

Interpersonal Effectiveness: Effective Communication



“Two monologues do not make a dialogue” Jeff Daly

**Facilitated by:
Beth Scheitzach
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Communication Problem

I know you believe you understand
what you think I said,
but I am not sure you realize
that what you heard
is not what I meant.



Objectives

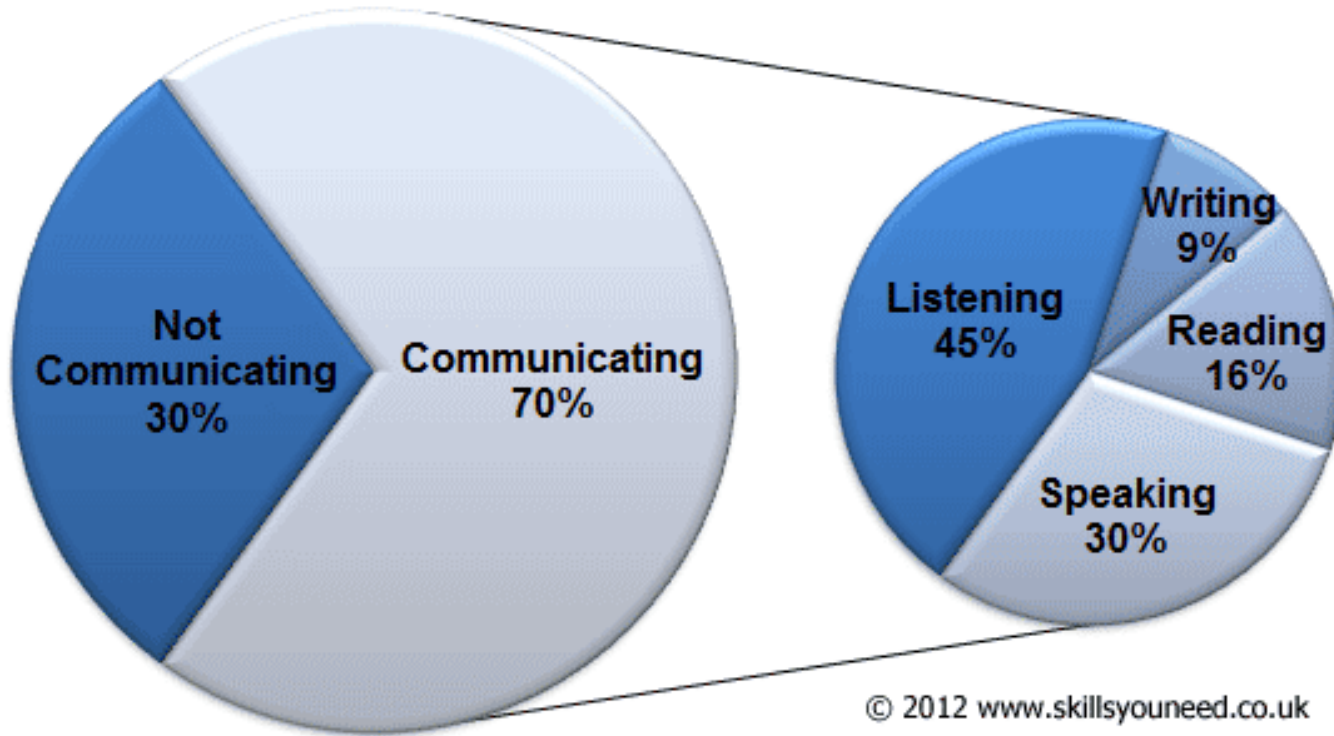
By the end of this workshop, you should be able to :

- Use 8 Tips To Be Better Understood
- Practice 10 Ways to Improve Listening Skills
- Avoid Roadblocks and Barriers to Good Listening
- Recognize What Good Listeners Do
- Practice Tips on Non-Verbal Communication



How Do We Communicate?

Time Spent Communicating



Based on the research of: Adler, R., Rosenfeld, L. and Proctor, R. (2001) *Interplay: the process of interpersonal communicating* (8th edn), Fort Worth, TX: Harcourt.

Communicating Effectively?

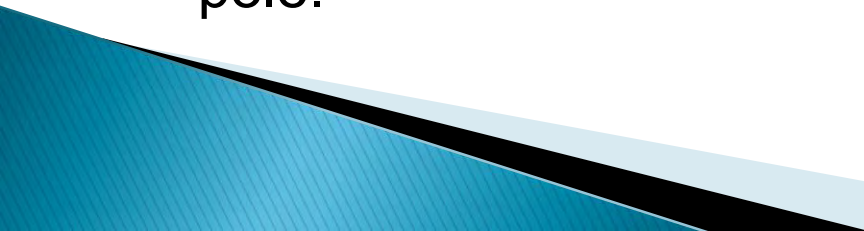
It is easy to take communicating for granted because it is a daily activity.

