Conversational Messages

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Jenis-jenis pesan

- **Verbal**
- **Non verbal**
- **Emosional**
- **Konversational/percakapan**

Conversation

- "relatively informal social interaction in which the roles of speaker and hearer are exchanged in a non-automatic fashion under the collaborative management of all parties" (DeVito, 2010, p. 180)

- Percakapan/pembicaraan adalah interaksi sosial yg relatif informal dimana terjadi pertukaran peran pembicara dan pendengar dalam manajemen kolaboratif semua pihak

Proses Percakapan

The conversation process

Opening → Feedforward → Business → Feedback → Closing
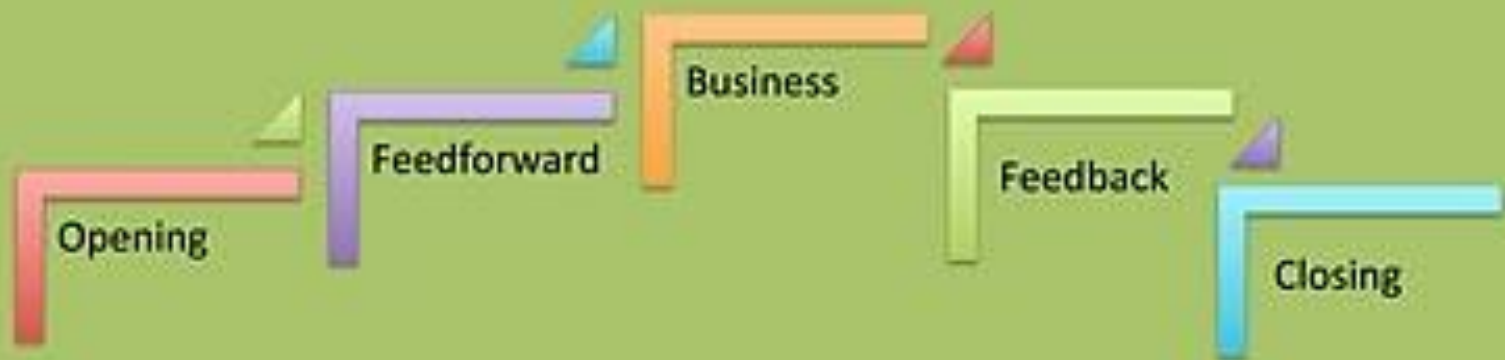
Tahapan Pembicaraan

- Pembukaan: mengucapkan salam pembuka
- Umpan maju, 4 fungsi utama

(1) Membuka saluran komunikasi, apa kabar?, cuacanya cerah

(2) Menunjukkan pesan melalui

konteks, "ada kabar baik"

Kepentingan, "dengarkan dulu sebelum bertindak"

tipologi, "saya jelaskan secara mendetail"

Pesan positif/negatif, "mungkin Anda kurang suka tapi hal ini yang saya dengar"

(3) Untuk memastikan pesan agar dipahami orang lain sebelum orang berpikir negatif tentang kita

(4) untuk menekankan peran spesifik penerima pesan, "berkaitan tugas ini, apa yang Anda pikirkan?"

- **Urusan; menekankan tujuan utama atau alasan percakapan (inti pembicaraan)**
- **Umpan Balik; tanda urusan hampir selesai**

(1) **Positif=memuji, negatif=mengkritik**

(2) **fokus pada orang= pujian/kritik pada orang, fokus pada pesan= bisa diulang lg apa yang Anda bicarakan?**

(3) **Segera=tersenyum, ditunda=evaluasi**

(4) **Kurang terkendali=jujur, terkendali=secara hati2 diungkapkan**

(5) **suportif=dukungan, kritis=evaluasi**

Catatan untuk Umpan Balik

- **Fokus pada perilaku dibandingkan motif dibaliknya. Contoh: "kita jarang bertemu" vs "kamu tidak peduli dengan tugas kelompok kita"**

- **Jika umpan balik cenderung negatif, awali dengan sesuatu yang positif**

- **Umpan balik dari umpan balik kita, "apakah yang saya kemukakan cukup jelas?"**

- **Penutup= salam penutup yang menunjukkan apakah akan melanjutkan kontak kembali dengan pihak yang berbicara dengan kita**

Manajemen Pembicaraan

- **initiating, the maintenance, and the closing of a conversation.**

Initiating conversations:

1. *Self-references*: This is a way that you state something about yourself. When you first begin a class, you are likely to introduce yourself with your name.

