

Communication Skills

Roberto Verdone

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**Office Hours:
Monday 4 – 6 pm,
Viale Risorgimento 2
(upon agreement via email)**

How to find my office: check on my website

**A.Y. 2018-19
Credits: 3**

Empathy



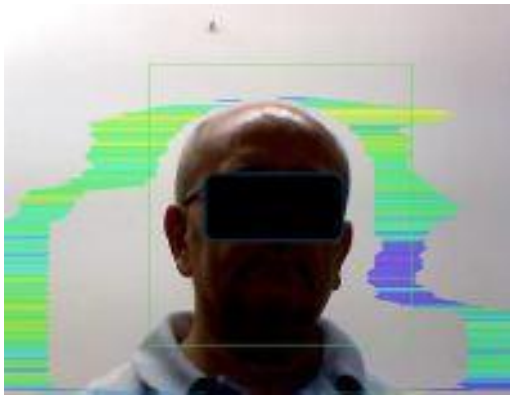
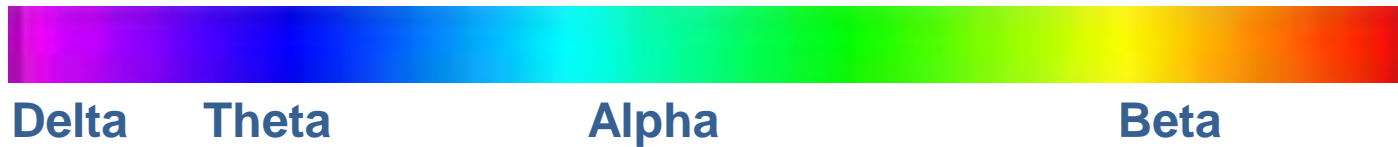
Empathy

Brain Waves

0.5 – 4 Hz	Delta	Highly concentrated, deep sleep
4 – 8 Hz	Theta	Light sleep
8 – 12 Hz	Alpha	Wakefulness, relaxation
12 – 30 Hz	Beta	Full activity, attention
30 – 42 Hz	Gamma	Trance, iper-concentration

