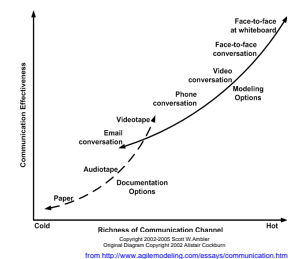
## Abstract

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.

### Distribution

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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

Fill in the pre questionnaire at

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

Add your name to the filename when submitting to Canvas

Please submit as Word-file

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

# Agenda

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t welcome, last workshop, introduction this workshop

t+0:10 block 1: Communication about master project

t+1:20 block 2: Bilateral communication

t+2:30 block 3: Communication in your company

t+3:40 plenary discussion

t+3:50 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:

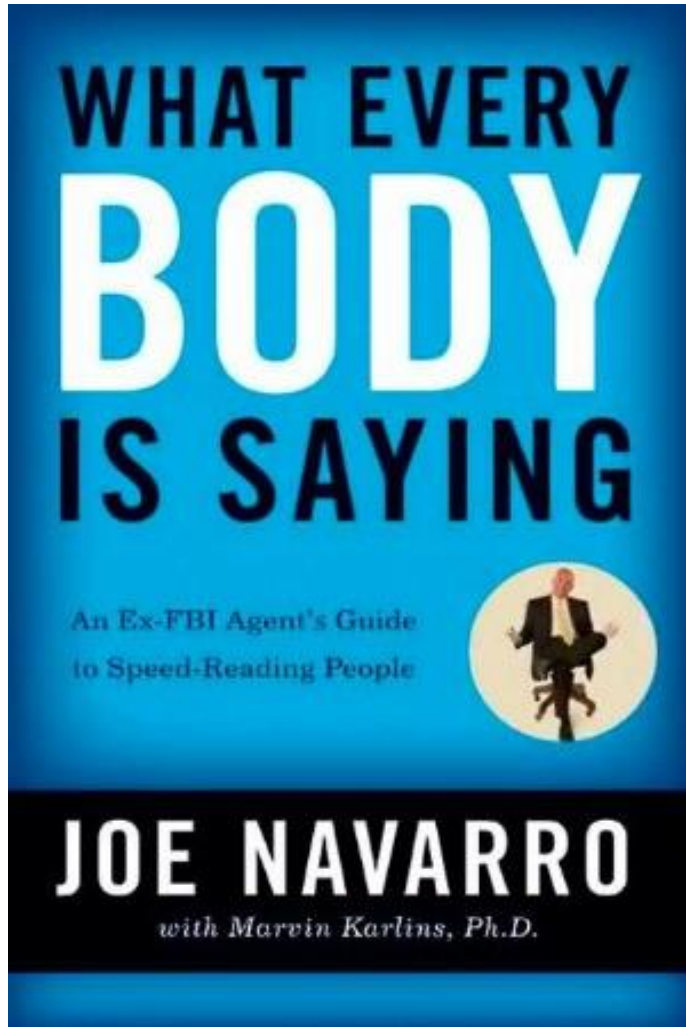
What has been communicated?

How was it communicated?

