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EFFECTIVE COMMUNICATION TECHNIQUES

22 March 2017
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Abstract

Communication is regarded as the most basic skill that a person has had since he first fell into the womb. From this point of view, communication is a product of human being's survival. It is also a phenomenon that is easily affected by all sorts of developments and changes that have taken place in the way of being. In other words, communication-specific human patients (Oskay'ın, 1999).

Social Human beings can live in harmony and cooperation with other people through communication. It is also possible for a person, who is an individual entity, to have a similarity to this assessment made in relation to communication skills for institutions with a legal personality. Communication is a product of the ways in which corporations, such as human beings, are a legal personality, maintain their assets. In addition, changes in the way communications institutions maintain their assets and changes that are easily

It is a fact. That is to say is that not only people recently for communication; Has become a vital fact for institutions as well. Especially in recent years, the differentiation in the habits of doing business of institutions has made the importance of communication skills and corporate communication management efforts for corporations with legal personality undeniable.

Communication is our most basic skill, but at the same time it hurts us, and the skill that makes us most upset is again our communication skills. Everyone sees himself as the best communicator and expects the opposite to be himself. In other words, everyone accepts his own merit as virtue and finds people who are not like him "wrong"; They always think that they do wrong and they can not tell themselves. Taking this nature into consideration, it is easy to think that it is a miracle to agree on relationships in homes and businesses. Communication is a two-step process; If we take the first step in order to understand the person on our side, it can happen that the miracle that is thought to be difficult to realize, in other words. Communication, understanding begins.

Towards Effective Communication and Understanding

Communication, a product of man's way of being, is the most basic skill that man has ever had in his mother's womb. Communication is our most basic skill, but at the same time it hurts us, and the skill that makes us most upset is again our communication skills. Everyone sees himself as the best communicator and expects the opposite to be himself.

Communication is a two-step process; If we take the first step in order to understand the person on our side, it can happen that the miracle that is thought to be difficult to realize, in other words. Communication starts by understanding. What is Communication?

Communication is a product of the way a person in private life, both the employee manager / staff of the institutions, and the institutions themselves maintain their assets. Communication is both an individual personality and an institutional entity that is a legal personality. Wilbur Schramm, by making an effective determination in the form of "every branch of the human community and its behavior is necessary for communication", it tried to express that communication is important not only for people but also for businesses aiming at reaching their aims by benefiting from other sciences and human efforts as much as people. We have said that communication is a phenomenon unique to man as a social entity, and we make mistakes if we try to describe this personality only by looking at the books. Communication is really everything. Communication is televised. Communication is a literary criticism.

Contact is the text on the cave walls. Communication is our hair style, our clothing style. Communication is sometimes distance. Communication is sometimes silent. Communication is sometimes laughing. Communication is sometimes to write. Communication is sometimes the billboard advertising boards. Communication is everything. Communication is a necessity arising from the existence of man. The pictures drawn on the walls of the cave, the fumes the Indians burned by burning fire. The exact voices of African natives are primitive methods that primitive people use to meet their communication needs. (Yüksel, 1994: 9). Communication is a necessary condition for the existence of man and society. It is impossible for a person to maintain his / her social existence without communication (Erdoğan, 2002: 17).

Communication is a product of man's way of being and a man-specific phenomenon that changes according to the developments in man's way of maintaining existence (Oskay, 1999: 7). It is the exchange of messages and thoughts through communication, speech, signaling or writing (Kaya, 2003: 49). Apart from being in constant contact with ourselves, with others or with others, we are also a network of listeners, readers and audiences. Today, it is no longer about communicating with millions, in other words, mass communication. The communication that started with the history of humanity reached the last activity with speech, writing, printing and electronic mass media and started to offer new services through the satellites. We live in a time when sound analysis is being done in electronic communication networks, communicating with computers entering our homes and information banks (Usluaata, 1995: 5).

