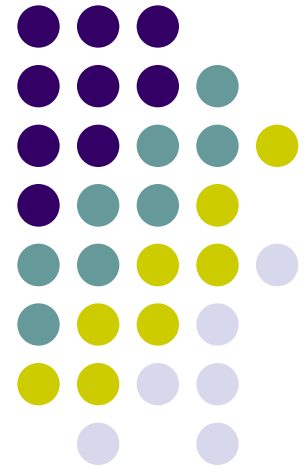


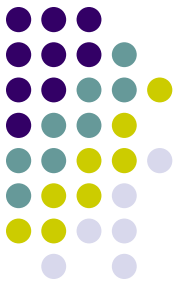
GXEX1406

Thinking and Communication Skills

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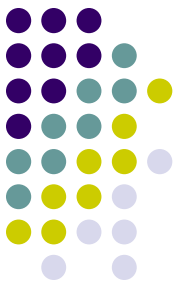
# Interpersonal Communication





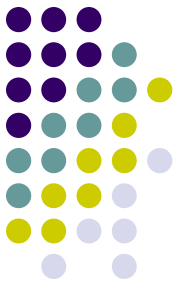
# Introduction

- Interpersonal communications means "showing appropriate ways to exchange your ideas and needs."



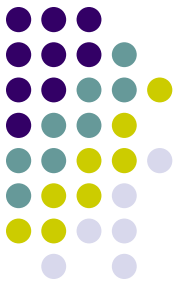
# Introduction - Cont.

- A student demonstrates appropriate application of this skill when he / she can do a good job of presenting both sides of an issue, showing how both sides feel and interact, showing respect, using appropriate language, not using "put downs", and using strategies such as "I messages" and refusal techniques.



# Introduction - Cont.

- Some examples of activities that help to build this skills include skills, role plays, dialogue, and puppet shows.



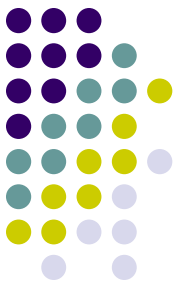
# Agenda

- Interpersonal Communication Primer
- Interpersonal Communication Skills
- Communication Styles
- Communication during a crisis
- Functions of interpersonal communication



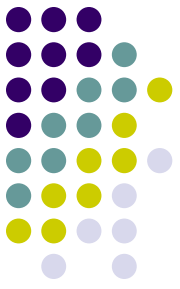
# Vocabulary

- interpersonal
- **of relationships between people:**  
concerning or involving relationships between people



# Vocabulary - Cont.

- Communicate (from Latin word “to share”)
- **exchange information:** to give or exchange information, for example, by speech or writing
- **convey:** to transmit or reveal a feeling or thought by speech, writing, or gesture so that it is clearly understood
- **understand one another:** to share a good personal understanding.



# Vocabulary - Cont.

- Communication
- **exchange of information:** the exchange of information between individuals, for example, by means of speaking, writing, or using a common system of signs or behavior.



# Five methods of communication



- Written word
- Spoken word
- Visual images
- Multimedia
- Symbolic gesture

# The 6 written communication methods



1. memo – less formal than letter, more likely to be read, not confidential
2. notice boards – may never be read, good for staff-to-staff
3. letter to staff – private, personal, lends weight to its subject
4. e-mail – private, less formal than letter, less likely to be kept like letter
5. faxes – personal, public
6. internal newsletter – public, not for bad news, useful for minor but necessary news

# The 5 verbal communication methods



1. telephone – immediate, informal, private
2. one-to-one meeting – confidential, more formal than phone call
3. departmental or inter-departmental meeting – for group interaction, for discussion
4. presentation – persuasive, one-sided (control interruptions)
5. company meeting – for very important news, everyone hears at the same time



# Basic concepts

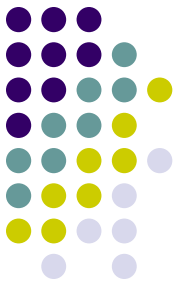
- Sender
- Message
- Medium
- Recipient
- Feedback

# Interpersonal Communication Primer



- You listen to and acknowledge other people's thoughts and feelings: Rather than showing that you only care about broadcasting your feelings and insisting that others agree with you, you encourage others to express what they are thinking and feeling. You listen and try to understand.

# Interpersonal Communication Primer - Cont.



- You express your own thoughts and feelings openly and directly: If you only listen to what other people are thinking or feeling and you don't express your own thoughts or feelings, you end up feeling shortchanged or "dumped on."