



Interpersonal Communication

Lesson 3.1

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CLASSROOM EXPECTATIONS

- ▶ Be on time when returning from breaks
- ▶ Turn off or put your cell phone on silent mode while in training
- ▶ Be open minded and respectful
- ▶ Avoid disruptive behaviors
 - ▶ Cell phone
 - ▶ Side conversations

Class Objectives

- ▶ 3.1.1 Identify the purpose of active listening
- ▶ 3.1.2 Identify the steps of active listening
- ▶ 3.1.3 Given a scenario where there is an impactful emotional situation, demonstrate active listening skills

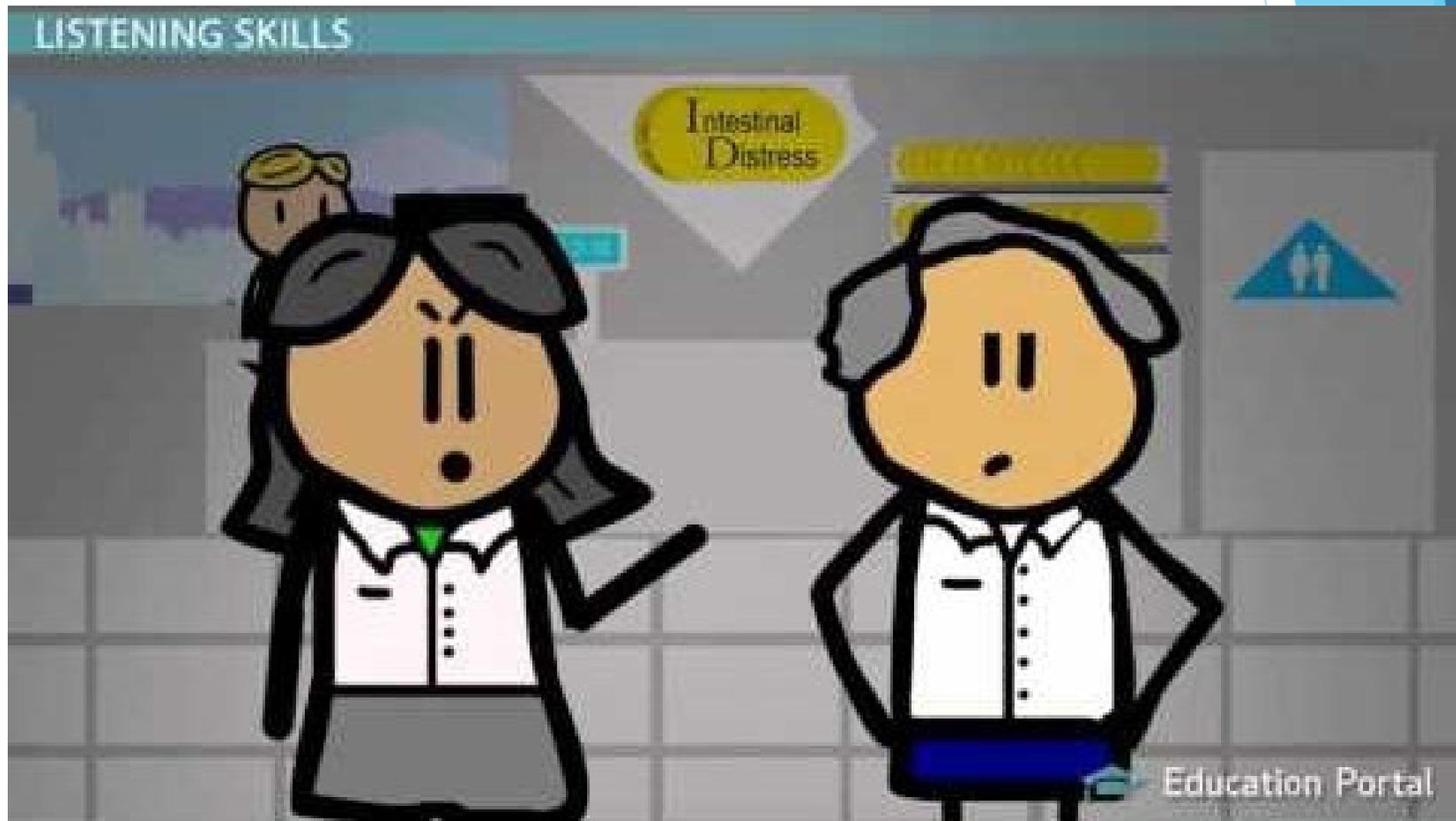
What is Interpersonal Communication?