Empathy

Brain Waves



Normal state



Euphoric state

Empathy

Brain Waves

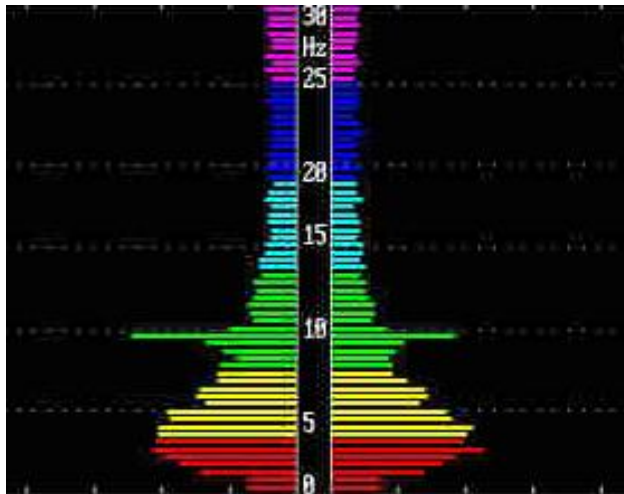
Spectrogram measured through EEG

left

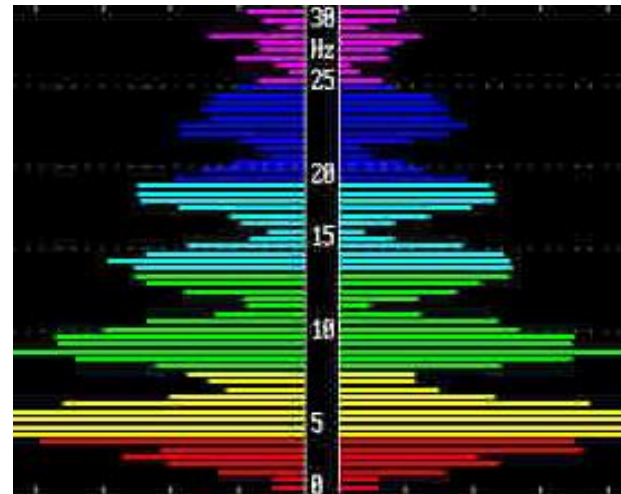
right

left

right



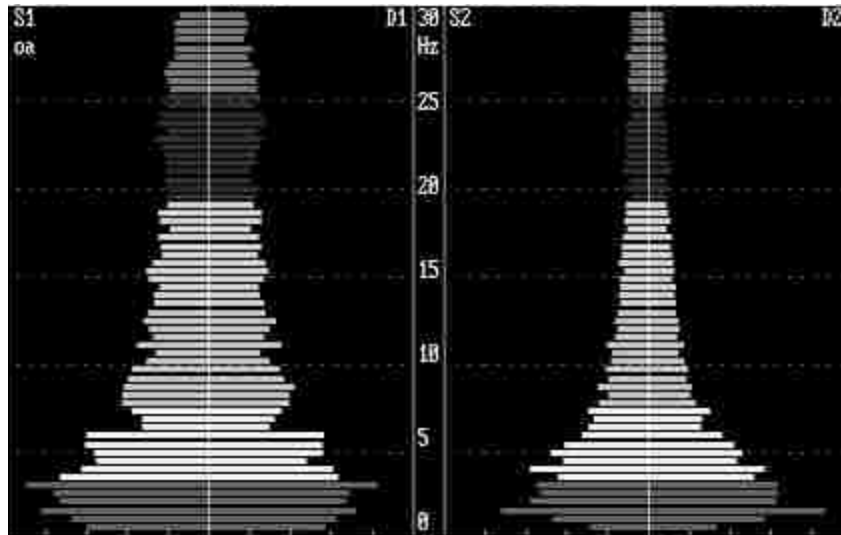
Quiet awake state



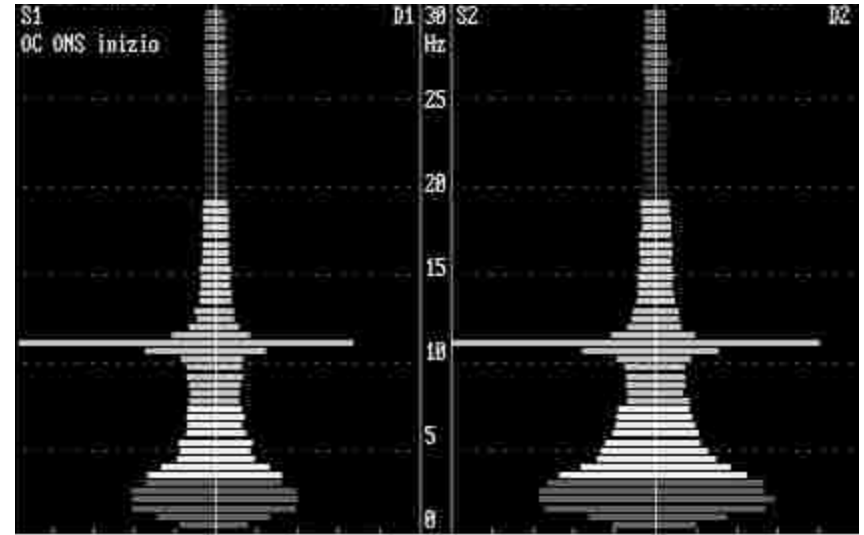
Meditation state

Empathy

Brain Waves



Working side by side, no cooperation



Working together, in empathic synergy

Short Break

*** Attendance Check ***

Fill attendance form

www.robertoverdone.org

Teaching

PMSS

end of webpage

“Attendance February 29”

Communication Skills

In a recent survey, conducted by the [University of Pittsburgh](#), communication skills, including written and oral presentations, as well as ability to work with others, are shown to be the **main factor** contributing to job success.

I made a survey myself, interviewing a number of engineers that work in companies of different types and sizes, and all of them mentioned **communication skills among the first three kinds of soft skills** that are essential for a successful carer.

In his book, “Silent Messages”, [Professor Albert Mehrabian](#) says the messages we send through our *posture, gestures, facial expression, and spatial distance* account for **55%** of what is understood by others!

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According to my experience, students of engineering programs are **ALWAYS VERY BAD** in terms of communication skills. In general, this is true also for students from other Schools.

I noticed already during the past lecture that many of you are really bad in this!

Do you agree? **No you do not**, because you rated yourself through the self-assessment questionnaire as **GOOD** in communication!

Communication Skills

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Do you agree? **No you do not**, because you rated yourself through the self-assessment questionnaire as **GOOD** in communication!

Ok, let's see if this is true. I will ask you to prove that through sessions of **PUBLIC SPEAKING** for some of you, chosen **RANDOMPLY** in the class.

In this lecture block I will teach you how to communicate proper *in oral and written form*.

You will be requested **to act according to the rules I will set** for the oral **exam**.

Communication Skills

How do you think it was ... ?!

Communication Skills

How do you think it was ... ?!

Please point out the bad behaviours

Communication Skills: Six Basic Attitudes

- Assertiveness

(the middle ground, between passive and aggressive behaviours;
the ability to persuade without imposing)

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
(receptiveness to new ideas, opinions)
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
(the ability to recognise feelings, emotions expressed by others, the desire and ability to **sync** to them and feel the same)
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
 - Clarity
(ability to provide a clear message)
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
 - Clarity
 - Respect
(the attitude oriented at avoiding offenses, insults, disrepute)
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
 - Clarity
 - Respect
 - Feedback
-

Communication Skills

So, let's rewind and start again ...

Communication Skills

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Communication Skills

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Job Title Lead Supplier Quality Engineer

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Lead Supplier Quality Engineer

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+ Minimum some experience in Production Quality. **Desired Characteristics:**

+ Strong oral and written communication skills.

+ Strong interpersonal and leadership skills.

+ Ability to influence others and lead small teams.

+ Lead initiatives of moderate scope and impact.

