

Managing Communication

By Morgan Suity

Barriers to Communication

- **Personality differences**
 - Personal conflicts or favoritism on peer or supervisory levels can lead to frustration and be a barrier to open communication
- **Perception**
 - The way people look at a problem affects how they will react to and communicate about it
- **Low self esteem**
 - Self-esteem levels affect how we think and how we react to situations.
 - Managers must be aware of employees with low self-esteem and provide positive feedback to prevent this barrier
- **Lack of communication skills**
 - Lack of listening – the habit of formulating a response before the person one is communicating with has finished speaking
- **Attitudes about communication**
 - Staff members who believe initiating or answering communication is someone else's job
 - Managers who think that others do not need or can't handle "privileged" information
 - Employees who feel messages should "impress rather than express"

"Organizations are primarily communication networks...we should focus on the fact that **organizations are people** – individual human beings linked together by communication" (Conroy, 1986).

"Judicious listening enables a manager to recognize the speaker's ignorance of library policies or goals...he or she will become a more **effective manager** when informed of them" (Fasick, 1998).



"The trouble is a good many people, employees and managers alike, don't always **speak the same language**" (Pollock, 2008).



"Managers need to know and be able to **apply strategically** a variety of communication skills that match varying managerial tasks." (Waltman, 2006).

Improving Communication

Tips for managers

- **Establish a rapport.** Be honest, helpful, and friendly and work at cultivating good relationships.
- **Know your audience.** Tailor what you say to who you are speaking to and suit the facts and details to the background of your audience.
- **Know what you are talking about.** You must understand what you are explaining to.
- **Be detail-oriented and avoid ambiguity.**
- **Be explicit in direction and take time to explain** what you want.
- **Beware of double meanings and exaggerations to avoid confusion** down the road.
- **Don't say too much.** The effectiveness of a message can depend on its brevity.

Methods to develop communication skills

- **Verbal:** "lost on the moon" exercise. Group members must work together to select items for survival. Develops leadership skills and conflict management, as well as showing differences between individual and group decision making.
- **Written:** One person builds a structure of dominoes, writes down instructions and others attempt to duplicate the original design from those instructions. Develops skills in writing specifics and details.



Self-Regulation and Video Game Addiction

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Background

- ❑ **Deficient self-regulation:** impulsiveness or diminished self-control and self-monitoring
- ❑ It is correlated with internet addiction (LaRose, Lin, and Eastin, 2003).
- ❑ Internet addiction falls under addictive technological behaviors
- ❑ **Video game addiction:** Excessive play that gets in the way of everyday life.
- ❑ Video game addiction also falls under addictive technological behaviors (Montag, et al., 2011)

Hypotheses

- ❑ I hypothesize that lower self-regulation will lead to higher video game addiction.

Method

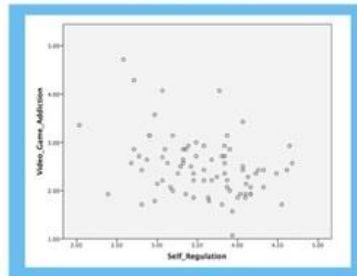
Participants:

N = 77 Video Game Players
 Females: 27 Males: 50
 Age ranged from 18 – 44, Average: 24.5

Procedure:

- ❑ Participants were recruited using convenience sampling techniques from the websites Reddit Sample size and Facebook.
- ❑ Completed a survey that measured their level of self-regulation and video game addiction

Results



- ❑ Self-regulation was negatively correlated with video game addiction. $r = -.35, p = .001$.
- ❑ Females had lower video game addiction even though self-regulation levels were the same
- ❑ Females: $M = 2.29, SD = .54$. Males: $M = 2.62, SD = .65, t(75) = -2.25, p = .027$.

Discussion

- ❑ Lower self-regulation = higher addiction

What does this mean?

- ❑ People with impulsive behavior, low self-control, and low self-monitoring will be at higher risk of video game addiction than those who have higher self-regulation behaviors.
- It is possible that treating low self-regulation may lower the risk or help treat video game addiction.

Gender Differences

- ❑ Females have lower video game addiction but it cannot be because of self-regulation
- This could be because there are possible social norms that influence men and women differently
- Low self-regulation may manifest in different addiction types in men and women.