- ▶ Exchange of information between two or more people



Interpersonal Communication in the Workplace



Basic Interpersonal Communication Skills

- ▶ Use simple clear language or local language
- ▶ Using non-technical words when giving information
- ▶ Conveying correct information
- ▶ Greeting people and being courteous
- ▶ Dressing appropriately and respecting the local culture
- ▶ NOT BEING RUDE or showing a bad attitude
- ▶ Smiling and being cheerful
- ▶ Being ready to help when necessary

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Types of Interpersonal Communication

- ▶ Verbal Communication
 - ▶ Dyadic
 - ▶ Public speaking
 - ▶ Small group
 - ▶ Respectful tone of voice
 - ▶ Clear organized ideas
 - ▶ Written
- ▶ Non-Verbal communication
 - ▶ Eye contact
 - ▶ Appropriate body language

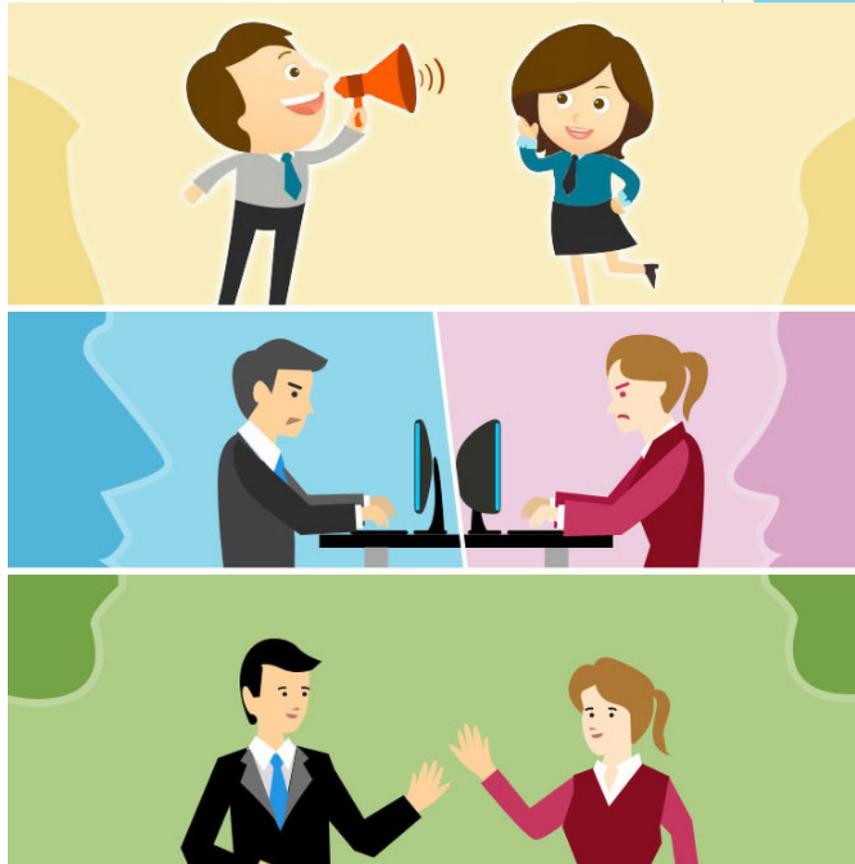
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Interpersonal Skills

The skills used by a person to properly **interact with others**. In the workplace, the term refers to an **employee's ability to get along with others** while getting the job done. Interpersonal skills include everything from **communication, listening skills** and having a **positive attitude**. Good interpersonal skills are a requirement for any employment opportunities.