2. *Other references*: This is stating something about another person or by asking a question. For example, "Don't we have biology class together?"

3. *Relational references*: This says something about you and the receiver. For example, if you're wanting to sit next to someone at a table, you would ask, "May I join you?"

4. *Context references*: This is stating something about the physical, social-psychological, or temporal context. An example would be giving someone advice on where to eat for lunch.

Maintaining conversations:

The principle of cooperation: **This is agreeing with the other person to cooperate in trying to understand what the other person is saying. In order to do this, you use what are called "conversational maxims." These are "principles that speakers and listeners in the U.S. and in many other cultures follow in conversation" (p. 188).**

Kesepakatan untuk memahami apa yang dikatakan orang lain. Sehingga ada yg disebut dengan "pedoman pembicaraan"

1. *Maxim of quantity*: This includes information that makes the meaning clear but omits what doesn't. In this case you give the perfect amount of information. We tend to notice this maxim more when people violate its rules. For example, one would violate this maxim if a person discloses too much information, or if you someone sends you chain mail.

2. *Maxim of quality*: You say what you know is true, but you don't say what you know to be false. You violate this maxim by lying, and you begin to distrust what the persons says because you may not know what is true and what is an exaggeration.

3. *Maxim of relation*: For this maxim, you talk about what is relevant in the conversation. This is violated when people interject irrelevant comments that have nothing to do with the conversation.

4. *Maxim of manner*: This demonstrates being clear, being brief, and organizing your thoughts into a meaningful sequence.

- **During a conversation, you are constantly switching roles from speaker to listener, which is known as conversational turns. Let's look at a variety of these cues that demonstrate conversational turns.**

(1) *Speaker cues*: there are two major types of cues within the speaker cue category. First you have turn-maintaining cues, which help you maintain the role as the speaker. We use a variety of verbal and nonverbal messages to maintain our role as the speaker. The second are turn-yielding cues, which tells the receiver that you are done speaking.

(2) *Listener cues*: Within this group, there are also two smaller cues. The first is the turn-requesting cue by letting the speaker know you would like to switch roles. The second is known as a turn-denying cue that lets the speaker know that you do not wish to switch roles.

(3) *Back-channeling cues and interruptions*: Back-channeling cues communicate information back to the speaker without you assuming the role of the speaker. You would use phrases such as "mm-hm," "uh-huh," and "yeah." There are four messages you can send through back-channeling cues:

To indicate agreement or disagreement.

To indicate the degree of involvement within the conversation.

To pace the speaker.

To ask for clarification.

Interruptions are attempts to take over the role as speaker.

Closing conversations:

- **According to DeVito (2009), when you're closing a conversation, you want to reflect back and summarize the conversation, directly state the desire to end the conversation, refer to future interactions, ask for closure, and state that you enjoyed the interaction.**

Conversational disclosure: Revealing yourself

Conversational problems: Prevention and repair

1. Disclaimers: This type of communication is used to make sure the listener will understand your message before they make a negative judgment about you.

Excuses and apologies

- The book defines excuses as "explanations or actions that lessen the negative implications of an actor's performance, thereby maintianing a positive image for oneself or others" (p. 202). There are three main types of excuses:

- *I didn't do it:* This is where you deny any involvement. This is the worst type of excuse.

- *It wasn't so bad:* You admit doing something wrong but claim that it really wasn't so bad.

- *Yes, but...:* In this case, you state that you did something, but there were some extenuating circumstances for the behavior.

Do:

1. Admit wrongdoing if wrongdoing has occured.
2. Be apologetic.
3. State in specifics rather than general terms of what you've done.
4. Express understanding of how the other person feels, and acknowledge the ligitimacy of these feelings.
5. Express your regreat that this has created a problem for the other person.
6. Offer to correct the problem.
7. Give assurance that it will not happen again.

Don't:

1. Apologize when it's not necessary.
2. Justify your behavior by mentioning that everyone does it.
3. Justify your behavior by sayng that the other person has done something equally wrong.
4. Qualify your responsibility by expressing a lack of sincerity.
5. Accuse the other person of contributing to the problem.
6. Minimize the hurt that this may have caused.
7. Include excuses with the apology.
8. Take the easy way out and apologize through e-mail, text, or social networks.