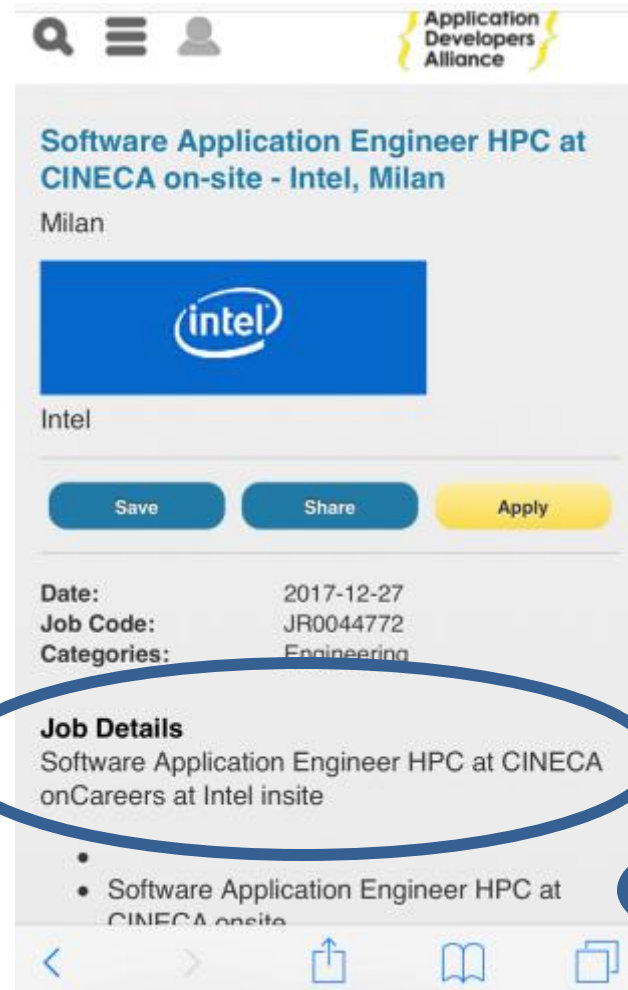
+ Ability to coordinate several projects simultaneously.

+ Effective problem identification and solution skills.

+ Proven analytical and organizational ability. **Locations:** Italy; Rivalta di Torino
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Categories

Communication Skills



Application Developers Alliance

Software Application Engineer HPC at CINECA on-site - Intel, Milan

Milan



Intel

Save Share Apply

Date: 2017-12-27
Job Code: JR0044772
Categories: Engineering

Job Details
Software Application Engineer HPC at CINECA onCareers at Intel insite

- Software Application Engineer HPC at CINECA on-site

vodafone IT 4G 10:43 75%

jobsboard.appdevelopersalliance.org

Experience in software development for HPC applications is required. Experience in programming in C/C++ is a must, ideally in combination with experience FORTRAN and modern scripting languages e.g. Python*, Perl*, etc. - as proven by practical software developing experience. Understanding of Intel Architecture/assembly language. Working knowledge of a Linux*/UNIX* family operating system is required familiarity with parallel programming MPI, OpenMP, PThreads, etc is expected closer familiarity with Linux architecture, OS kernel level and driver development experience are highly desired. The strongest candidates will also have experience in one or more of the following fields: Knights Corner/Knights Landing man-core architectures, Intel Advanced Vector Extensions AVX, heterogeneous computing, GPU, OpenCL programming Intel software tools MKL, MPI, TBB, Intel C/C++ Compiler, VTune, etc. Experience in planning and execution of software projects, as well as in software testing, benchmarking, analyzing, and optimizing is a strong plus. This role requires strong time and project management skills.

A successful candidate must be able to travel. Excellent verbal and written English skills, good communication and presentation skills in front of technical audiences are essential. Italian language is a plus. Experience in technology-

Communication Skills

CAREERCAST

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- BO ...
- Solid understanding of competitive Data Platforms (i.e. Oracle, IBM, MySQL), BI/DWH solutions and Cloud offerings (i.e. AWS)
 - Demonstrated ability to successfully manage and grow revenues within a diversified territory
 - Demonstrated ability to identify, lead, and efficiently close large-scale, complex deals
 - Excellent communication skills, and the ability to persuade others through presentations, demonstrations and written communications.
 - Builds and leads through influence and working toward a common shared outcome or goal
 - Bachelor's Degree required, MBA/Master's Degree preferred
- Fluency in English language

Communication Skills

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Senior Financial Analyst

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- year and to gather assumptions for upcoming forecast
- Support the preparation of financial summaries, presentations and decks for senior management
- Support special projects on an ad-hoc basis

Basic Qualifications

- Minimum of 3 years relevant work experience
- Previous experience in entertainment industry FP&A a plus
- Public accounting experience a plus
- Advanced financial modeling skills and analytical skills
- Strong technical skills: Microsoft Excel, Word, and PowerPoint, SAP, BW. Experience with Cognos TM1 is a plus
- Deliverable-focused, strong work ethic, able to prioritize and resolve an array of issues simultaneously
- Innovative orientation with a proactive approach to problem solving
- Excellent written and verbal communication skills

