High-Performance Manufacturing

Production Technician
CHAPTER 5
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Communication Basics

Section 5.1

- Communication is the exchange of information through listening, speaking, reading, and writing.
- The result of effective communication is a shared understanding.
• Category: Information Technology
  – Gathering & Analyzing Information

• Process:
  – Individual/Partner

• Time: :00

• Task:
  – Read I.T. pg. 126
  – Write and e-mail per instructions
  – Share with a partner and critique for clear understanding
Purpose for Good Communication

Using communication skills for:

- Learning
- Informing
- Identifying customer needs
- Making improvements
Category: Communication Skills
  - Writing Work Instructions

Process:
  - Individual/Class

Time: :00

Task:
  - Read 5-1 pg. 53
  - Class Discussion
Effective Communication

- **Reading Skills**
  - Preview
  - Question
  - Visualize

- **Strategies**
  - Read twice
  - Read to the end of a section
  - Look up words in a dictionary
  - Look at illustrations
  - Give yourself a break and come back later

- **Writing Skills**
  - Identify your purpose
  - Consider your audience

- **Strategies**
  - Prepare a general outline
  - Get to main point quickly
  - Write clearly, simply and directly
  - Follow basic grammar
  - Proofread
  - Check for accuracy
• Category: Communication Skills
  • Completing a Change Order

• Process:
  – Individual/Class

• Time: :00

• Task:
  – Read 5-2 pg. 55
  – Class Discussion
Effective Communication

- **Listening**
  - Active
  - Interacting

- **Strategies**
  - Think about the purpose
  - Keep eyes on speaker
  - Signal your level of understanding
  - Listen for conclusion
  - Restate

- **Speaking**
  - Clearly
  - Concisely

- **Strategies**
  - Consider Audience
  - Check for understanding
  - Be confident
  - Stay in contact with listener
  - Speak at an appropriate speed
  - Control Volume

**NOTE:** Non-verbal communication = 50% of the message
• **Category:** Communication Skills
  - Receiving Feedback

• **Process:**
  – Individual/Class

• **Time:** :00

• **Task:**
  – Read 5-3 pg. 57
  – Class Discussion
• Category: Communication Skills
  • Providing Constructive Feedback

• Process:
  – Individual/Class

• Time: :00

• Task:
  – Read 5-4 pg. 59
  – Class Discussion
Providing Feedback

- Be constructive, not destructive
  - Avoid blaming
  - Focus on the problem
  - Encourage
  - Be tactful
  - Be timely
  - Seek first to understand

NOTE: Non-verbal communication = 50% of the message
“is one person’s response to another person’s message…”

- **Receiving Feedback**
  - Welcome feedback
    - Do not be defensive
    - Do not debate
    - Focus on what you can improve
    - Listen without interrupting
    - Consider accuracy
    - If upset, take time to think before reacting

**Constructive Feedback**

**NOTE:** Non-verbal communication = 50% of the message
• **Category**: Communication Skills
  – **Using Social Skills** (*Establishing Good Working Relationships*)

• **Process**:
  – Class

• **Time**: 00:00

• **Task**:
  – Class Discussion
Get Up!

- **Category:** Communication Skills
  - MINI LAB, page 133
- **Process:**
  - Group of 3’s
- **Time:** :10
- **Task:**
  - Practice giving and listening to instructions on how to build/bake something.
  - 1 speaker, 1 listener and 1 observing the conversation and providing feedback to both.
  - Rotate every couple of minutes
• Category:  
  – Review  

• Process:  
  – Group of 3-5  

• Time:  :05  

• Questions:  
  – Identify the four ways that communication is used in manufacturing.  
  – What is the difference between hearing and listening?  
  – How can you give constructive feedback?
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