

# **Assignment No : 1**

## **MCM 301 : Communication Skills**

### **Lesson-03: Interpersonal Communication**

**Interpersonal communication happens when two or more people talk face to face, like in conversations or small group discussions. Each person has their own thoughts, and the interaction between them creates a shared communication process. To communicate well, we need to understand ourselves and the other person's perspective, which helps us share information and build better relationships.**

### **Question No :1**

#### **Situation-A**

Karen meets Julia for the second time at a colleague's birthday party. Both share an educational background in economics, having graduated from the same university but in different years. As they start discussing their student life memories, they are surprised to discover for been supervised by the same professors for their final year project which was purely coincidental. Despite this, Karen doesn't feel the need to overemphasize their shared experiences. Karen is very critical of the current economic policies of the country and just assumes that Julia also keeps the same stance on this issue making this meeting very pleasant and enjoyable. On the other hand, Julia has a different opinion and Karen is unaware of it because it's not being discussed.

Reason for inaccurate assessment: \_\_\_\_\_

Justification: \_\_\_\_\_

#### **Solution:**

**Reason for inaccurate assessment:** We are positively influenced where we have common characteristics with other people, e.g., same school, same function.

#### **Justification:**

Karen, having discovered shared experiences with Julia, may have subconsciously assumed that their similar educational backgrounds and shared professors would align with similar viewpoints, particularly on a topic as significant as economic policy. This positive bias based on shared characteristics led her to overlook the possibility of differing opinions.

### **Situation-B**

After working hours, Ali approaches his boss in the office and politely requests a salary increase, highlighting his dedication and commitment over the years. His boss listens calmly and patiently, then assures Ali that a small increment will be made by the end of the year. Feeling pleased, Ali leaves the office and later shares the good news with his colleague, John. A few days later, the company experiences a minor loss, prompting the boss to instruct all employees to work harder to recover from it. The team responds by increasing their efforts. Meanwhile, John, who is also diligent and consistently meets deadlines, decides to approach the boss in a similar manner to Ali. After office hours, John requests a salary raise, expecting a positive response so he can plan a summer trip abroad. However, the boss immediately rejects John's request and strictly asks him to leave the office.

Reason for inaccurate assessment: \_\_\_\_\_

Justification: \_\_\_\_\_

**Reason for inaccurate assessment:** We assume that people would behave the same way in every situation.

#### **Justification:**

John, observing Ali's successful request for a raise, may have assumed that a similar approach would yield a similar outcome. However, he failed to consider the varying circumstances, such as the company's recent financial situation and his boss's overall mood, which could influence the decision-making process.

### **Situation-C:**

It's been more than 5 years since David has been working in an organization that provides IT-related services to the corporate sectors. One day his colleague, Sarah again notices that David isn't very good at public speaking. Sarah is not observing and meeting David for the first time and is already aware of his shortcomings. She does not classify David as an incompetent co-worker. She discusses the upcoming project with David and just assumes that since David struggles in verbal presentations, he must not be skilled in any of the communications at all, ignoring the fact that David is highly effective in one-on-one written communication.

Reason for inaccurate assessment: \_\_\_\_\_

Justification: \_\_\_\_\_

**Reason for inaccurate assessment:** We are too influenced by apparent negative points, e.g., if someone is not very good at short-term decision making, we might assume that he/she is not going to be good at long-term planning either.

**Justification:** Sarah, aware of David's public speaking limitations, may have generalized his communication skills. She might have assumed that his weakness in one area would extend to

other forms of communication, such as written communication, which is inaccurate in David's case.