Required Education

- B.S. degree in Finance, Accounting, or Economics

Company Overview

Communication Skills

Main factor contributing to job success



Communication Skills

Main factor contributing to job success

Oral and written communication



Communication Skills

Main factor contributing to job success

Oral and written communication

Body language



Communication Skills

Main factor contributing to job success

Oral and written communication

Body language

Different types of professional circumstances



Communication Skills

Main factor contributing to job success

Oral and written communication

Body language

Different types of professional circumstances

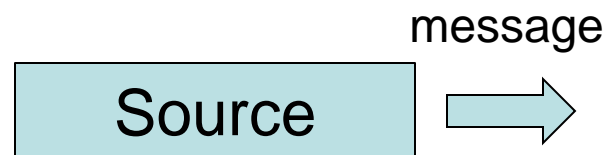
Search for YOUR personal way to communicate well

Communication Skills: Outline

- Basics of Human Communication
 - Person to Person and Group Meetings
 - How to Conduct a Presentation
 - How to Make a Presentation File
-

Human Communication

Message



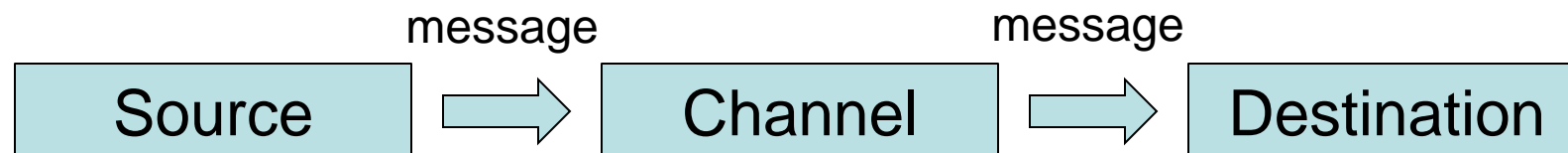
Human Communication

Adaptation



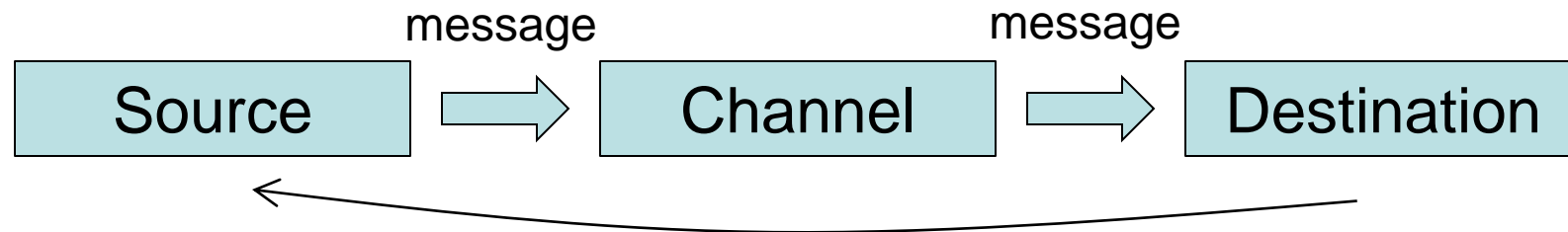
Human Communication

Means

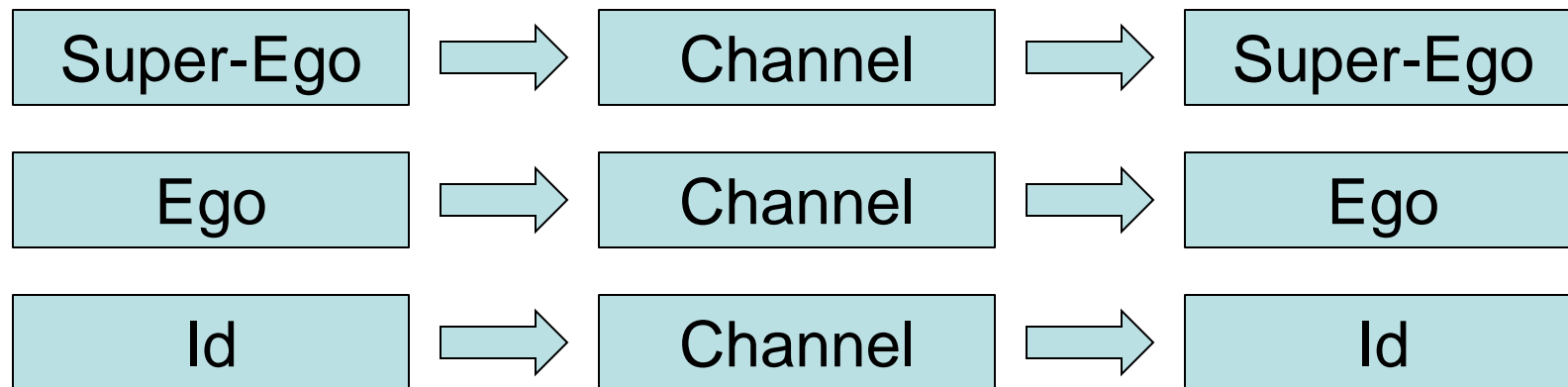


Human Communication

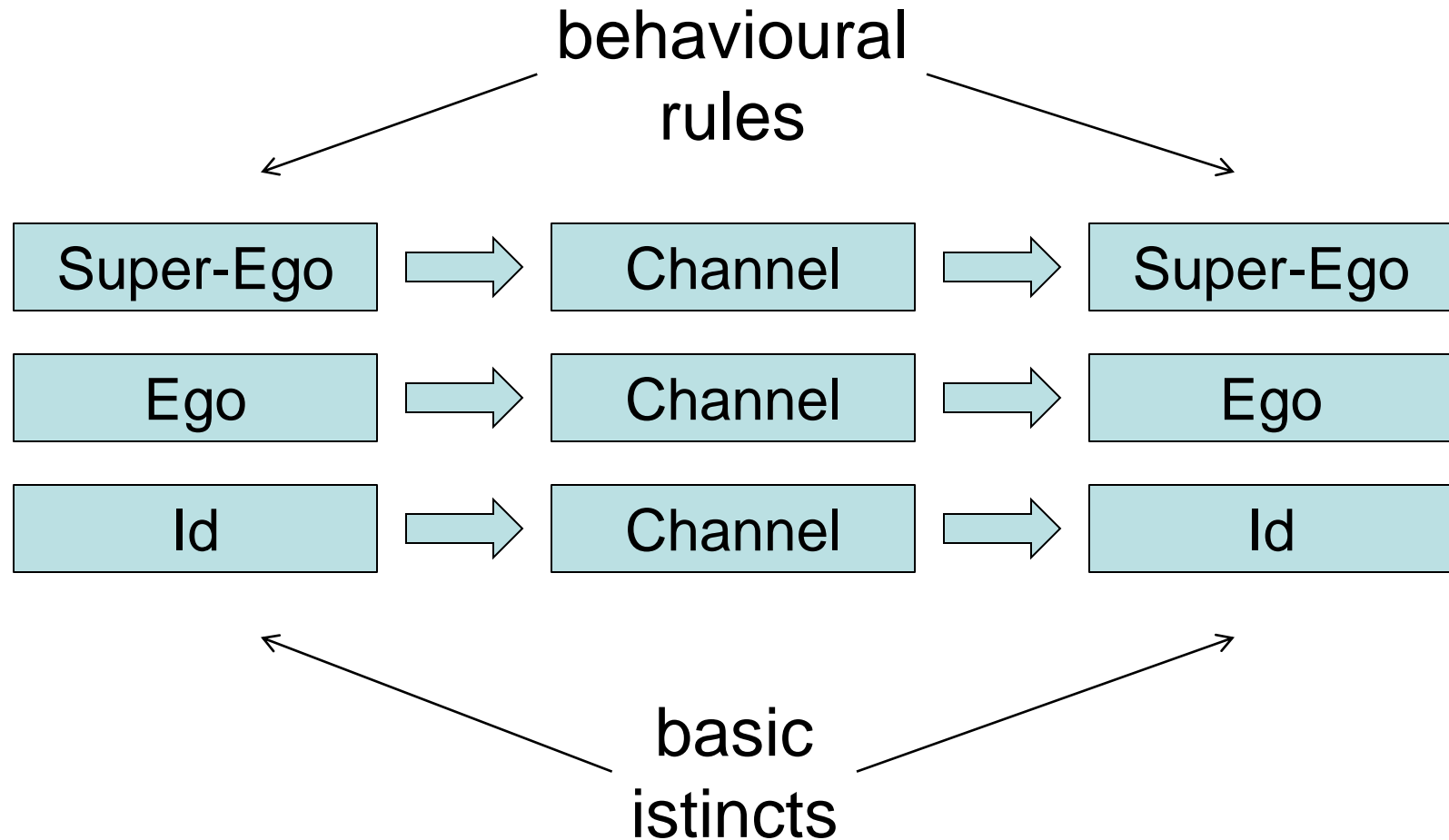
Feedback



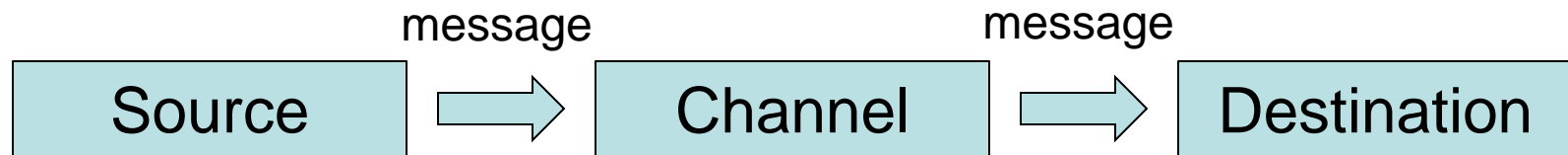
Human Communication



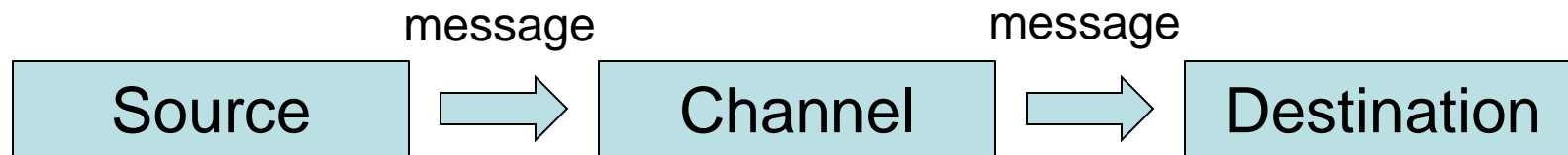
Human Communication



Human Communication: Main Rules

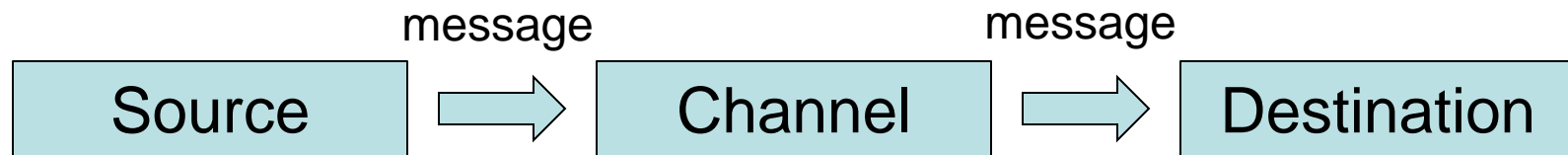


