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

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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

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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
Problems That Affect the Context of the Communication

- Misconceptions
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
Start all Interpersonal Communication with...

- Open Mind
- Listen

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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

<table>
<thead>
<tr>
<th>Intensity</th>
<th>Emotion</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;You feel</td>
<td></td>
</tr>
<tr>
<td>a little bit</td>
<td>sad/angry?</td>
</tr>
<tr>
<td>quite</td>
<td>helpless/depressed?</td>
</tr>
<tr>
<td>very</td>
<td>stressed?</td>
</tr>
<tr>
<td>extremely</td>
<td>embarrassed?</td>
</tr>
</tbody>
</table>

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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!

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

You’re Not Listening To Me!

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

– Ernest Hemingway
DO YOU EVEN HEAR THE WORDS I SAY?

THE ONES I LIKE.
Steps In Active Listening

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

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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
Other Non-Verbal's

- 50-60%
- Body Language
- Proxemis: 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...

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

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Leave people better than they were feeling at their worst

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thank you!

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