Leaders

JP Morgan
Akio Morita
Mother Theresa
Alan Mulally
Elon Musk
Joseph Nacchio
Lynn Nagorske
Pierre Omidyar
Larry Page
Carl Pohlad

Communications

The “InfyBubble” system at Infosystem, Inc., of India -
collaboration is the new model – all voices must be heard
Communication defined
The Communication Process Model (see Exhibit 9.1, p 255)
Form, encode transmit, receive, decode …. Form feedback, encode, transmit, receive feedback, decode
4 major influences on effective encoding and decoding (p 256)
Internet-based communications – ARPANET, Usenet, e-mail –especially 4 acute problems;
Nonverbal communications and emotional contagion; nonverbal differences across cultures (p 268-9)
Choice of communication channel – social acceptance, media richness (see Exhibit 9.3 p 264)
Communication channels and persuasion
Communication barriers – information overload;
Gender differences in communication
Active listening (memorize Exhibit 9.6 p 271 in detail)
Improving communication – workspace design; internet based communications; direct communication
with top management;
“the grapevine” good and bad;
MBWA