Human Communication: Rule 1



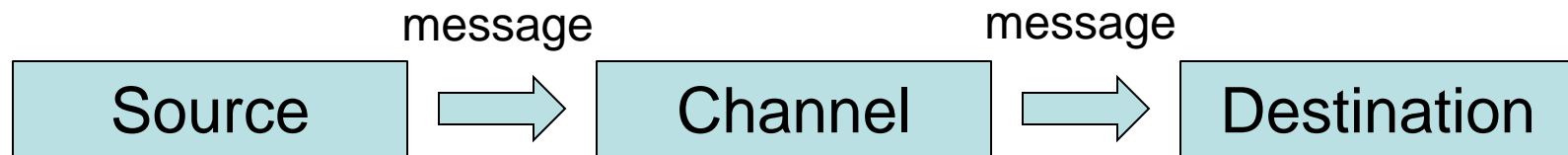
The recipient of information will get distracted after the first 5% of time he/she intends to dedicate to you unless you give him/her motivation to stay tuned longer.

Human Communication: Rule 2



Be consistent. Your body, your slides, your speech should be consistent with your message

Human Communication: Rule 3



**You will be remembered forever because of your personality,
not because of the contents of your speech.**

Human Communication in Professional Life: Circumstances

1) Person to Person (e.g. job interview, or report to your boss)

Elevator Pitch

Coffee Machine Type Meeting

Written or Oral Report

2) Group Meeting (e.g. meeting at customer's premises)

Sitting in the meeting room

3) Presentation (e.g. at an internal workshop or giving a lecture)

Standing in front of a number of people

Human Communication in Professional Life

1) Person to Person

Elevator Pitch

Coffee Machine Type Meeting

Written or Oral Report



Human Communication in Professional Life



1) Person to Person

Elevator Pitch: meeting the boss in the elevator ...
“Hi, how are you?”

Twenty seconds speech:

- who you are
- what you are doing
- why
- what differentiates you
- what are your expectations

Keep it always ready, and updated!

Human Communication in Professional Life



1) Person to Person

GOOD!

Elevator Pitch

