Say What? The Communication Process

Interpersonal Studies
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What are some examples of communication between individuals?
The Communication Process

Sender

Receiver

Encoding

Message

Decoding
Types of Communication

- Impersonal communication
- Interpersonal communication
Interpersonal Communication

(click on picture)
What are communication filters?
Communication Filters

- Semantics
- Emotions
- Attitudes
Communication Filters

• Role expectations
• Gender bias
What are nonverbal messages?
Nonverbal Messages

• Language of the eyes
• Common eye language
  – Touching
  – Blinking
  – Averting
  – Dilated pupils
  – Constricted pupils
  – Expressions
Nonverbal Messages

- Gestures
- Proxemics
Most People Express and Can Recognize Six Basic Emotions

Sad

Angry

Happy

Disgusted

Surprised

Fearful
Using Nonverbal Messages in a Job Interview

As easy as P.I.E.

• Poise
• Interest
• Expressiveness
Who is responsible for effective communication?
Responsible Effective Communication

Both sender and receiver share equal responsibility.
Influences on Effective Communication

- Body language
- Culture
- Environment
- Feelings
- Location
- Past experiences
- Perception
- Situations
Improving Personal Communication

• Send clear messages
• Use words carefully
• Use repetition
• Use appropriate timing
• Develop listening skills
I-Statements versus You-Statements

I-Statements
Focus on your point of view
• I see...
• I feel ...
• I think ...
• I wonder ...
• I wish ...
• I plan ...
• I believe ...
• I can ...
• I want ...

AVOID You-Statements
• You shouldn’t say that...
• You just need to get over that...
• You never do anything right...
• You are so gullible...
• You always bring up old issues...
• You need to be more responsible...
• You just need to forget what happened...
• You don’t know what you are saying...
Listening Skills

- Active listening
- Empathic listening
Five Steps for Effective Communication

1. Define the Problem
   • describe the communication problem

2. Express yourself using I-statements
   • find your voice

3. Ask for feedback to determine mutual understanding
   • take responsibility for the delivery and reception of your message

4. Use non-defensive listening
   • Hear the other person’s meaning—not yours. Listen for his or her intent

5. Reflection
   • Reflect on your listening skills and if you were understood
Communication - Component of a Healthy Relationship
Good Communication

What are four ingredients to successful communication?
Good Communication
Four Ingredients to Successful Communication

• Empathy
• Keeping in touch
• Sharing your ups and downs
• Listening
Problem Solving and Communication

Good listening is fundamental to a satisfying relationship
Questions?
References and Resources

Images:
Microsoft Clip Art: Used with permission from Microsoft.

Textbook:

Websites:
Free Management Library
Online integrated library for personal, professional, and organizational development. This site is filled with information on interpersonal skills, listening, verbal, and nonverbal communications.
http://managementhelp.org/communicationsskills/index.htm

TruceWorks
Five Steps for Effective Communication in a Relationship
http://truceworks.com/resources/five_steps_effective_communication

YouTube™:
How to Improve Interpersonal Skills
This VideoJug presentation shows you how to improve your interpersonal skills with the aid of some simple coaching techniques.
http://youtu.be/w97dR3OJB1k

Interview Tips – The Most Important Interview Non-Verbal
Do you know what the most important interview non-verbal is? Watch this video to find out.
http://youtu.be/tAGWhnpcYIA