Media in other words, newspapers, books, magazines, radio, mass media such as television; computer telephony, communication technology such as satellites; conferences, concerts, from interpersonal communication, or discussion groups, such as; mark, point, tears, smiles,

gestures to, nonverbal communication, such as dressing habits; moreover, are within the meaning of the word communication even silence (Usluat, 1995: 9). Information communication with their activities, people to express themselves and revealed themselves as a result of playback requirements. about communication in accordance with this definition, we can say that (the amount, indomitable, 2003: 5):

- A system that forms the basis of the Communication society,
- Organizational and a tool that allows the orderly functioning of the administrative structure,
- A technical influencing individual behavior and images,
- A mandatory science in terms of social processes and
- It is a necessary art for social cohesion. We can summarize the main features of the communication as follows:
- Communication on both sides I was shopping to be active.
- Communication verbal messages to be transmitted and non-verbal.
- Our perception is determined by what we get in the way these messages.
- Not Contact person is done by people.
- Communication is always everywhere.
- The objective of communication is to be effective on the environment.
- Communication is the sharing of meaning.
- Communication takes place in different layers.

Communication is a Bütündür Communication, words sound tone and body is a group formed in our slice. What we say to the words is what; Tone of voice and body language is about how we say "how". In constructing communication, words play a role of 10%, 30% of voice and 60% of body language provided that the words remain the same.

Body Language In order to effectively carry out the correct reading action, which is the most important priority of successful communication, it is necessary to know how to read the body language of your body, We need to be knowledgeable and resourceful that we are more important than our words and how to use our body slice correctly. Sound Tone and Fluency of Speech The use of sound in an effective manner is important for the efficacy of the presentation of the person and the transmission of the message.

The Body Standing It is also great to have your body standing for the right person of us. Mimics People often express their feelings and thoughts with their body language and with their mimics. The face expression is in harmony with the given message and is shaped according to the message received. Distance and Bodily Contact The distance and physical contact between us and the person who sends the message to us at the right and effective point of the message is also important.

The Role of Communication in Communication The awareness of the outside world begins with perception. It is organizing, interpretation and meaning of the data that reach our brains

from our sense organs. In other words, it is the basis of both the reference frame of the person and the perception of whether the messages are appropriate for the recipient channels of the target (Zillioğlu et al., 2009: 12). The person who begins to recognize the outside world through perception and therefore the skill of attention, begins to place what they learn into their communication process. It allows the person to communicate in accordance with different perception and interpretation processes. Without perception, communication without thought or thought can not be possible. In short, the communications (systems) that people use to express their feelings and express their thoughts and thoughts are the material means of thinking. Perception, the affected individuals strongly from the communication itself is defined as a state to realize the special environment. Communication, understanding, compromise is based on the mutual interaction on the conflict. It is designed according to the perception level of interaction and the exchange of information, and then we send people through appropriate channels to our target audience. Why Perception of Differentiation

- Physiological Causes
- Curriculum Vitae
- Current Emotional State
- Environmental Factors We are under constant perception bombardment; Our brain chooses among the millions of stimuli that they find fit. For this reason, you need to take advantage of some methods that will attract attention in order to get rid of the selectivity filter. These methods include;
 - Using physical stimuli such as sound and light,
 - Emotions,
 - Unexpected Discussion,
 - Completion of old information
 - Satisfying the needs is a promising offering and a benefit,
 - Perception management is very important in the communication sectors as well as in all areas of communication. Effective listening depends on the ability to successfully hold the three elements together. The first is the intention, the second is the knowledge and the third is the effort. In other words, understanding requires intention, knowledge and effort. For an effective understanding process, these three elements alone do not work. We must do a good listening at a point where we can pass these things together. To listen is to give importance to not giving our rights. To listen is to connect. Here are our habits that we have to fix for good listening:
 - Appearing as Listening
 - Select

- Proofing
- Read the mind
- Compare

- Suspicion It is important to give importance to people who are good listeners. Approaching a person with prejudices leads him to finish the listening process before trying to guess what he will say. A good listener is listening not only to what your speaker says but also to your body language. Effective listeners exhibit behavior that tells what they understand as much as they listen. Communication is not a unilateral event. The fact that both sides are open to positive and constructive communication results in both sides getting what they want from communication. The environment occupies an important place among the factors affecting effective listening. It should select a suitable place with a source message that requires the message to be listened effectively.