***Hi Sir, I am fine and wish the same to you. I am Bob.
I am working here since one year already, as project manager.
I knew this company was growing and that the environment
is very friendly, that's why I chose it.
I am currently working on the XYZ project with Steve McGuire,
and I am responsible for the timely delivery of deliverables.
I'd love being senior program manager here one day!
Have a great day 😊***

Human Communication in Professional Life



1) Person to Person

BAD!

Elevator Pitch

Hi Sir, how are you? Your family? My name is Bob, you hired me on February 12, ... no, 13, last year.

(... pause ... deciding what to say more ...)

I am currently working on a project which is creating a number of problems, the partners are awful, ... and we have to close it by the end of the month!

We are all rather under pressure. I hope we can make it!

Goodbye! (... the boss is already outside the elevator ...)

Human Communication in Professional Life



1) Person to Person

BAD!

Elevator Pitch

*Hi Sir, how are you? Your **family**? My name is Bob, you **hired** me on February 12, ... **no, 13**, last year.*

*(... **pause** ... deciding what to say more ...)*

*I am currently working on a **project** which is creating a number of **problems**, the partners are awful,... and we have to close it by the end of the month!*

*We are all rather under **pressure**. I **hope** we can make it!*

Goodbye! (... the boss is already outside the elevator ...)

