"Effective Interpersonal Communication"

Welcome!

This program is intended for those who would like an overview of the basic **written** and **verbal** communication skills needed for success at their workplace

Before you begin...

- You will understand this program better if you answer these questions for yourself.

  - What is my understanding about interpersonal communication?

  - What do I expect to gain from this program?

  - What are the expectations of my colleagues and seniors, if any, for my participation in this training?

  - How do I think I will be able to apply my learning on the job?

  [You will evaluate your growth at the end]

Agenda

- **This program will cover**:
  - What communication is
  - Why and how we communicate
  - Barriers to communication
  - Sharing your ideas
  - Getting the information
  - Giving constructive feedback
  - Body language

Objectives

- The objectives of this program are to:
  - provide a basic overview of verbal and non-verbal communication processes
  - identify personal obstacles to effective interpersonal communication
  - define some strategies for improving individual and group communications

What is communication?

- What do you think communication is, and how would you define it?

Take a few moments to write down some of your thoughts…

Communication

- Communication is defined as the interchange of thoughts or opinions through **shared symbols**; e.g. language, words, phrases

- Some synonyms of the word communication are: message, directive, word, contact, commerce, communion, intercommunication; converse, exchange, interchange, conversing, discussing, talking; conversation, discussion, talk, advice, intelligence, news
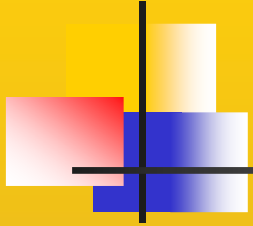
4 facets of communication

- There are four facets in all types of communication:
  - **Sender**
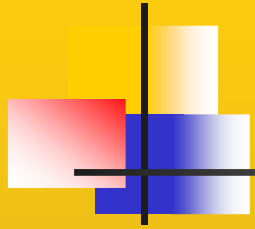 - **Receiver**
  - **Information**
  - **Behavior**

4 facets of comunication:

- **In any communication**:
  - The **Sender** is the person trying to communicate
  - The **Receiver** is the person at whom the message is directed
  - A message is sent to convey **information**
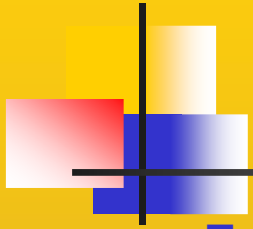 - Information is meant to change **behavior**

**4 facets of communication:**

Shared symbols

- Sometimes when we communicate we assume we are using **shared symbols** when, in reality, we might not be

- Think about the term **'asap'**, 'as soon as possible'. What does it **really** mean?

- Think about how the meaning might change in the situations on the next slide...
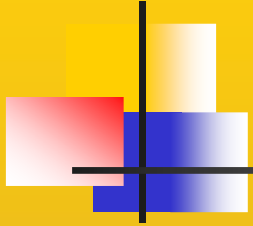
4 facets of communication:

- How might your meaning of **'asap'** change in these situations?…

  - **Someone** from another group calls. He needs some detailed information **asap**; but you are already rather busy.

  - **A colleague** comes to you for help with an assignment. She needs you **asap**; but you have another job to finish before lunch.

  - Your **immediate superior**, whom you like to please, asks you to type a note for him **asap**; but you already have a stack of other jobs to finish.

4 facets of communication:
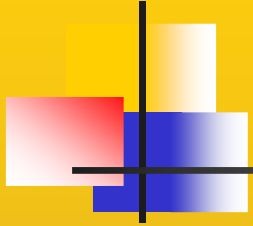
- Someone from another department calls. He needs some detailed information asap; but you are already rather busy.

- *In this situation, you might interpret "asap" as "when I have finished all of my own work and have a chance to get to it. It might be tomorrow or the next day."*

4 facets of communication:

- A colleague comes to you for help with an assignment. She needs you asap; but you have another job to finish before lunch.

- *In this situation, you might interpret "asap" as "after I have finished my own work, I will help out after lunch".*

4 facets of communication:
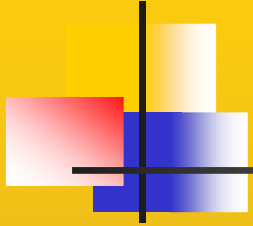
- Your immediate superior, whom you like to please, asks you to type a memo for her asap; but you already have a stack of other jobs to finish.

- *In this situation, you might interpret "asap" as "I'll do this now and finish my other work afterwards".*

4 facets of communication:
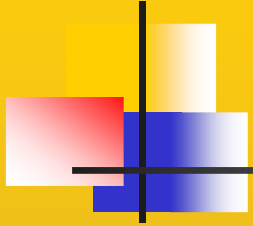
- In the previous examples, we've seen the meaning of "asap" change from "in a few days" to "immediately".

- Many other words and phrases are also vague and have different meanings for different people.

- Shared symbols are not always completely shared. The message intended is not always the message received.