



# **DEVELOPING PERSONAL & PROFESSIONAL COMMUNITIES**

Carol Wilson-Duffy

# Session Goals

- **Part 1: Making Positive Communication Connections**
- **Part 2: Intercultural Communication and Factors that Influence It**
- **Part 3: The Ultimate Professional**

**Now: Go to the Poll Everywhere Link on your Facebook Page. Tell us what you think are the characteristics of an excellent communicator.**

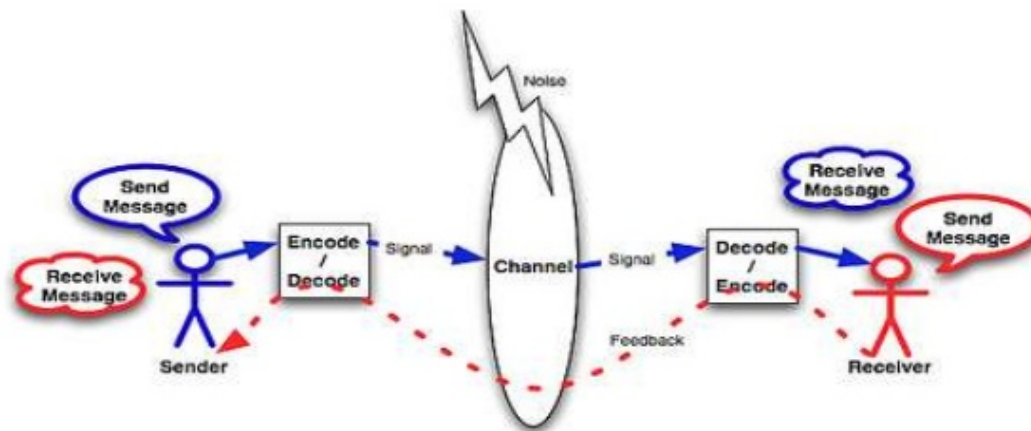
[https://PollEv.com/free\\_text\\_polls/fFneM3ATGsdRNrs/web](https://PollEv.com/free_text_polls/fFneM3ATGsdRNrs/web)

# How can we be successful communicators?



# Part 1: Making Positive Communication Connections

## TRANSMISSION MODEL OF COMMUNICATION

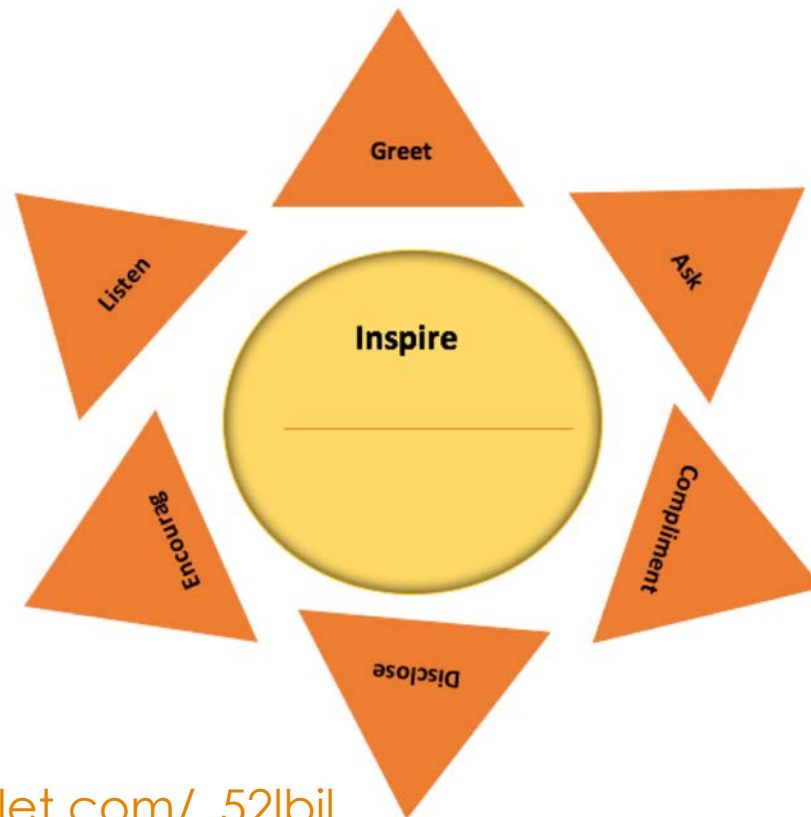


All of these parts are important in order for your communication to be successful or a failure.

