High-Performance Manufacturing
Production Technician
Communication Strategies: Section 5.2

- Interpersonal Communication
- Group Communication
- Communicating in a Diverse Workplace
- Communicating Technical Information
- Using Information & Communication Technology
“..takes place between two people. In some situations, three or more people might engage ..”

- **External Customers**
  - Communicate clearly, accurately, and timely.
  - Be respectful, courteous, and professional.
  - Ask questions for clarity.
  - Assure customer needs are met.
  - Answer all questions accurately.
  - Maintain frequent contact.
  - Notify customer if problems occur.
  - Follow up..follow up..follow up.

**Interpersonal Communication**
• Category: Math & Science
  – Verifying Customer Requirements
• Process:
  – Individual
• Time: :05
• Task:
  – Read M & S pg. 135
  – Calculate the “apply it!”
  – Class Discussion
“..avoid communicating only within your own group. Great ideas are not realized ..”

• Internal Customers
  – Same rules apply as external customers..respect
  – Team members
  – Other departments
  – Other shifts
  – Maintenance Staff
  – Supervisors
  – Engineers
  – Management
Apply It!
Pg. 137

- Category: Problem Solving
  - Making Decisions and Judgments

- Process:
  - Group of 3-5

- Time: 05

- Task:
  - Read PS pg. 137
  - Complete "apply it! 1 and 2"
“..without direct feedback, you need to work harder to ensure effective communication ..”

• **Group Communications**
  – One to Group
    • Aim to inform, persuade, or motivate

• **Meetings**
  • Use an agenda
  • At the beginning, state the goal or outcome of the meeting
  • Allow for team to participate
  • Come prepared
  • Do not interrupt others
  • Be precise and quick

Group Communication
“..whether ten minutes or a half hour, follow these guidelines for a more effective approach ..”

- **Group Communications**
  - Continued:
    - Aim to inform, persuade, or motivate

- **Presentations**
  - Outline key points when preparing
  - Memorize your presentation
  - Practice giving your presentation
  - Support your presentation with words, graphics and visuals
  - Maintain eye contact
  - Ask for comments and questions when you are finished.
• Subject: Communication
  – Group Presentation

• Process:
  – Individual

• Time: :03

• Task
  – Pick a topic you are familiar with and prepare a 2 minute presentation using resources available within the classroom.
  – Receive constructive feedback
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