

Communication and Language skills

■ Introduction

- This presentation will display some attempts of understanding the components of «effective communication».
- Read them carefully
- Choose the ones you need to exercise more
- Write down on your sheet of paper

■ Communication as interaction...

- Communication is a **multifaceted** and elusive notion. People usually perceive it as an interesting discussion, as the **exchange** of thoughts, ideas, or information.
- To establish effective communication however, it entails sharing the mutual aspects of those involved in an **interaction**.

■ This presentation will focus on

- the way we communicate;
- the potential barriers and how to tackle them;
- the significance of active listening
- and tips to facilitate the effectiveness of the whole process.

■ How we communicate?

There are three basic ways of communication:

- Spoken

- Non - Verbal (body movement/ posture/ eye contact/ facial expressions)

- Written

Basic ways of communication: (1)

1. Sending messages:
 - Verbal messages
 - Nonverbal messages
 - Paraverbal messages
 - The importance of consistency

Basic ways of communication: (2)

2. Receiving messages:

- Listening
- Giving full physical attention to the speaker
- Being aware of the speaker's nonverbal messages
- Paying attention to the words and feelings
- Reflective listening skills
- Additional verbal communication to

Basic ways of communication: (3)

3. Barriers to effective communication:
- Verbal communication barriers
 - Nonverbal communication barriers

■ Factors to Be Considered

- The mode of communication is vital because it sets the context of the interaction. It is a whole different story to communicate
 - via Skype,
 - to Face time,
 - to send emails,
 - to throw a presentation,
 - or share your ideas through one - to - one discussions.
- The number of the recipients is also important.



Barriers to Effective Communication

- Language
- Culture
- Locus.

Overcoming the Barriers

- Speak the same language...
- Use pictures to illustrate
- Clarify and summarize
- Check for possible areas of concern in order to avoid challenging situations
- Schedule time and place, convenient for all

Become an Active Listener (1)

- It requires **concentration**
- Listening is not a passive process: one must listen actively to listen **efficiently** and to **accurately perceive** what is being said.
- Always **ask questions**, be clear and brief, ask for and provide **feedback**.
- Moreover, **be empathetic** and try to regulate the flow of the interaction.

Become an Active Listener (2)

- Share your perspective
- Express your ideas/ work in a positive, strong, clear way
- Refer to interesting key points highlighted by the other parties.



THANKS!

Any questions?