Interpersonal Communication Methods

- ▶ Face to Face
- ▶ Telephone
- ▶ Group meetings
- ▶ Formal presentations
- ▶ Memos
- ▶ Traditional Mail
- ▶ Fax Machines
- ▶ Employee publications
- ▶ Bulletin boards
- ▶ Audio/video tapes
- ▶ Email
- ▶ Video Conferencing
- ▶ Voice Mail



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Interpersonal Communication is Not Optional

- ▶ By not communicating we are communicating something
- ▶ Non-Verbal Communication
- ▶ Personal Appearance

**INTERPERSONAL
COMMUNICATION**



Faiz en English Academy - Sec32
(Chandigarh)

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Once it's Out, it's Out

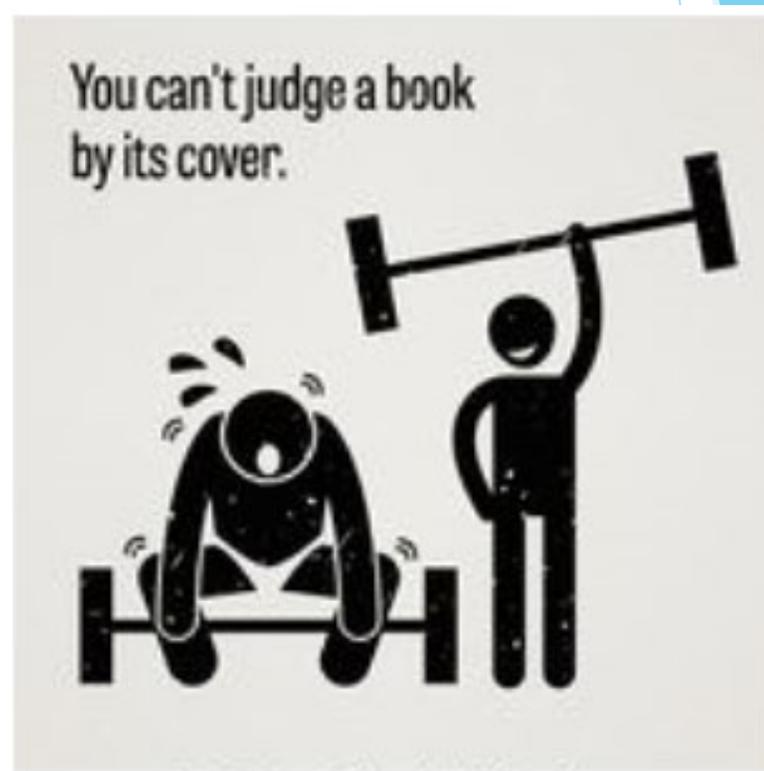
- ▶ Process is irreversible
- ▶ Previous communication encounters
- ▶ Stereotypes
 - ▶ Gender, social standing, religion, race, age, other factors



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Problems That Affect the Context of the Communication

- ▶ Misconceptions



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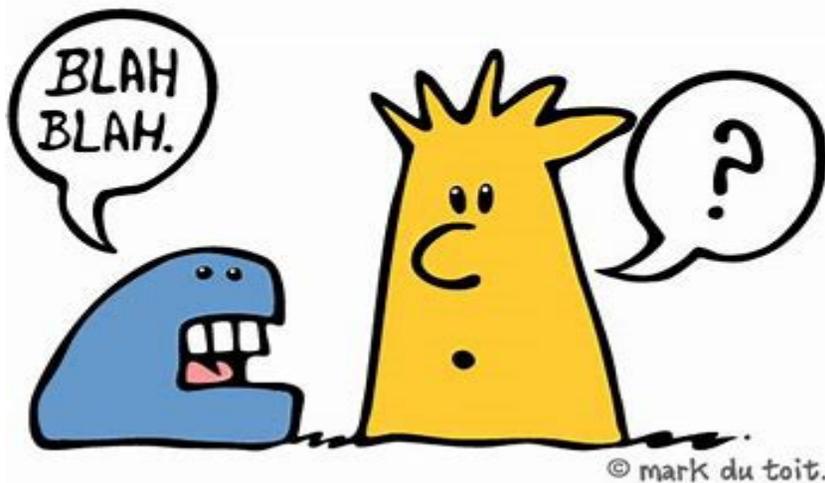
Endless Complexity

- ▶ It's not simple
- ▶ Variables in communication
 - ▶ Language, environment, distraction



The Context of Communication

- ▶ All communication has a context
- ▶ Communication happens for a reason



Knowing Why Communication is Occurring is an Important First Step



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Start all Interpersonal Communication with...