> be specific

> give examples

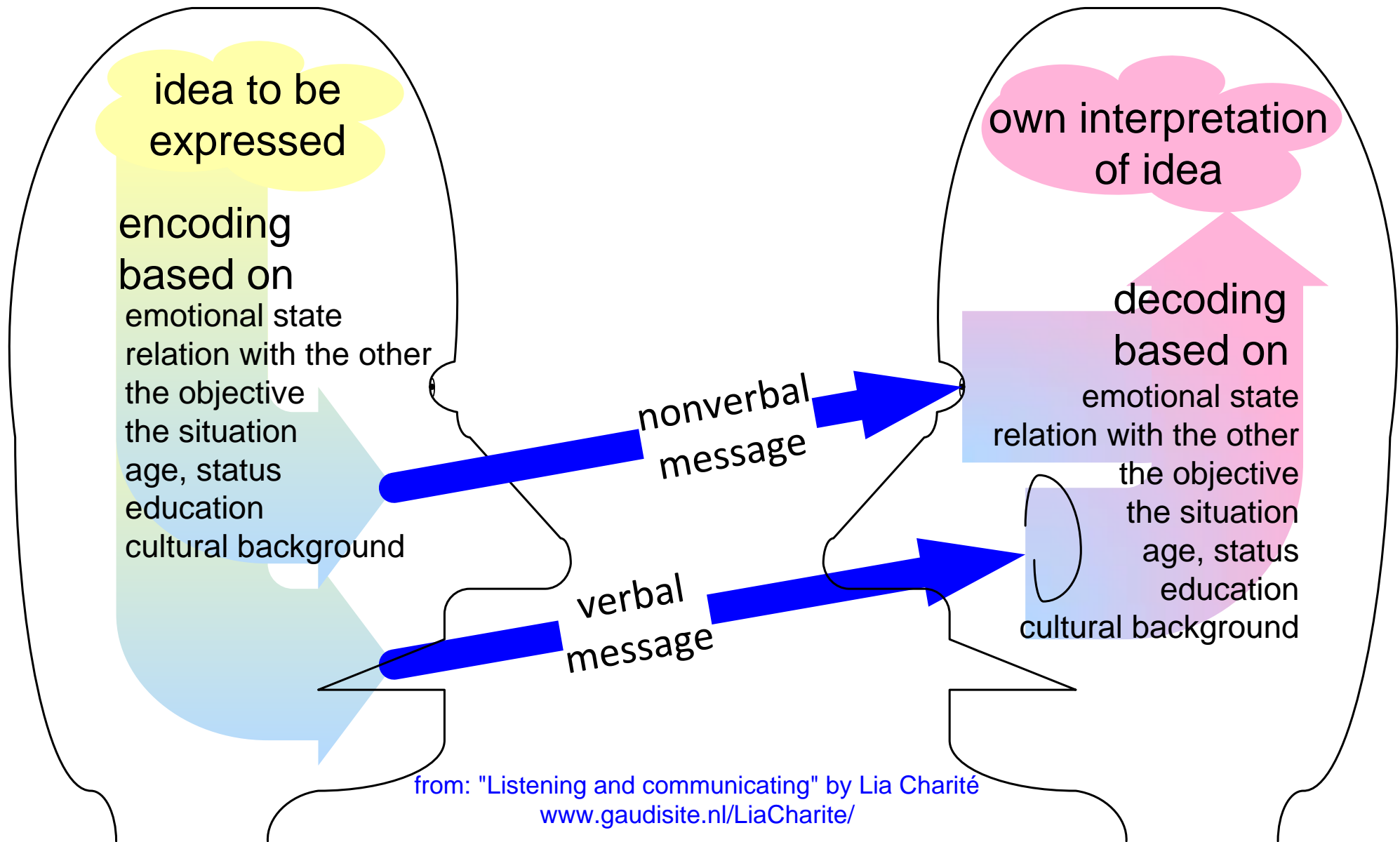
Results on flipover



What Every BODY is Saying:  
An Ex-FBI Agent's Guide to Speed-Reading People  
by Joe Navarro and Marvin Karlins

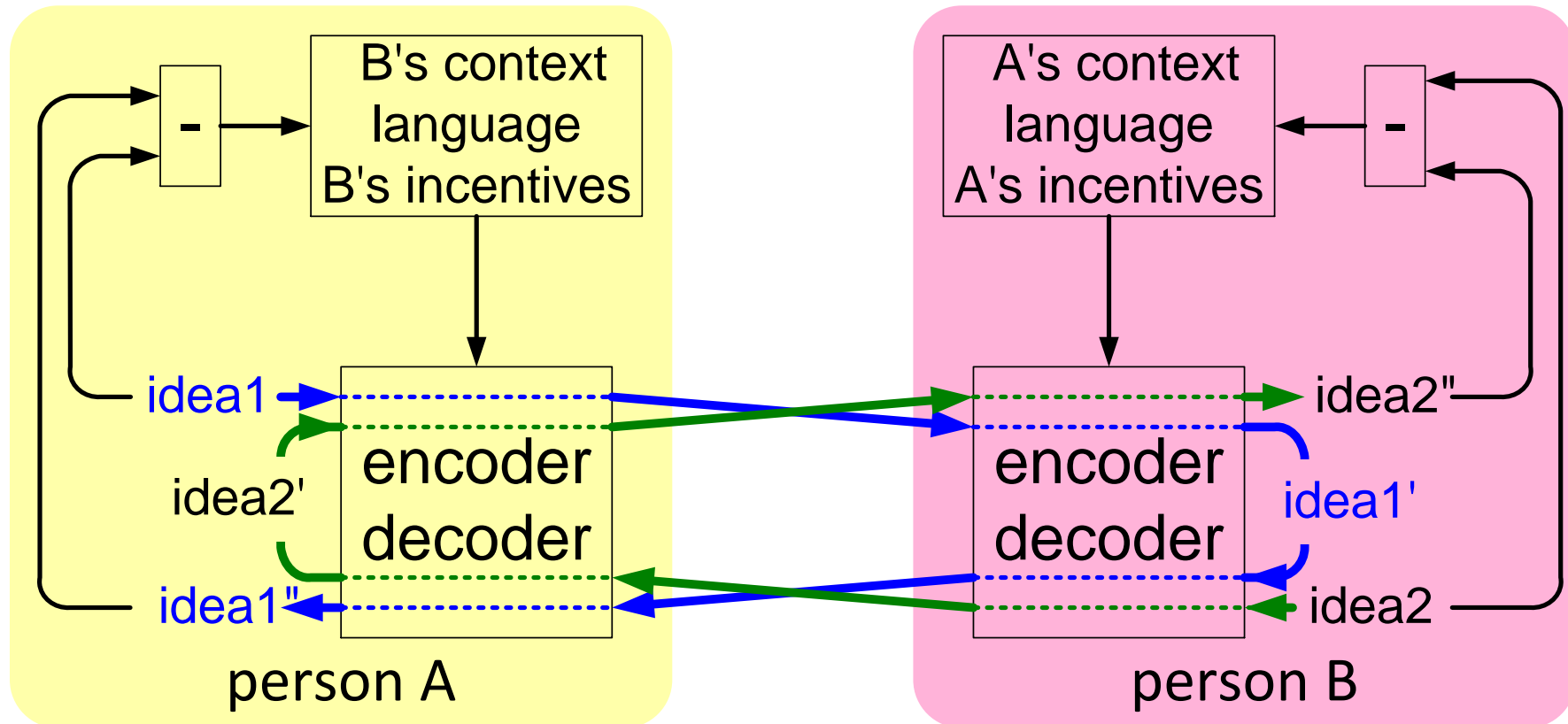
William Morrow Paperbacks, 2008

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



# Intense interaction needed for mutual understanding

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



# Block 2; Observing Accurately

Each team selects a **sport**, and a specific **situation**, they are going to **mimic**.