In order to be a good listener, it is also important to pay attention to issues such as establishing eye contact with the person who tells the story, focusing attention on the opposite side's movements of speech and body language, ending the word, approving the statement and perceiving the intention of the contents to be explained correctly. Empathy Empathy today is a concept often mentioned the name of psychiatry and psychology. Empathy is a human being, instead of putting himself against the man's understanding of his feelings and thoughts correctly. About the reasons we have such thoughts about the people we think negative, in other words, why show of empathy training are not ignoring our feelings. Empathy which consists of three phases:

- First Stage: Try to perceive the events as we are
- Second Stage: To understand the feelings and thoughts of ourselves correctly
- Third Stage: To express what we understand with our words, with our voice tone and body slice. We can list the properties of the empathy person in the following way:
- Body language, tone of voice, words and feelings are harmonious.

- It focuses on what all the energy has to say and what it actually wants to say. Well, given how empathic response. There are mainly two ways. The first way, our face and our body is our understanding of the individual in front of us and to express our side. The second way is to express it verbally and we understand that we are there for him to use words to make her feel the intensity. Using both ways together will improve the quality of our communications and empathina while developing empathic response. Empathy and sympathy are also a communication activity. It has become a topic of discussion by communicators and psychologists because it is so mixed in both concepts.

Sympathy is about having the same feelings and thoughts as a person has. If we are sympathetic to a person, we share his pain and love. When empathy is established, it is essential to understand the emotions and thoughts of ourselves. We try to understand empathide even if we do not give it the right, by giving sympathy and continuing the rightness and empathy stakeholder, even if it is wrong. We may have identified with the people we created sympathy. But we do not have to identify with the people we empathize with; Even most of the time it can damage empathy. The person who sets up the empathy does not take sides. It aims to make you think about empathic communication and to develop new ideas.

The person who shows sympathy holds the side of the opposite. It strengthens her feelings by granting rights to others. It is indeed very important to realize empathic communication at the right understanding point. The basis of successful communication is mutual understanding.

As long as we can do mutual negotiation, we will also have the right communication. There are also points to pay attention to when doing this. To understand, "understanding" and "telling" are the most basic concepts that are very important. The first step to effective communication is to understand, the second is to tell. To understand, one must first understand himself, then the other person; Then he must be able to tell his emotions and thoughts to him. Interpersonal Communication The ability of individuals to have communication skills allows for the development of healthy and long-term relationships in family relationships, in relationships with their spouses, in teacher-student relationships, in relationships with colleagues, subordinates and superiors in the workplace. Individuals establishing meaningful relationships, they feel happy. He felt happy that the yields will be higher in individuals, the environment and the community contribution would be at the top level (Falcon, 2010: 36).

Individuals can establish an effective communication and to also develop communication skills, individuals must respect before him, and then around it is in communication. People perform active listening enables individuals to better understand the opposite. It's a big way to tell in interpersonal communication. The narrative is a form of communication. It is the transmission of information about themselves by means of movements that are openly made by the people, unconsciously or without thought, with verbal expressions. Interpersonal relationships are a continuous and changing interactive sharing in which individuals find meaning and tend to move from personal to personal to relational. Interpersonal communication carried out by at least two people are the source and destination of people. One of the important requirements to ensure effective communication is to hear what respect.

To understand the individual in front of us in one other important point is to look into his world from his perspective without trial. Individual effectively listen to and look at the event from his perspective, it is the first step in effective communication to understand the individual. Sahin speech on concrete; The individual in interpersonal relationships, feelings on the subject after listening to demonstrate effective behavior, being able to express their thoughts and wishes, and stressed the importance of being able to enrich the relationship. At the same time, it is important to talk clearly with the other person, avoiding general expressions and using clear expressions, and expressing clarity in expressions. When emotions are expressed against the individual, what is important is not how it is told but how it is told. Therefore, the sentences established during the communication with the individual are important as well as the positions and expressions of the expressions as well as the importance of the selected words.