# Part 1: Making Positive Communication Connections

- We produce and reproduce shared meaning (Craig, 1999). People communicate to create their identities, their relationships, their families, and the culture of which they are part.

# Part 1: Making Positive Communication Connections



[https://quizlet.com/\\_52lbi](https://quizlet.com/_52lbi)

MIRIVEL, JULIEN, 2016

# Making Positive Communication Connections

- Greet → Create Contact

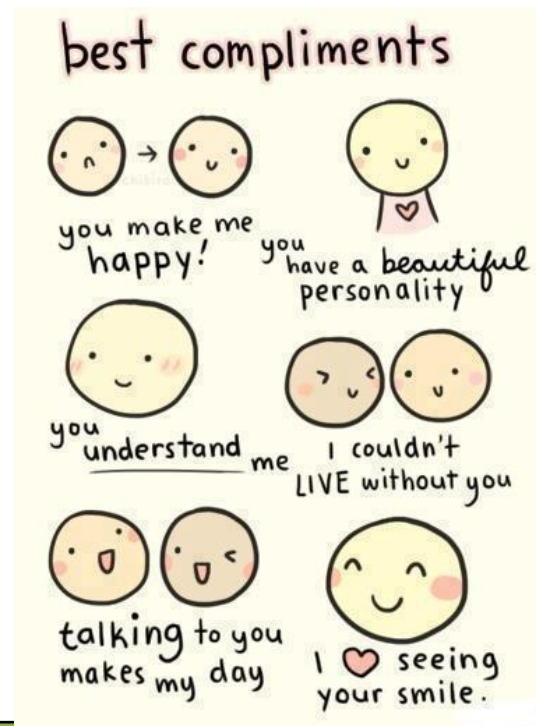






# Making Positive Communication Connections

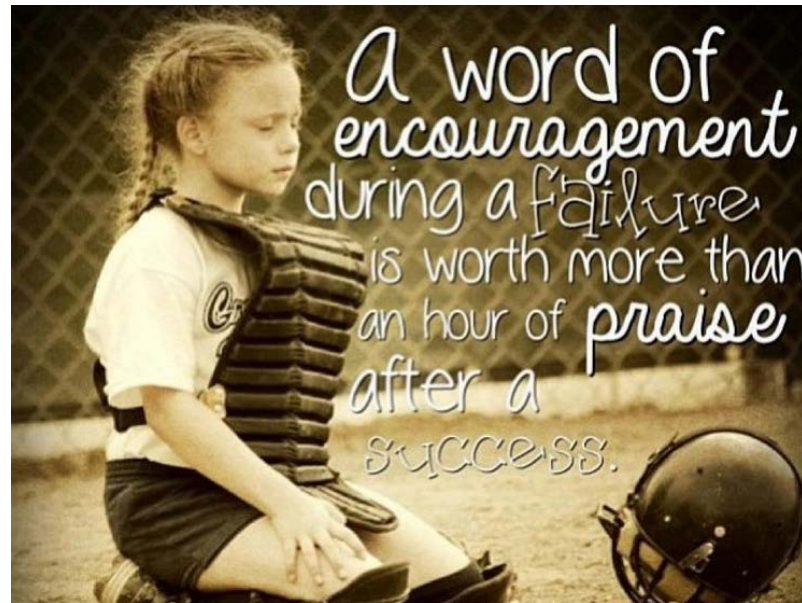
- Compliment → Affects People's Sense of Self