How much thought have you given to communication?

Did you know:

- The average worker spends 50 percent of his or her time communicating?
- 1 / 4 of all workplace mistakes are the result of poor communication?
- Using email rests solely on your words carrying your message effectively, with a 7% chance of clarity.

Actual Statements made to Insurance Companies

- ▶ “An invisible car came out of nowhere, struck my vehicle, and vanished.”
 - ▶ “The pedestrian had no idea which direction to go, so I ran over him.”
 - ▶ “I pulled away from the side of the road, glanced at my mother-in-law, and headed over the embankment.”
 - ▶ “I had been shopping for plants and was on my way home. As I reached an intersection, a hedge sprang up, obscuring my vision.”
 - ▶ “I had been driving my car 40 years when I fell asleep at the wheel and had an accident.”
 - ▶ “My car was legally parked as it backed into the other vehicle.”
 - ▶ In my attempt to kill a fly, I drove into a telephone pole.”
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8 Tips To Be Better Understood

1. Understand the purpose of the communication

2. Consider the receiver

3. Consider the environment

4. Consider yourself

5. Use clear, direct, specific language

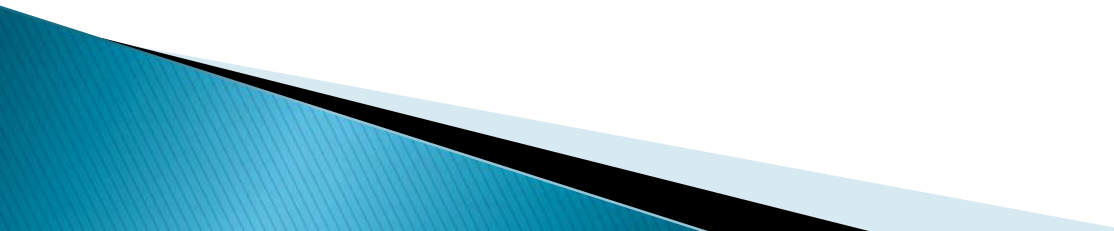
6. Check for accuracy (feedback)

7. Repair the communication ASAP

8. Timing is everything



Active Listening

- ▶ **Active listening** intentionally focuses on who you are listening to, whether in a group or one-on-one, in order to understand what he or she is saying.
 - ▶ **As the listener**, you should then be able to repeat back in your own words what they have said to their satisfaction. This does not mean you agree with, but rather understand, what they are saying.
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Active Listening Tips

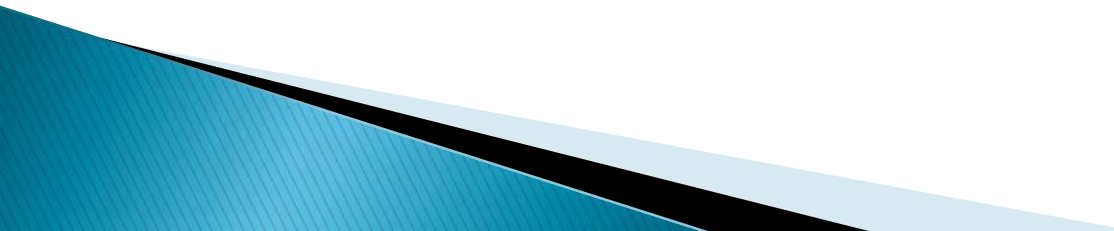
DO

- Position your body to face all group members
- Smile at individuals
- Listen carefully while they talk
- Keep eye contact
- Nod affirmatively
- Talk with all group members
- Continually scan the group with your eyes

DON'T

- Turn your back to part of the group
- Frown or look judgmental
- Shuffle papers or look at your watch while others are talking
- Avoid eye contact or stare at individuals
- Remain impassive
- Talk to only a few people

10 Ways to Improve Listening Skills

1. Listen-really listen-to one person for one day.
 2. Create a receptive listening environment.
 3. Don't talk when I'm interrupting.
 4. Don't overdo it.
 5. Practice mind-mapping.
 6. Be alert to your body language.
 7. Abstain from judging.
 8. Listen with empathy.
 9. Be sensitive to emotional trigger spots.
 10. Create and use an active-listening attitude.
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Roadblocks to Effective Listening

External roadblocks

- Noise, an uncomfortable temperature or seating, or an inappropriate location.
- Try to be aware of external roadblocks and offset them if possible.