- 1 or 2 teams visit another team. The **hosting team mimics** their sport, while the **visitors observe**. The visitors write their **observations** on a **flip**.
- **Plenary discussion** on observations (~2 teams)
  - How much are these **interpretations**, or how **“pure”** are the observations?
  - How **specific** and **detailed** are the observations

**Change roles** and **repeat** mimicing, observing, and plenary discussing

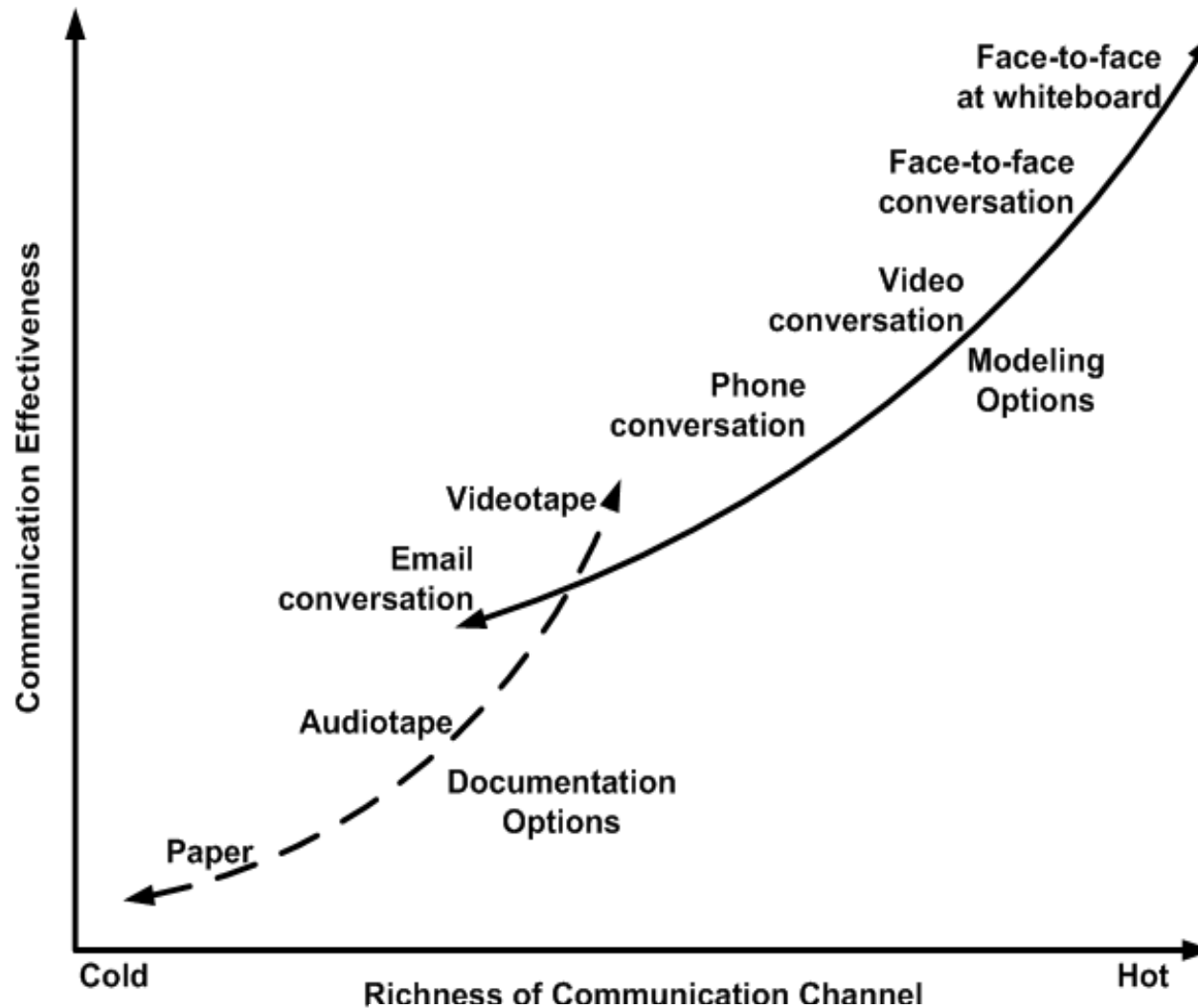
Discuss and evaluate communication during your daily work.

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

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- 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 to Canvas

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

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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

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- 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

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