# Making Positive Communication Connections

● Encourage → Give Support



# Making Positive Communication Connections

- Listen → Transcend Differences

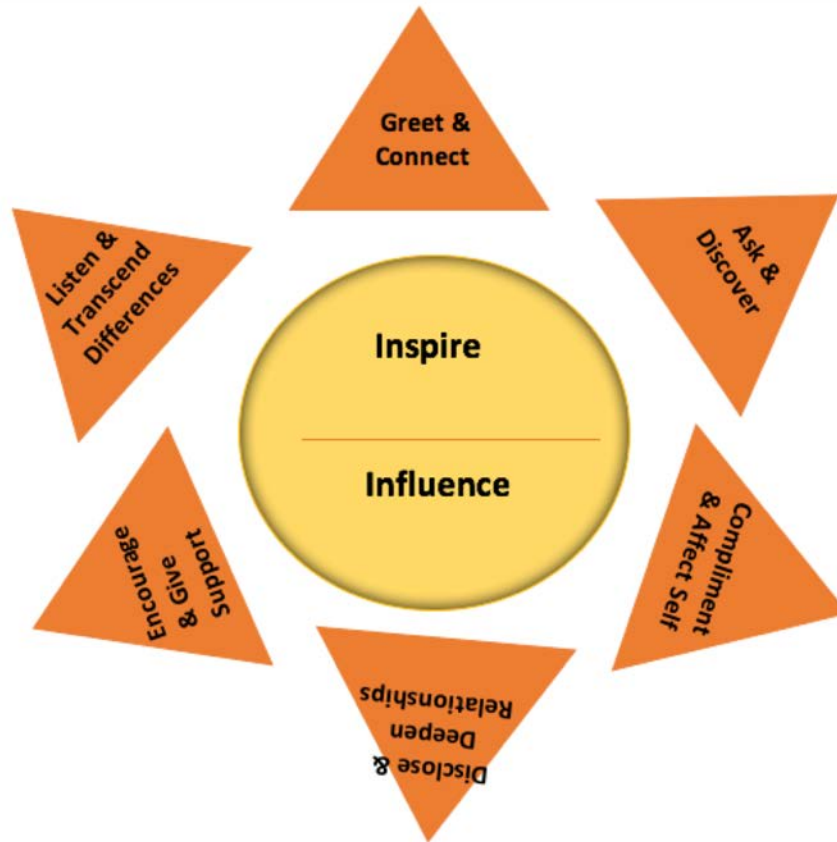


# Part 1: Making Positive Communication Connections

○ Inspire ↔ Influence



# Part 1: Making Positive Communication Connections



# Part 2: Intercultural Communication and Factors That Influence It

- Understanding Contextual Factors, Status Hierarchies and Power Relations
  - FLTA-Student
  - FLTA-Supervisor
  - FLTA-Dean
  - FLTA-Other Faculty
  - FLTA-Staff
  - FLTA-FLTA
  - FLTA-Romantic Partner

# Part 2: Intercultural Communication and Factors That Influence It

- Understanding Contextual Factors, Status Hierarchies and Power Relations
- What are some factors that might affect how you treat people and how people treat you?
- What do you bring to the table?
  - FLTA-Student
  - FLTA-Supervisor
  - FLTA-Dean
  - FLTA-Other Faculty
  - FLTA-Staff
  - FLTA-FLTA
  - FLTA-Romantic Partner



## Part 2: Intercultural Communication and Factors That Influence It

Have you taught before?

How do you feel about it?

What were the sizes of the classes?

What language did you use?

What do you know about power relations?

