

# UNDERSTANDING COMMUNICATION



## What is communication?



- the process of transmitting information and understanding between two or more people.
- the **successful** sharing of ideas and feelings.
- Non-verbal communication is communication that does not involve words. (e.g. facial expressions, body language, gestures, eye contact, touch, space, tone of voice.)
- Keys to effective communication include being clear, concise and specific.

## LISTENING IS AN IMPORTANT PART OF COMMUNICATION.

Pay Attention 	Show Interest 
Ask Questions 	Repeat What You Heard 

### Active Listening Techniques



- Be Present**—Focus on hearing the other person.
- Empathize**—Put yourself in the other person's shoes.
- Clarify**—Ask for more information when needed.
- Paraphrase**—Repeat back what was heard to assure understanding.
- Encourage**—Convey interest and prompt the person to continue talking.
- Reflect**— e.g. “It sounds like you feel...”
- Use Prompts**— e.g. “And then what happened?”
- Ask Open-Ended Questions**— e.g. “Tell me how you feel about...”
- Validate**— e.g. “It must have been difficult to do that.”

## CONFLICT is a natural part of life and often arises when communication breaks down.

- Conflict happens when two or more people have opposing views on a topic or situation.
- Conflict can be alleviated by engaging listening and communication techniques.

## TIPS FOR CONFLICT RESOLUTION

STEP 1	STEP 2	STEP 3	STEP 4
Choose the right time to talk. 	State your point in a positive way. 	Focus on the situation, not the person. 	Look for a solution that works for everyone. 