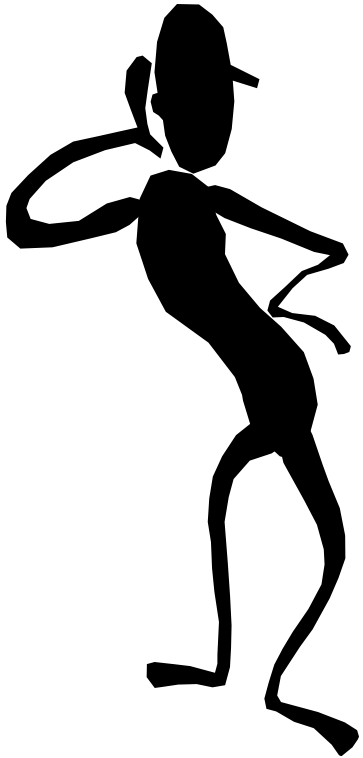
Internal roadblocks

Include a variety of conditions or reactions within the speaker or audience, such as:

- Emotional interference
- Defensiveness
- Hearing only facts and not feelings
- Not seeking clarification
- Hearing what is expected instead of what is said
- Stereotyping
- Automatic dismissal (e.g., “We’ve never done it that way before”)
- Resistance to change



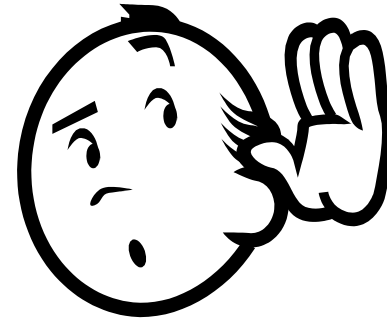
Communication Pitfalls



- ▶ Omissions (Simplifying) Listener decides which details are not AS important and leaves them out.
- ▶ Sharpening (Filters) Listener interprets what is important and gives emphasis to those details.
- ▶ Embellishing (Distortions) Listener adds emotion, “clarity”, urgency.

How Do We Avoid the Pitfalls?

- ▶ Awareness of Roadblocks and Barriers
- ▶ Do What Good Listeners Do
- ▶ It takes **PRACTICE** and **DETERMINATION**



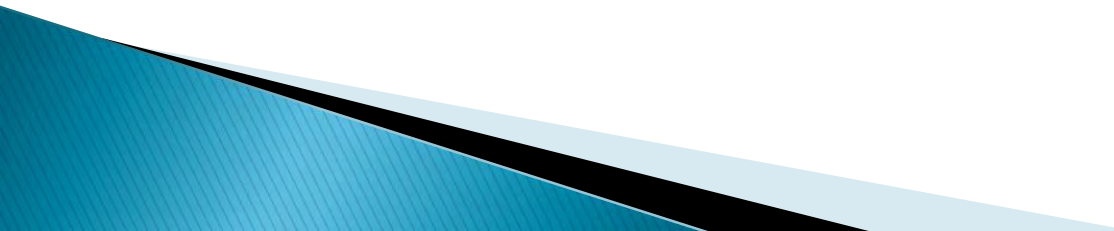
It's not always what we say...

Nonverbal Communication

- ▶ Consider impact of culture
 - Ethnicity
 - Age
 - Common bonds, family norms, situation & environment
- ▶ What else impacts non-verbal communication?



Nonverbal Communication

- In many situations people say what they think intellectually rather than what they feel emotionally.
 - Nonverbal communication is learned and practiced often on an unconscious level.
 - Body language is open to misinterpretation just as verbal communication is.
 - **What are some nonverbal gestures?**
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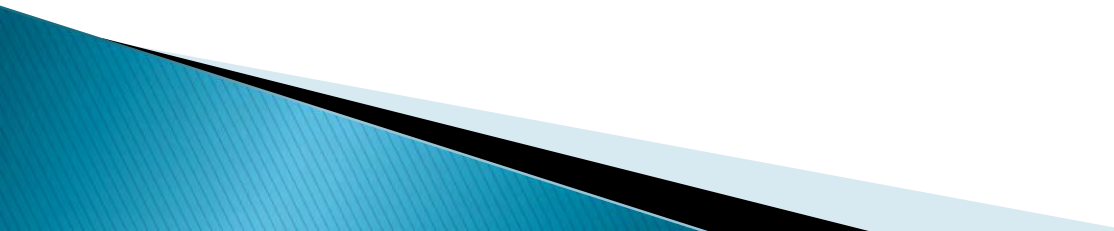
Open Gesture

open hands
palms up
spontaneous eye contact
smile
leaning forward
hands away from face
standing straight
feet apart
shoulders squared
uncrossed legs
welcoming handshake
affirmative head nods
eye contact
calm use of facial movements
body positioned toward other

Closed Gesture

hand covering mouth
making fists
glancing at exit
frown
leaning back
looking at floor
moving away
legs crossed
shaking foot
fidgeting
locked ankles
folded arms
cold shoulder
head lowered
lack of eye contact

Did we accomplish our objectives?

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Self-reflection

- ▶ What is one thing you can start today?

Listening well is a gift you can give to others.
It'll cost you nothing, but it may be invaluable to them.

~ Tony Alessandra

Thank you.

Following are photos from
Beth Scheitzach

**"Interpersonal Effectiveness:
Effective Communication"**