# Intercultural Communication

“complex, dynamic, historically- and based on the context to say the least”



# Part 2: Intercultural Communication and Factors That Influence It

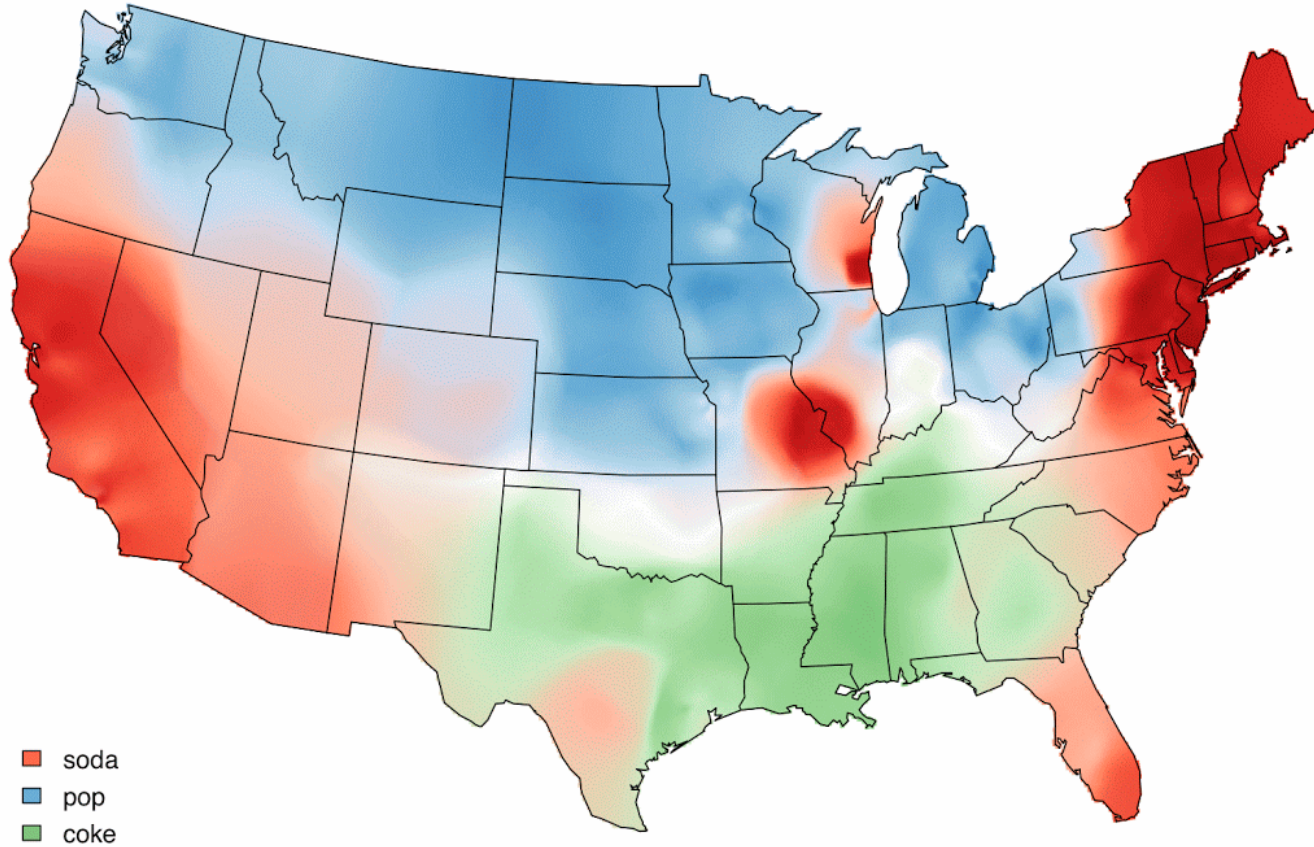
- USA Regional Differences
- Department/Supervisor Differences
- Our Roles as Instructors in These Environments
  - FLTA-Student
  - FLTA-Supervisor
  - FLTA-Dean
  - FLTA-Other Faculty
  - FLTA-Staff
  - FLTA-FLTA
  - FLTA-Romantic Partner

# Dynamics and Diversity



# Soda v. Pop

What is your generic term for a sweetened, carbonated beverage?



