Getting and Giving Information

This Leadership Skill enables Leaders to:

- Understand the various types of communication - verbal, written & nonverbal
- Understand how the effective use of Getting and Giving Information contributes to the team building process
- Understand how process of receiving, retaining, retrieving information and interpretation contribute to the process of accomplishing a group task

Getting and Giving Information is essential to building, and achieving success as a team. Nothing can happen until communication, on one or more levels, has been established.

As group members begin to form a team, or new members join a team, they need to learn about the nature of the group and the goals of the group. Each individual member of the group wonders about the part that they play within the team. As they begin to understand what the group is about, they begin to understand group norms and goals, which builds greater commitment to the team, and helps retain group members. Individuals are able to call on other members' knowledge, skills and abilities, increasing the likelihood that tasks can be accomplished successfully and group goals met.

All of this happens through communication in one form or another. From the point of view of a single individual joining a group, he receives some information, tries to make sense of it, and at some point is probably called on to give it to someone else. These are the essential parts of Getting and Giving Information.

Getting or receiving information can be done in many ways. It is usually passed to us in one of two means: our ears, orally from another person; or our eyes, through the use of writing and illustrations. The information can vary in complexity. The greater the complexity of the information, the greater the chance of getting the information mixed-up or wrong, and then there is less of a chance of passing on the message as originally intended. The proper giving of information is one of the most critical steps in effective team building and goal achievement. Without getting the information correct, a team can be working against their goals.

There are three major components and one minor component to any method of communication. The three major components were first described by Aristotle, and still remain constant today. The minor component is one attributed to the existence of the many distractions and factors competing for our attention in today's modern world.

The three major components of the Communication Model are:

- The Sender
- The Receiver
- The Message

And the minor component influencing the three major components:

- The Environment
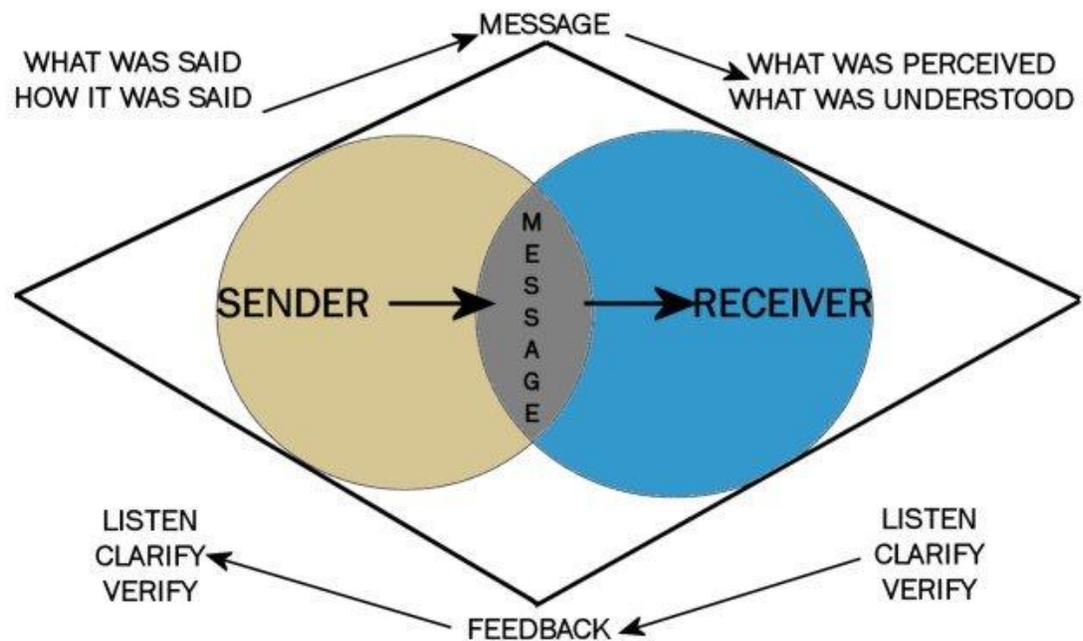
The Sender passes the Message to the Receiver in the Environment, where the distractions of the environment may cause a problem with hearing, seeing or understanding the message. If the Sender does not ask for feedback from the Receiver, it is possible that the Receiver does not have all of the critical information within the message correctly recorded. If the Receiver does not provide feedback to the Sender, the Message can be incorrectly received or misinterpreted.