- ▶ Open Mind
- ▶ Listen



I'M AFRAID TURN OUT ISN'T AS HIGH AS WE'D HOPED. THREE OF THEM MISHEARD THE DATE, FIVE GOT THE TIME WRONG AND EVERYONE FROM SALES WENT TO A HOTEL IN SCARBOROUGH BY MISTAKE!

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Problems That Affect the Context of the Communication

- ▶ Timing



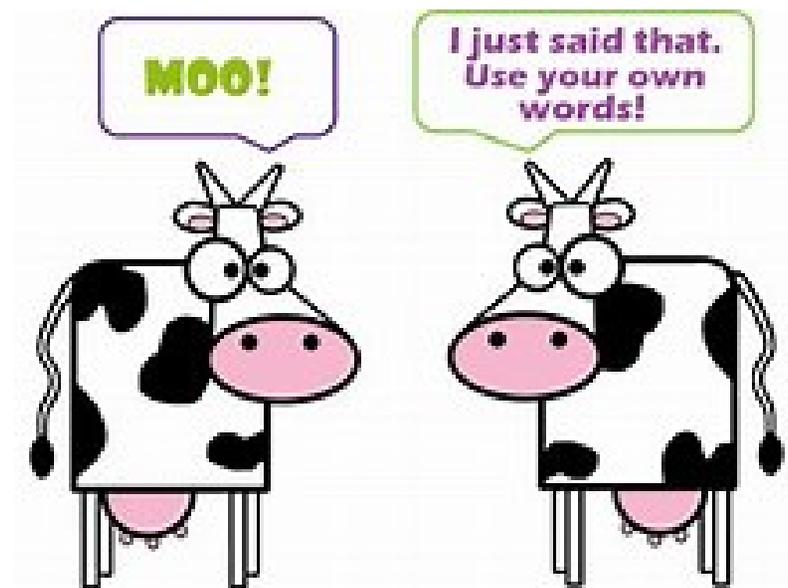
Problems That Affect the Context of the Communication

- ▶ Location



Reflection-What is Reflecting?

- ▶ Mirroring
- ▶ Paraphrasing



Reflection Exercise

	Intensity	Emotion
"You feel	a little bit	sad/angry?"
"You feel	quite	helpless/depressed?"
"You feel	very	stressed?"
"You feel	extremely	embarrassed?"

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Interpersonal Communication

- ▶ What is the opposite of talking?
- ▶ It should be listening, but for most people it is waiting...
- ▶ **WAITING TO**
- ▶ **INTERRUPT!**