Map by Joshua Katz, Department of Statistics, NC State University  
Based on survey data from Bert Vaux, Department of Linguistics, University of Cambridge

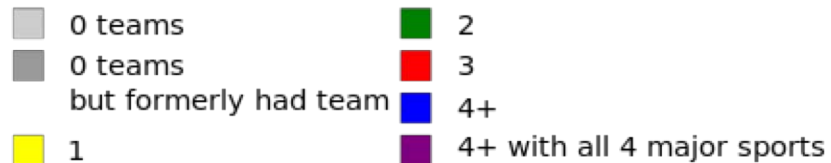
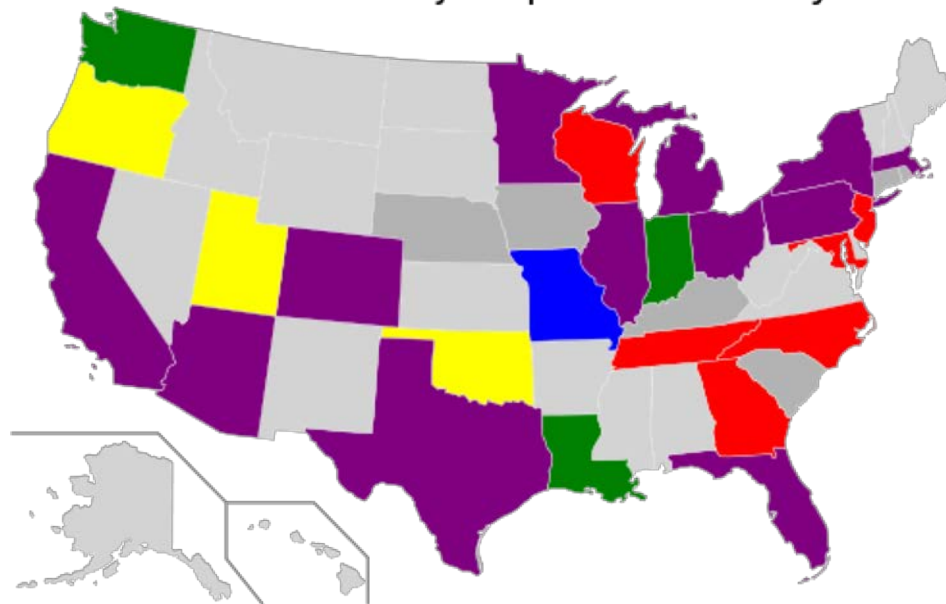


# Sports Madness



# Sports Madness Continued

Number of major sports teams by state





# The diversity of what we bring to the table



# The diversity of what we bring to the table

## Dress to Impress

T-shirts, no matter how 'nice' you think they are, are not appropriate for an interview or most jobs.

Hats aren't going to win you any points. Comb your hair and leave the cap at home.

A button-down shirt and a tie for the gentlemen and an appropriately fitting shirt for the girls will keep employers impressed. Add a suit jacket for an even classier look.

Don't forget the basics: take a shower and take care of basic hygiene issues so you don't scare your interviewer away.

Avoid jeans full of holes, actually... just avoid jeans altogether.

Get rid of the surly attitude and greet your interviewer with enthusiasm and a firm handshake. Remember to make eye contact!

Dress to impress from head to toe...no flip-flops, sneakers or funky boots.

Infographic by Albeta Voboril

# The diversity of what we bring to the table

- Meetings-Formal? Informal?
- Outward communication-Friendly? Very friendly? Not so friendly? Lots of communication? Not so much?
- Access to your supervisor-Easy? Busy?
- Department Organization-Organized? Very organized?
- The mood in general-More relaxed? A little stressful?
- Lots of social activities? Not so many?



How can we be successful  
communicators...

