

ESSAY 3 INSTRUCTIONS

This week's essay will need to be approached and developed in the following way:

1. The first section will require you to provide the following information:
 - a. Provide a brief definition of the following terms/concepts:
 - i. Communication competence
 - ii. Effective performance
 - iii. Conflict management skills
 - iv. Metacommunication
 - v. Perception checking
 - b. How can the above concepts be used to better comprehend, maintain, and repair relationships.

2. The second section, will require you to
 - a. Define and explain the following terms/concepts:
 - i. Supportive and defensive climates
 - ii. Confirming and disconfirming messages
 - iii. Destructive and constructive criticism
 - iv. Ownership and descriptive language
 - b. How can the above concepts assist in improving your communication?
 - c. The next part of this section will require you explain what is meant by “saving face”.
 - d. Discuss how the use of analysis of behavior, interpretation, feeling, consequence and intention can be used to save face.

3. The final section of this outcome will ask you to approach your answers from an organizational communication audit perspective.
 - a. You will first need to compare leadership perspectives (e.g. trait, style, situational, transformational, transactional etc.) with the management functions (planning, implementing, controlling, and evaluating).
 - i. Make connections between the perspectives and functions, and the effect on communication.
 - b. The last part of this section you will need to discuss the forces that compromise executive effectiveness and employee performance in relationship to communication.

Finally don't forget the first part of the paper is to discuss the course(s) where you received your competence in these areas and the assignments and projects that you used to demonstrate your competence.