**THAT ANNOYING MOMENT
WHEN YOU START THE SAME
SENTENCE AT LEAST THREE
TIMES, BUT SOMEONE KEEPS
INTERRUPTING YOU.**

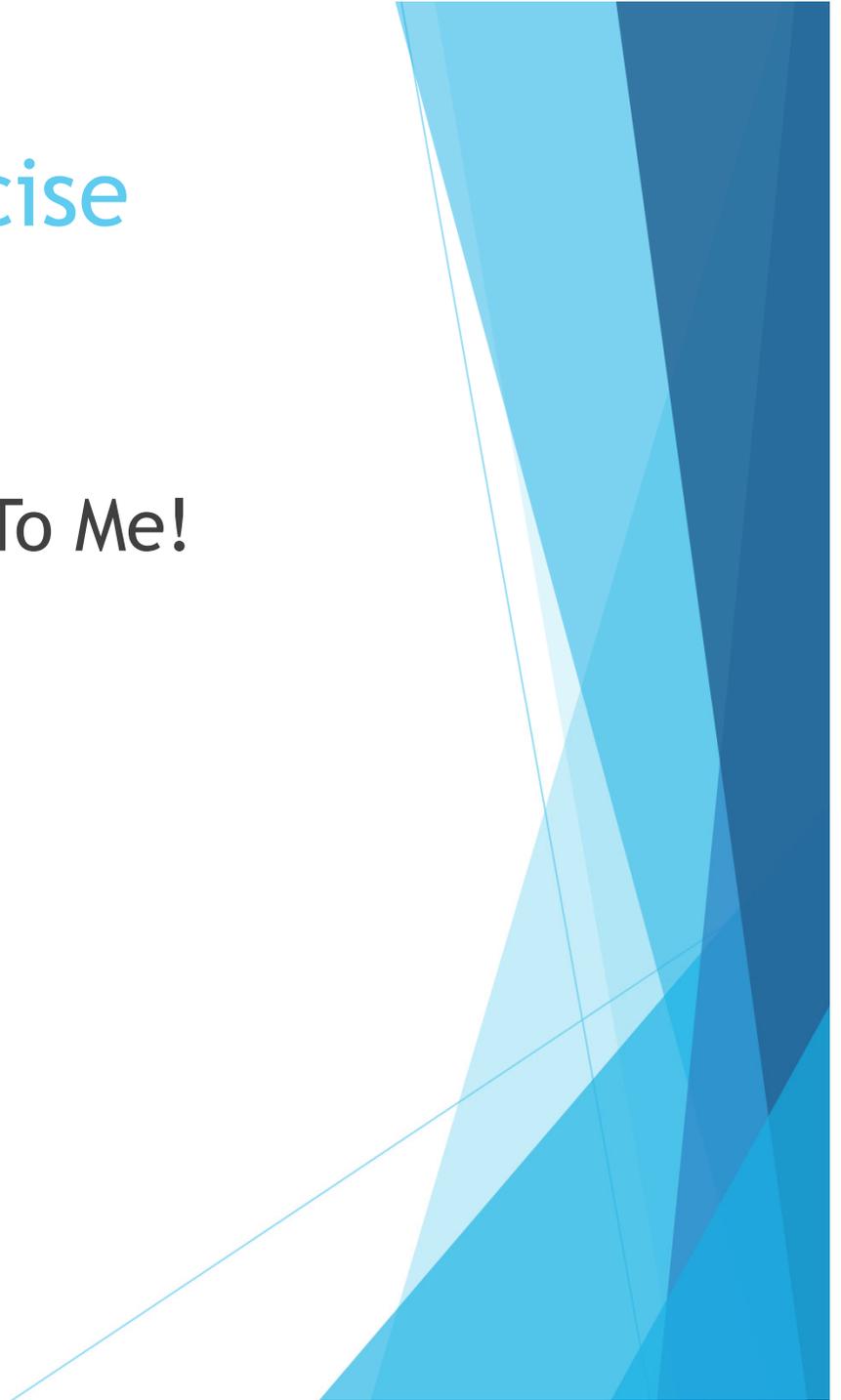


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Communication Exercise

You're Not Listening To Me!

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When people talk, listen completely.
Most people never listen.

– *Ernest Hemingway*



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Active Listening Video



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Steps In Active Listening

- ▶ Listen
- ▶ Show Empathy
- ▶ Paraphrase
- ▶ Clarify
- ▶ Ask Questions
- ▶ Give Feedback
- ▶ Be Open to Understanding
- ▶ Summarize



Voice

- ▶ Tone = Attitude
- ▶ Pace = Speed
- ▶ Pitch = High or Soft
- ▶ Modulation= Ebb & Flow

93% = Delivery Style

The Voice is a Window of a Subject's Intentions.

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Tone of Voice is Powerful



Who did this?



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Other Non - Verbal's

- ▶ 50-60%
- ▶ Body Language
- ▶ Proxemics: Spatial Relations
- ▶ If there's a contradiction between voice & other Non Verbal's, which should you believe?