Explanation of living sentiments is very important in interpersonal relationships. While the individual increases his level of awareness about himself by opening his own feelings, he allows the person to understand his feelings (Sahin, 2010: 49). If the individual is talking about their own feelings while expressing their feelings, I will express it in the language. In this way, it is easier for the individual to express his or her feelings while expressing their feelings. In addition, when I have expressed an illness that I have heard from the individual in

the interpersonal communication, I use the language to make the communication effective. One of the important factors in healthy interpersonal relationships is self-disclosure. The sense of sharing is a need that manifests itself in every aspect of life. People want to share the events they feel with other people. Of course, the sharing of the happiness of the joys, sorrows and regrets experienced can not be realized with everyone who is communicated. The individual prefers to share his own personal feelings and thoughts to the immediate surroundings, and daily events to the surrounding surroundings.

As mentioned in the study of Çetinkaya (2010: 153), self-disclosure behavior is one of the important factors in terms of the openness, development and sustainability of interpersonal relationships. Opening itself up as a concept was first scientifically handled by Sydeny M. Jourard. According to Jourard (1958), self-disclosure is the most effective step in directing the person to express his / her thoughts, feelings and desires in a straightforward manner. The individual decides what to share with whom and with whom. Of course, the individual does not realize this sharing in every environment. It is best to choose the right time and space. Through the narrative, the individual gains access to the freedom to express emotions and thoughts. But it is also important that he should realize this freedom as long as he does not restrict the freedom of others. Anger is a natural reaction that every living thing shows against the threat. Like all other emotions, anger leads to some physiological changes in the organism: the heart beats faster, the blood pressure rises, and the energy-releasing hormones are released.

Anger usually leads to aggressive feelings and behaviors, allowing us to fight and defend ourselves when necessary. Like all other emotions, the concept of anger has a negative impact on communication. What is important here is to provide emotional control correctly and to prevent anger from becoming a communication obstacle. The most important way to communicate effectively is emotion control.

By controlling the anger, we can change the person or situation that makes us angry, and we can make communication healthier. We can come to the top of the anger by exploring why or why the anger is sourced, sharing this feeling with the right person at the right time and place. When we do not get what we have, or when a person we care about does not behave in the direction of our expectations, the feeling is anger. It is the nature of human nature that such a feeling is experienced only in relation to that being. People are afraid of other people because they are angry, and they are mad at them because they are afraid of people. The angry person is found in such behavior in the anticipation of "How will they stop me or refuse me?" In some cases where the anger is not directed at the external people, the external people are attributed to the person's own self. And where the emotions are hit out, the man can be turned on himself. The fact that outside people are taken into the person's self is a natural consequence of his extreme dependence. The anger created by the obstacle turns into a feeling of resentment when it is not addressed to the person. Some people are constantly pissing people out of their anger.

In such cases, the person is often releasing tension in small proportions, but his behavior may not be perceived by other people. The state of resentment is universal. Because most people do not recognize their own right to others because they can not get rid of their guilt in their own emotions, even if they have observed these emotions in others or logically accepted that the existence of such emotions is the natural end. There is a need to provide

evacuation in a place that is blocked for various reasons. While exhibiting this in a place that will never happen; (Physical intervention) at times. The important thing is to control this defense system in the best way. The events that cause me to feel angry do not have an emotional value on their own: the important point here is that we are evaluating these events that cause physiological stimuli. Below are typical events that occurred when anger occurred, sorted by sequence