Human Communication in Professional Life



1) Person to Person

Coffee Machine Type Meeting

E.g. with a colleague or boss at coffee machine

Body Language:

posture

distance

eye contact

face gesture

hands

handshake

mismatch

things around

arms

smile

Human Communication in Professional Life

1) Person to Person

Written or Oral Report

One or few minute(s) of attention



Human Communication in Professional Life



1) Person to Person

Oral Report

E.g. with your boss after participation to a meeting

“So, what was the meeting about?”

Start from the Caption	(as if the content were a picture)
Executive Summary	(main contents and conclusion)
Introduction	(premises, motivation)
Main Facts	(possibly itemised)
Conclusions	(facts, plus personal thoughts)

Human Communication in Professional Life



1) Person to Person

GOOD!

Oral Report

They informed us that we have to move to a new building.

It will happen in six months from now, and we are assigned the same amount of space we have here. I see no great issues.

McGuire introduced Paula, the new Director; she presented the new way they intend to organise logistically the company. She showed the maps of the three floors.

On the first ... on the second ... on the third ...

I believe we won't be impacted significantly. And Paula is nice!

Human Communication in Professional Life



1) Person to Person

Oral Report

McGuire has introduced Paula, the new Director. She is young and energetic; she presented the new way they intend to organise logistically the company. I had a good impression, I believe they are doing well.

We have to move to a new building. It has three floors. On the first ... on the second ... on the third ...

It will happen in six months from now, and we are assigned the same amount of space we have here.

BAD!

Human Communication in Professional Life



1) Person to Person

Oral Report

Body Language:

posture

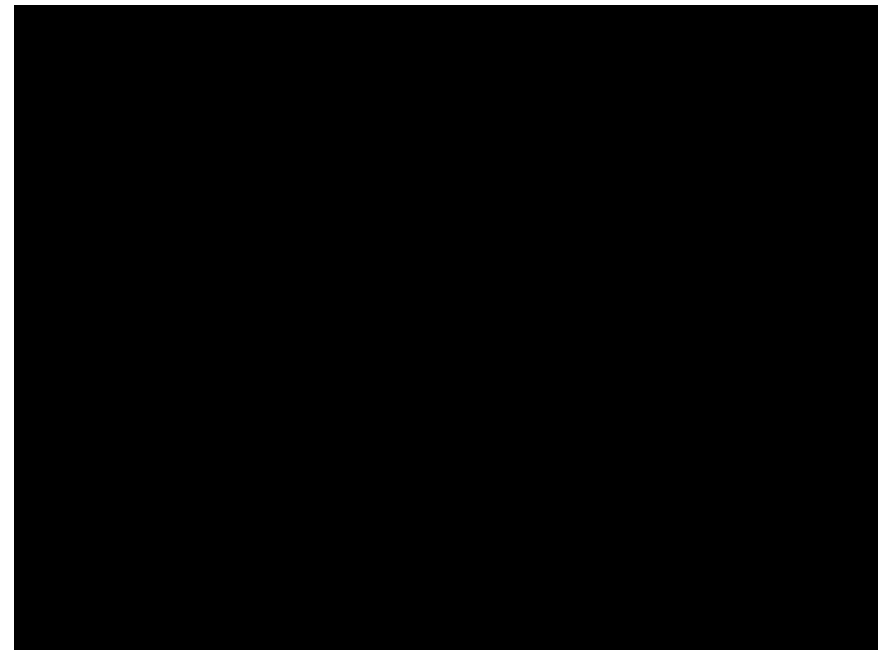
distance

eye contact

face gesture

hands

Speech



Human Communication in Professional Life



1) Person to Person

Written Report

E.g. to your boss after a meeting called by managers

A non-trivial title

Executive Summary

(max four lines)

Introduction

(max five lines)

Main Facts

(max twenty-five lines)

Conclusions

(few lines)

Human Communication in Professional Life



1) Person to Person

Written Report

For the exam: report on one of the given lectures
(template available on website).

Send it in .pdf or .jpg form to a.baldini@unibo.it
before next Wednesday 6 pm.

Subject of email: PMSS – Written Report

Human Communication in Professional Life



1) Person to Person

CV + Cover Letter

CV: one page, with facts

Cover Letter: one page, with motivations

CV Contest

March 8th **Opening of a (virtual) job position as project manager
(available on website).**

March 22nd **Submission of CVs (with cover letters) via email
6 pm** **to a.baldini@unibo.it
Subject: PMSS – CV contest**

April 12th **Evaluation and ranking performed by G. Bertozzi**

Best submissions will be rewarded with a simplified exam.

CV Contest: last year



Beatrice Grossi

Student | Faculty of Statistical Sciences

Working experience

APRIL 2018

Teaching Assistant | ITS Leonardo Da Vinci | Carpi
Teaching assistance and support, workshop of statistics

JUNE 2016 - AUGUST 2016

Curricular Internship | Santa Maria Nuova Hospital IRCCS, Reggio Emilia
Internal training activity, Data Entry and Data Cleaning, Data Management, construction of new research project, database creation.