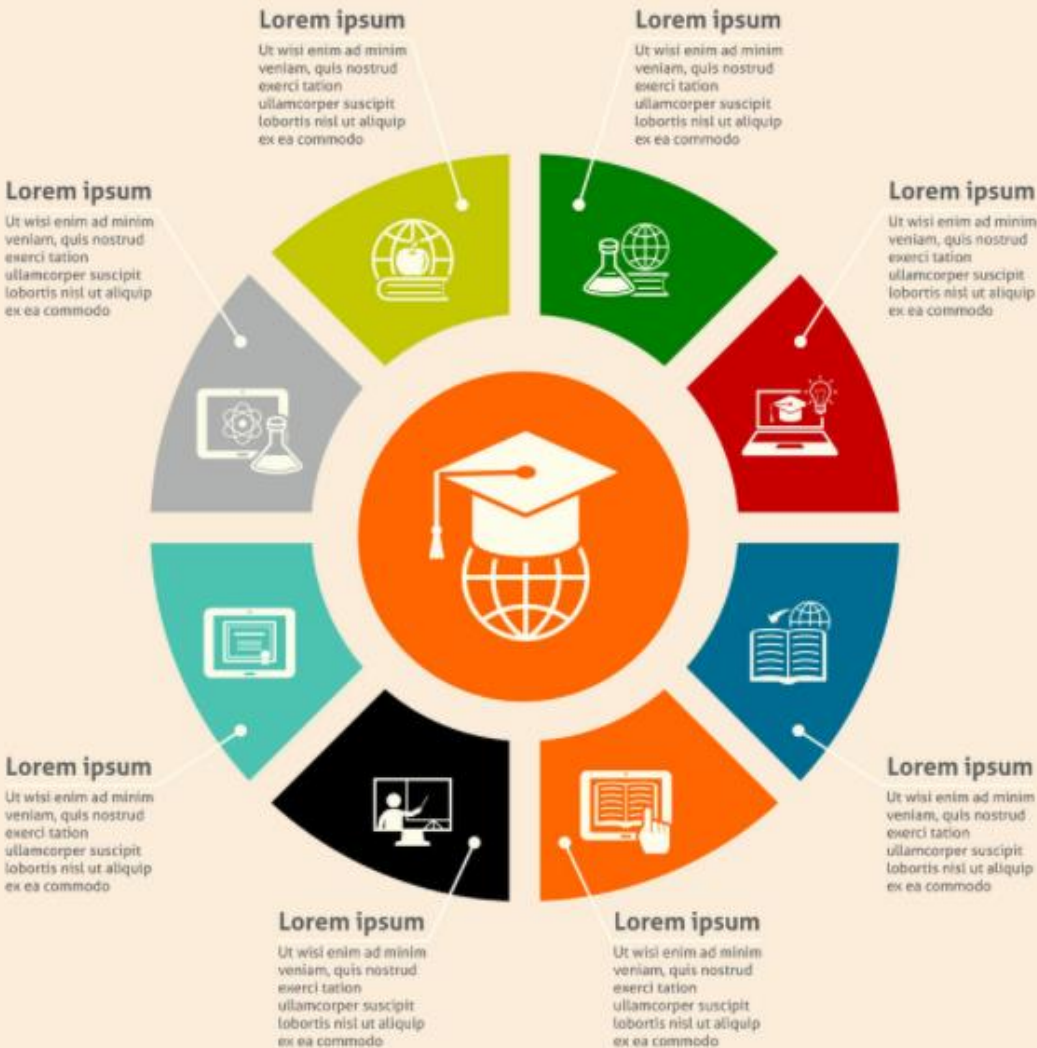
Limitations

- ❑ Correlation does not imply causation
- ❑ Survey designs only measure perceived behavior but not necessarily actual behavior.

References

- LaRose, R., Lin, C. A., & Eastin, M. S. (2003). Unregulated internet usage: addiction, habit, or deficient self-regulation? *Media Psychology*, 6(3), 229-253. doi:10.1207/s1532785xmp0603_01
- Montag, C., Fiebert, M., Markert, S., Walter, N., Jurkiewicz, M., & Reuter, M. (2011). Internet addiction and personality in first-person-shooter video gamers. *Journal of Media Psychology*, 23(4), 163-173. doi:10.1027/1864-1105/a000049

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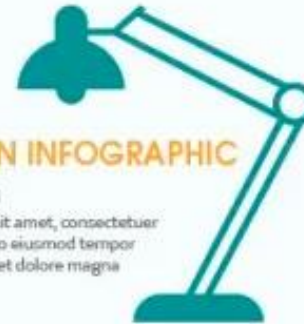
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