Learning Objectives

Upon completion of this unit, students should be able to:

1. Evaluate how abstractions are used to allow people to make appropriate use of things that are not complete.
2. Analyze why humans perceive things differently, based on their unique abstractions.
3. Examine the unique layers of distraction.
4. Distinguish and discuss the five key requirements for successful collaboration.
5. Assess effective listening habits to promote successful collaboration.
6. Explain the three key advantages of reflective listening.
8. Examine and determine how to take personal responsibility to protect your most vital information.

Unit Summary

Unit III describes the way that we use additional layers of abstraction to simplify complex systems and improve our ability to recognize patterns in information. Analysis techniques are introduced here to illustrate the path that data and information take on their way to becoming knowledge. This is one of the more conceptually difficult chapters of the text. To make it more easily understood, several examples and real-world analogies of how abstraction is used as a tool are detailed. Three commonly used analysis abstractions are dissected and discussed to prepare for the next section on collaboration.

This unit also covers the lessons on the Six Action Elements. It promotes and illustrates the differences between dialogue and discussion. The five requirements for successful collaboration are listed, and the differences between debate and dialogue are introduced. Because collaboration often uncovers ideas that we find alien or threatening, care must be taken in your communications. Several methods to develop the three most critical collaboration skills (What you say, what you hear, and how you resolve conflicts) are provided, as well as an introduction to reflective listening techniques. The unit concludes by introducing Abraham Maslow's concept of pre-potency and how groups develop common goals.