- Kızgınlık bir olay ya da kışkırtma sonucu tetiklenir.
- Anger improves thinking.
- Anger is fed and increases. Feelings of anger are exacerbated if unchecked, and control of constructive actions becomes increasingly difficult.
- Uncontrollable resentment initiates a series of angry thoughts and actions that are long-lived, violent, painful, and destructive. It is our own thought processes and actions that actually continue to resent the anger; It is not an event or something someone does. Cognitive therapists are working on a theory that suggests that negative thinking is really angry and causes me to feel unfavorable. When we are able to approach the events that provoke us with a more positive and realistic perspective, we can feel more control and happiness on our lives. Anger often arises when you believe you have suffered an injustice, when someone has benefited from you for your own benefit, or if you are in danger of losing something that is important to you. These feelings may take in unhealthy and destructive way. The only way to get out of this situation in mind, is probably aware of the connection between your thoughts and your feelings. The studies reveal that human beings in general, has 2 reasons feel angry. These:
 - According fair or right by us in our case we are not honest with us when we met her. In other words, an event or situation we face in the middle of people who look like us, we are them girls. With regard to an event or situation is different because everyone's perception and evaluation. According to our perception and our assessment is different, such as at home or in the perception of the person in front of us in our work, think and behave we expect will cause resentment.
 - Another factor that causes my madness is our expectation. We have expectations from people in our private life. We are red when these expectations are not met or are not fulfilled. For this reason, we must base what we expect from ourselves or others on realistic grounds. One of the most common causes of anger feelings is the prevention of our target-oriented behavior. The reasons that make people angry are to be prevented, ignored, humiliated, confronted with an arbitrary attitude and attacked. First of all, anger is a normal and healthy feeling. In other words, anger is one of our most human emotions. It is not true that a person feels guilty because of his fury and anger. The unhealthy anger turns into aggression. There is another place in the brain beside the amygdala. The name is the prefrontal lobe. This lobe is a filter. The prefrontal lobe fits amygdala, a source of emotions, into a mental structure. Therefore, letting the amygdala take us captive at the point of transferring the sensation that is formed within us in interpersonal communication towards our object. On the contrary, it is necessary to achieve the peaceful coexistence of the amygdala with the prefrontal lobe. "I" Message, "You" Message Is not a right thing to suppress the anger in communication. We have to show off our anger in a healthy way. Some unhealthy methods of expressing our anger are;

- To feel guilty
- Reading mind
- Trap
- Avoid
- Imply
- Criticize

• Taking revenge "I am a style of expression that expresses the individual's reaction to feelings and thoughts in the face of the situation or behavior that the person is facing. We must express our feelings and sincerely. They disclose our feelings and experiences, not our comments and comments about others. "You" message usually interferes with communication. Your message is often used to express your resentment. Your message, including blame, criticism and threats, is irritating and defending us, often attacking us. Since I do not include threats, accusations, and judgments, I do not go to the defense but rather listen and understand. Positive Attention To succeed in interpersonal communication, it is not enough to talk to the language. In addition to this, we also need to show positive interest. Positive interest is to see and share the positive aspects of ours.

The sex of the people we communicate with, just like age, education, social environment, etc. Conditions, such as conditions, which are determinative in effective communication. Gender, which refers to the patterns and norms of men and women that society wants to see, has all the different aspects of gender communication that help distinguish these differences and help me to communicate more accurately, healthily and effectively. Concept of gender The concept of gender includes all the social, cultural, economic, political and behavioral differences between men and women that come into being by means of the society and culture that the individual is born into. Biological, social and historical processes are influential in the formation of gender stereotypes; All of these processes are interrelated and interdependent. Institutions and practices such as family, school, mass media and culture play an active role in the teaching of sexual roles. In this regard, social learning theory suggests that in the acquisition of behaviors related to sexual roles, it is decisive for the child to identify and try to identify with the mother and the father as two separate models. The theory of cognitive development, which has a different point of view, argues that children are developing their selves as men or women by trying to understand the regular structures, categories in their environment and by placing their own selves in them after they have done so, based on the fact that they are not in a passive position. The importance of environmental factors is great, according to both schemes. Cultural expectations and values provide for the formation of male and female models; The differences between the two models are categorized as opposed to each other in the social structure, the house is generally associated with male public spaces and female with private space. The concept of gender, which is linked to all social institutions, especially culture, does not show a static structure. Along with social changes, the concept of gender also varies widely, in other words, it evolves, the transformation is slow. Gender Differences in Speech and Effective Communication Speaking is the job of expressing and conveying our feelings and thoughts by voicing the words we see and seeing. It can be said that men and women differ in terms of the forms of communication during the speech act.

In the Turkish society, where the woman is the public sphere and the male is the guest who is the guest of the private sphere, she determines the needs and habits of speaking the woman and the man. The general tendency shows that men are more comfortable and willing when speaking on the public arena and women on the private arena. Speech is a bargaining tool in a sense. The individual tries to stay on top as much as he can, protecting himself against any possible attack from others. To do this, it strives to keep the others in the lower status. It is a kind of competition, it involves competition, a struggle to maintain independence and avoid failures. Women's conversations are a bargain to be close to while men use speech as a bargaining tool to prove their power in the public arena.