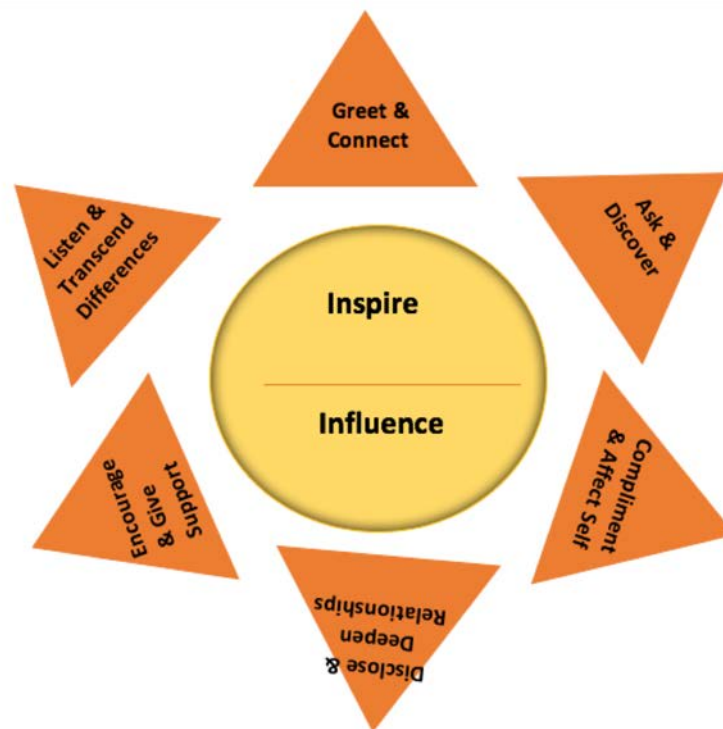
and we navigate all of  
this?

# How can we be successful communicators...

- Do not be shy to ask questions
- Ask about dress code/look around and see what others wear
- Ask how to address your superiors-Dean?  
Professor? First name?
- Ask for sample syllabi
- Always err on the side of formal
- Always be more polite than needed-use modals
- Let people know in a professional way if there is a problem-don't wait or put it off-no snowballs

# How can we be successful communicators...

Finally, put the two together. Ask Questions and Use Positive Communication Strategies!



# Part 3: The Ultimate Professional

## ○ RESOURCES

- Facebook/Linked In: What Our Social Media Presence Says About Us
- Politeness Strategies (specific language)
- Building a Network: Small Talk
- Professional Use of Email

# Part 3: The Ultimate Professional

- Email Interactions-scenarios and FLTA responses
- Face to Face Interactions-scenarios and FLTA responses
- When All Else Fails-How to Manage a Difficult Situation



# Scenarios



*You're  
Invited...*

PAIR OR 3 IN A GROUP: We will use Padlet for this activity. Go to Facebook and click on the Padlet link. Next review the situation you have been assigned and then to add your response.

<https://padlet.com/carolwilsonduffy/flta2017>

# Scenarios

1. Discuss how you might solve it or negotiate it?
2. What language might you use?
3. What are some communication concerns you might have in this particular situation?

# Scenario #1 Debrief

A: Oh, I am really not a fan of bars, but if you guys decide to go out to restaurant or coffee shop one evening or afternoon, I would love to go.

B: I'm sorry. I'd really like to but I've got to help my mom with something. I really appreciate you asking me though. Perhaps we could do something another time?



# Scenario #2 Debrief

A: (Jokingly said). Hey guys, I'm freaking out here because I have this deadline today. Could you please help me by being a little more quiet?



<https://padlet.com/wilson77/scenario2>

## Scenario #3 Debrief

A: I think I may have some comments that can help make it more clear. Are you OK if I give you some feedback?

B: I have read through your email, and the draft is good in general, but I noticed there are also some points /places where we can work on and make some improvement. Would that be alright?



# Email Tips

Subject Line

Greetings

Dear Dean Wilson-Duffy

Dear Professor Wilson-Duffy

Always use modals

Could you please

Always sign off your email with

All the best,

Best regards,

Always sign your full name

Make sure your work email username is in

English

# Scenario #4 Debrief

Dear Joe,

I recognize that many students have to work and I applaud your diligence, but as you know from having read the syllabus, there are no make up exams. Unfortunately, if you have to miss this exam, you will get a zero.

