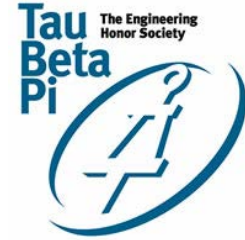




MASTERING COMPLEX COMMUNICATION

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Extreme Science and Engineering
Discovery Environment

CyberAmbassadors Project

(NSF Award #1730137)

- Phase 1: Curriculum Development
- Phase 2: Pilot Testing
- Phase 3: “Train the Trainers”

CyberAmbassadors Curriculum

- Communications
 - *First Contact*
 - *Complex Conversations*
 - *Communicating a Problem*
- Teamwork
 - *Effective Meeting Management*
 - *Problem Solving and Decision Making*
- Leadership
 - *Roles, Responsibilities and Leadership Styles*
 - *Equity, Inclusion and Ethics*

CyberAmbassadors Approach

- Interactive trainings
 - *Rehearsal / role playing scenarios*
 - *Contextualized for the audience (discipline, level of expertise, etc.)*
- In-person and Online (synchronous)
- Open-source materials, which facilitators are encouraged to adapt

LEADING COMPLEX CONVERSATIONS



Effective Communication...

- ...occurs when information is both shared and understood
- ...builds trust and fosters relationships
- ...helps the speaker communicate needs and goals
- ...helps the listener understand and participate in solutions

Improving Communication Skills

- Communication is a major topic of research
 - *Effective communication skills can be taught!*
 - *There are tools (algorithms) that apply across many scenarios*
 - *Role playing / rehearsal activities are effective learning tools*
 - *Practice is most effective in context*

Our Context

SPEAKER

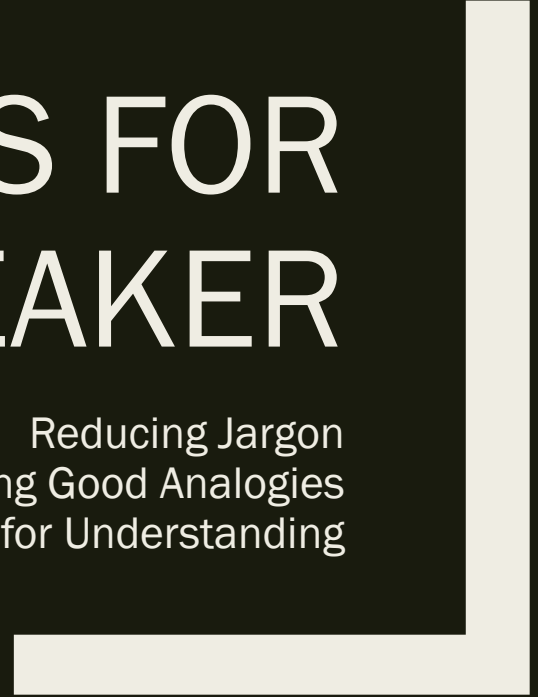
- ROLE: initiates the conversation
- GOAL: communicate the problem
- TOOLS:
 - *Reducing Jargon*
 - *Using Good Analogies*
 - *Checking for Understanding*

LISTENER

- ROLE: listens to the speaker
- GOAL: understand the problem
- TOOLS:
 - *Reflective / Active Listening*
 - *Paraphrasing*
 - *Asking Clarifying Questions*

TOOLS FOR THE SPEAKER

Reducing Jargon
Using Good Analogies
Checking for Understanding



What is “Jargon”?

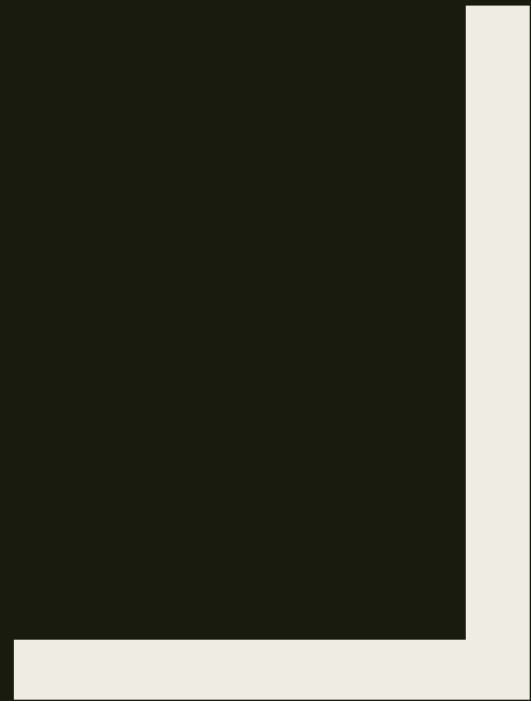
- According to Google: “Special words or expressions that are used by a particular profession or group and are difficult for others to understand.”
- Common sources of jargon
 - *Discipline-specific terms*
 - *Words with multiple meanings*
 - *Cultural references*
 - *Idioms*
 - *Acronyms*



PROJECTION



METAL



FLUID



INVISIBLE



Tool: Reducing Jargon

- Before you speak, think about what might be considered jargon?
 - *What is the disciplinary background of the audience?*
 - *What is the cultural/language background of the audience?*
 - *What is the level of expertise in the audience?*
- Choose whether to explain or eliminate the jargon
 - *Explain when understanding the jargon is essential to solving the problem*
 - *Eliminate when the jargon is secondary to the problem at hand*

CyberAmbassador Fellows

- Become trained as a CyberAmbassador Facilitator (July 17-20, 2019)
 - *Agree to host at least 4 hours of training in the following calendar year*
 - *Training expenses are covered by CyberAmbassadors project*
- To learn more or apply, email colbryka@msu.edu

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