In terms of approaches to the events, the talk of men and women, the culture and the social structure they live in differ. One of these differences is that women need counseling at almost every important turn, while men perceive it as an attitude that will damage their independence. Some men resist others, especially women, because they have the knowledge of the indirect side of the metamessage. Another obvious distinction between men and women is that they are faced with a problem. For a man in the context of the values society puts on men, the problem is only a matter that must be resolved urgently. Men do not prefer to talk about their problems unless it is compulsory because it weakens the hierarchical life that this man is in competition with. For women it is not difficult to talk about the problem. Women and men can experience conflict while talking about each other's problems. While waiting for consensus and understanding while sharing the problem of women, men can immediately seek solutions to this problem. This may cause the woman to feel lonely as well as to feel that she has been reduced to secondary status because she is put in front of a solution she can imagine.

In addition to the differences in the approach to the sequence of events, the formal differences between the speech of men and women are also available. See Table 4.2 for these differences. Social Differences in Gender Differences and Effective Communication in Nonverbal Communication The concept of gender is one of the decisive factors in the formation of different nonverbal communication codes. He wants to see the society of which include gender femininity and masculinity norms between men and women's self-presentation shape, behavior patterns, body movements, gestures, facial expressions are located speech forms and apparel codes. average image format and the fact that physical differences can say that with a lot of non-differentiation of clothing for men and women explain apparel codes. Women and men learn about non-verbal forms of communication that are compatible with the values of masculinity and femininity in society and exert themselves. As gender-based forms of nonverbal communication diverging three issues be addressed:

- Body movements
- Personal space use and touch
- Glances and mimics

Societal-based body movements: Research proves that young children learn and practice the gender-based body movements and gestures that are appropriate for their biological sex, society and culture in the pre-school period. This separation is also apparent in adults. It can be said that the stereotypes of femininity and masculinity are also reflected in the body language of men and women and in non-verbal communication codes. Differences in the use

of personal space and on social gender in touch: Similar to body movements, how to use the personal space is transferred to the children in early ages, again in accordance with culture and that of the cultured woman and the expectation from the man. In adults, it can be said that men occupy more physical space for women and designate any kind of area as their territory.

MEN	WOMEN
The men spoke with a high voice talking.	Women speak in soft tone while talking.
Men raise their voice to emphasize talking.	Women use voice pitch and voice change to emphasize while talking.
Men's talk is more monotonous. They use three tones.	Women are more emotional highlights. They use five voice tones.
Men tend to interrupt others during a conversation.	Women tend to cut down on gore much less than men during conversation
Men less interruption of words they allow.	Women allow more of their words to be cut off.
During the conversation men give less personal information about themselves.	Women tend to give more information about themselves when speaking.
Men speak directly accusatory.	Women speak indirectly from the accusatory. They accentuates accusations with a tone of voice.
They use direct expressions about a topic.	They use indirect expressions about a topic.
During their conversation, they refer to less amplifier word.	During the conversations, they refer to more powerful words. For example, very good, really beautiful, most like this one.
Decentralized sentence organizations prefer. For example, "A beautiful day!"	They prefer sentence organizations that are tested and pending approval. For example, "Is not it a beautiful day?"
When replacing the subject, they use more exclamation points. For example, look at Aaa! Hey!	When changing the subject, they use more connectors. For example, by the way, on the other hand.
Men tend to ask fewer questions to revive an interview.	They ask more questions to stimulate the conversation.

Table 4.2: Formal differences in female and male speech (Glass 1992)

To sum up, women keep their personal space narrower than men. Touching does not differ depending on cultures, but when gender differences are considered, girls show more contact with boys than boys. It can be said that the tendency of men to touch women in touching genders is more than women touching men. Gender differences in glances and mimics: While in communication, both men and women perform eye contact, but the qualities of their looks vary. There is no doubt that the influence of social order and culture is important in this. When assessed qualitatively, men tend to look much more erect and locked than women. Different genders tend to look at different purposes. While men often tend to have eye contact that will help them build sovereignty, women take action to look up and develop their own strategy on the necessary conditions. There are differences in the mimics. It can be said that women use their freedom more freely to express their feelings. It has also been found that women laugh and laugh more than men in laughing. It should be noted that while men prefer not to mimic to hide their feelings, women use smile.