I would take some time this week and review the other test dates so that you can arrange your work schedule around your exams.

Warm regards,  
Carol

<https://padlet.com/wilson77/scenario4>



# Scenario #5 Debrief

A: Oh, do you have a moment to talk about this? I am unsure if you realize this, but I am also supposed to help another TA with the final exam. Would it be possible to turn it in the day after tomorrow instead? I really want to do both the exam writing and this well.



pixta.jp - 12379224

<https://padlet.com/wilson77/scenario5>



# Scenario #6 Debrief



**Dear Professor Plum,**

**My proposal to the TESOL Conference taking place in March was accepted, and I am writing to ask if there are any funds available for FLTAs to attend. I do recognize that budgets are often tight, but I would be willing to organize and share the highlights with my colleagues after the event.**

**Attached is my proposal just in case you would like to review it before making the decision.**

**Thank you for your consideration.  
Carol**

<https://padlet.com/wilson77/scenario6>

# Scenario #7 Debrief

A: Hi John!

How are things going with the draft of the midterm exam? I am asking because we were supposed to give it to the chair by 1 pm today. I don't want to stress you out, but can you let me know the status?

Thanks,  
Carol

<https://padlet.com/wilson77/scenario7>



# Scenario #8 Debrief

- take baby steps (1 on 1s with people you meet)
  - watercooler talk
  - kitchen area/lunch room
- practice with your colleagues
- plan things to talk about ahead of time
- get familiar with people in a club
- push yourself out of your comfort zone



#153569765

<https://padlet.com/wilson77/8>

# Scenario #9 Debrief

**MSU: (Get familiar with your school's regulations!)**

- 1) If you know, you must tell the student that you need to report it.
- 2) Explain to the student the procedures.
- 3) Call OIE at MSU.



# Scenario #10 Debrief

Your colleague comes in Monday morning with bruises on her arms. She tells you her new romantic partner and she had an argument and he hit her. What do you say or do?



Know the requirements of reporting at your school!

<https://padlet.com/wilson77/scenario10>

# Scenario #10 Debrief

## 4. Reports to Mandatory Reporters

All University employees, other than those appointed in the offices listed above and certain medical professionals providing patient care<sup>14</sup>, are expected to promptly report relationship violence, stalking, and sexual misconduct that they observe or learn about<sup>15</sup> and that involves a member of the University community (faculty, staff, or student) or which occurred at a University-sponsored event or on University property. The employee must report all relevant details they have about the alleged relationship violence, stalking, or sexual misconduct, including the name of the victim, the name of the accused, names of any witnesses, and any other relevant facts, including the date, time, and specific location of the incident.

In cases where an employee is a witness to an unfolding or ongoing incident of relationship violence, sexual violence, sexual exploitation, or stalking, the employee must call the MSU Police Department immediately and is encouraged to intervene to the extent it is safe to do so. Employees must still report promptly to OIE. In cases where an employee is witness to an unfolding or ongoing incident of sexual harassment, the employee should intervene or notify a supervisor who can intervene to stop the behavior.

# Scenario #10 Debrief

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# Scenario #10 Debrief

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## Part 3: The Ultimate Professional

- Some situations you may not have control (sexual harassment or relationship abuse)  
But you must follow the US laws and those of your school.

## Part 3: The Ultimate Professional

- **For those situations where you do have more control, What should you do?**
  - Stay organized-on top of things. **Be Pro-active**
  - Keep your email up to date and organized.
  - Connect with your supervisor beforehand so that the situation does not snowball.
  - If it's a problem with a student, make sure you save emails. (And connect with your supervisor. )

## Part 3: The Ultimate Professional -

- Make sure to read that great book you received *First Day to Final Grade*
- Read over the materials I have given you for resources on language, networking, and professionalism.

# Part 3: The Ultimate Professional

- Enjoy yourself, your new work experience, your amazing new friends and colleagues.
- Learn your craft.
- Develop those beautiful relationships. You will influence and inspire so many people! I am 100% sure!