Sadness



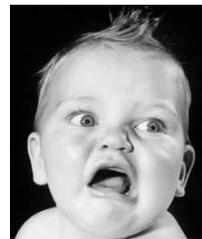
Anger



Contempt



Disgust

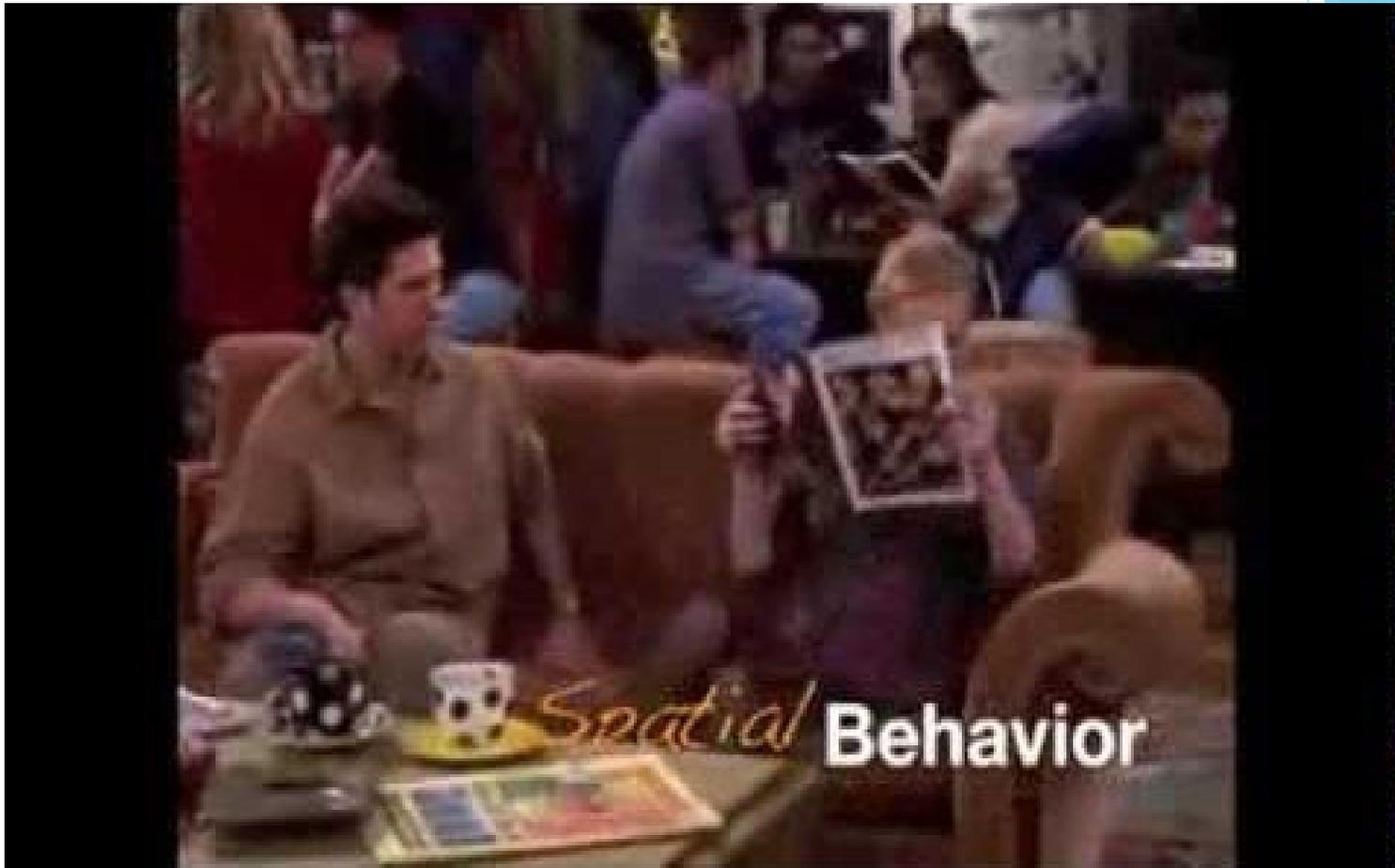


Surprise



Fear





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What is the Purpose of Active Listening?

- ▶ To show your understanding of what others say



Exercise



ACTIVE LISTENING

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Summary: Interpersonal Communication...

IS NOT:	IS:
One-way communication	Two-way exchange
Memorized	Spontaneous (and unpredictable)
Only asking (all) the questions	Helping each other
Strict turn taking	Following-up and reacting; maintaining the conversation
Ignoring your partner; waiting to say something	Indicating interest: interactive body language; eye contact
Overly concerned about accuracy	Focusing on the message (fluency)
Giving up when you don't understand	If communication fails/falters, asking for clarification

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Leave people better than
they were feeling
at their worst



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thank you!

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