The smile of women is harmonious with qualities such as tolerance and soft-headedness, which is the expectation of society. For a comparison of non-verbal communication performances of males and females, see Table 4.3. Of course, all of these are forms of nonverbal communication that are learned and developed in accordance with the social and mental expectations of the community. Gender Differences and Effective Communication in Conflict Conflict can be defined as the general and simplest, comprehensible dispute between communities in the context of activities, relationships and behaviors. The conflict in the organizational environment can be explained as the events that result from the problems of working together of the individuals and the groups and which cause the normal activities to stop or deteriorate.

The gender phenomenon can be decisive in the style of both men and women in conflict, and it can be effective in the approach of different sexes to conflict. As men approach women as a threat to be avoided because they break the common link to conflict, men view conflict as a reward that fosters a competitive spirit. Therefore, it can be said that there is a big difference in terms of approaches to conflict between men and women. One of the most basic areas of conflict between men and women concerns the freedoms that are possessed. Freedom is one of the sensitive areas especially for men. Men often see life as a struggle for freedom. The violation of that area is one of the main conflict points. There are also differences in perception of the chatter. While men see conflict as a battle to be won, women strive to avoid conflict. Women, however, prefer to express their distress through metamessages, unlike men, when they have to engage in conflict. All of these cultures are learned based on their gender roles. In addition to private life, mobbing concept comes to the forefront in conflicts in business life.

Mobbing is a psychological terrorism, directed by one or more people to another person, systematically in a hostile and immoral way. It can also be said that the mobbing can come out long after the conflict as it is with the concepts of conflict and mobbing. It is also possible to say that mobbing involves psychological abuse in the workplace. Mobbing is the person who differs for some reason in the institution where the victim is working. It can lead to the exclusion of a person who is well educated, a person who is very successful in his work, an

advanced age employee, the only male in an entirely female establishment, or vice versa. The behavioral dimensions of mobbing can be classified as communication oriented, social related, social image oriented, professional and specific, health oriented attacks. There are different opinions about the gender of the mobbing victim.

While some researchers argue that male and female employees are close to mobbing victims, some argue that female workers are more victimized by both men and women. The main reason for this is that women do not get into the teeth of men and men are perceived as hiring by a woman who is hired by a woman who is forced to take care of the house. This is related to the roles and behaviors expected from women and men in society.

KADINLARIN SÖZSÜZ İLETİŞİM PERFORMANSLARI	ERKEKLERİN SÖZSÜZ İLETİŞİM PERFORMANSLARI
Karşı cinsle iletişim halindeyken aşağı doğru bakışlara eğilimlidir.	Karşı cinsle iletişim halindeyken gözlerini dikerek bakma eğilimindedir.
Daha fazla gülümser.	Genellikle sert bakışlara sahiptir.
Karşı cinsle iletişim halindeyken baş eğik durur.	Karşı cinsle iletişim halindeyken başı çoğunluk dik tutar.
Yönlendirici değildir	Yönlendiricidir.
Daha olumlu jestler sahiptir.	Daha az olumlu jestlere sahiptir.
Daha az alan kaplar.	Daha geniş alan kaplar.
Erkeğin alanının dışında durur.	Kadının alanının içine girer.
Teması kabullenir.	Temastan kaçınır.
Bedeni küçültme eğilimi gösterir.	Bedeni dikleştirme, olduğundan büyük gösterme eğilimi gösterir.
Bacaklar bitişik oturur ve durur.	Bacaklar ayık oturur ve durur.
Elleri yanda ya da kucakta tutar.	Elleri kalçalarda tutma eğilimi gösterir.
Daha yumuşak konuşur.	Daha gürültüyle konuşur.
Daha az söz keser.	Daha çok söz keser.

Tablo 4.3: Kadın-erkek iletişimde sözsüz iletişim davranışları (Richmond ve McCroskey, 2000:251)

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