JUNE 2013 - JULY 2013

Educator | Tennis club S. Biagio, Castelnovo Sotto RE

JUNE - JULY 2009 - 2012

Educator | Oratory Prassati, Castelnovo Sotto RE
Camp leader, organization of playful activities

Education and training

SEPTEMBER 2017 - ONGOING

International Master's Degree in Statistical Sciences | curriculum Data Science
Faculty of Statistical Sciences | School of Economics, Management and Statistics
Alma Mater Studiorum, Bologna

SEPTEMBER 2014 - JULY 2017

Bachelor in Statistical Sciences | curriculum Statistics and Mathematics | Faculty of Statistical Sciences | School of Economics, Management and Statistics
Alma Mater Studiorum, Bologna
Vote 110/110 cum laude | Title "Analysis of the ROC curves: extension for problems with three outcome classes"

SEPTEMBER 2016 - FEBRUARY 2017

Erasmus experience | Netherlands | Groningen | Faculty of mathematics and natural sciences | University of Groningen

SEPTEMBER 2009 - JUNE 2014

Diploma of scientific maturity | Scientific High School Spalanzani, Reggio Emilia

Skills

LANGUAGES

Italian	Native
English	IELTS Overall Band 7.0 (CEFR C1)
French	A2

INFORMATICS SKILLS

Software R - Rstudio | SAS | Stata | MySQL Workbench | Microsoft Office

ORGANIZATIONAL AND SOCIAL SKILLS

Adherence to a list of institutes to the representation of the students
Organization of school events and management of study groups
Summer study trip at Rossal School, Lancashire, UK

HOBBIES

Swimming | Gymming | Skiing | Art | Cinema

DRIVING LICENSE

Driving license B

ADDRESS



TELEPHONE



E-MAIL



SKYPE



BIRTH DATE

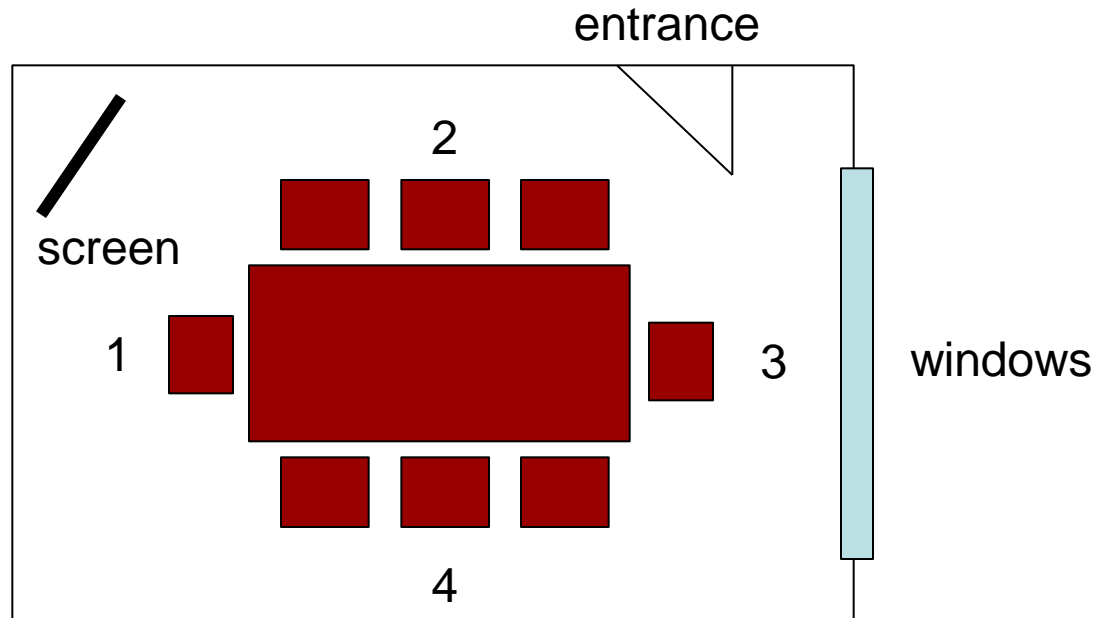
3rd January 1995

Human Communication in Professional Life



2) Group Meeting (e.g. meeting at customer's premises)

Sitting in the meeting room



Human Communication in Professional Life



2) Group Meeting

Sitting in the meeting room

Body Language:

posture

distance

eye contact

face gesture

hands

Speech

Your Time

handshake

mismatch

things around

arms

smile

Human Communication in Professional Life



3) Presentation (e.g. at an internal workshop or giving a lecture)

Standing in front of a number of people

Body Language:

posture

distance

eye contact

face gesture

hands

Human Communication in Professional Life



3) Presentation

Standing in front of a number of people

How to conduct a presentation (see additional slide set)

How to make a presentation (see additional slide set)

How to make a 3-minute pitch (see additional slide set)