



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



Apply It!

Pg. 135

- **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**

Interpersonal Communication



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.**

Group Communication

Get Up!

- **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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