

Communication

Just the Basics

Effective Listening Skills

- Stop talking!!
- Look like you are interested
- Remove distractions
- Ask questions
- Don't offer advice unless it's asked for
- Appropriate body language
- Maintain eye contact



Listening Blocks



- Defending your point of view
- No time to listen
- Not interested
- Commotion going on around you
- Doing something else.



Thoughts on listening:

- I waited for a moment until she finished before I “straightened her out”, only to find that when I understood her, I didn’t need to say anything.
- To really listen is scary because it may mean I have to change.

Listening Skills

ONE BIG HAPPY®



Listening Skills



Listening Skills



Listening Skills





Remember...

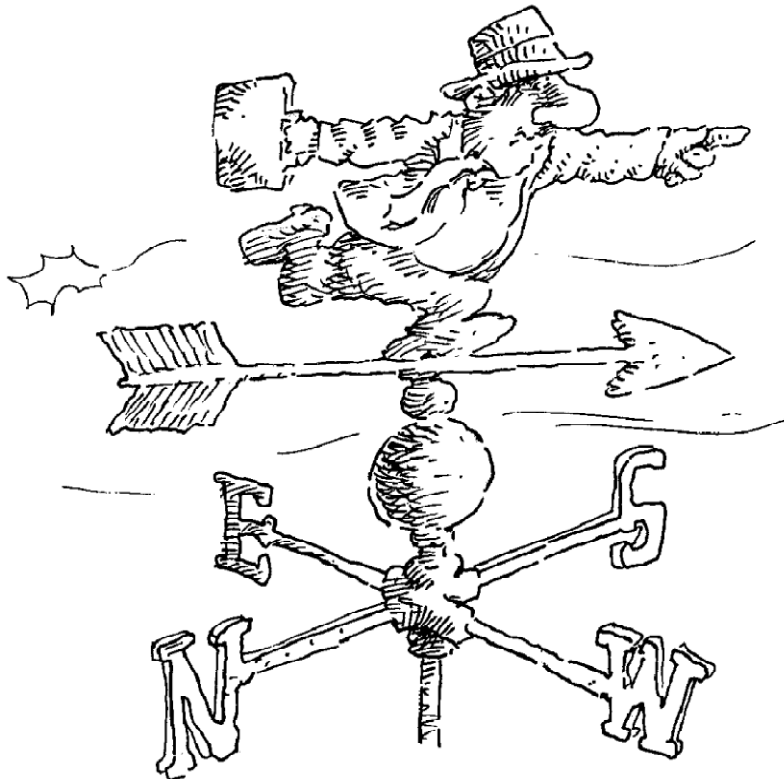
- People react to what is said as follows:
 - 55% to facial expression
 - 38% to tone of voice
 - 7% to words.

Levels of Communication

- Level 1:
 - Superficial
- Level 2:
 - Personal
- Level 3:
 - Validating



Superficial



- About events, scheduling, school, weather.

Personal

- Opening up and talking about feelings, beliefs and opinions



Validating



- Communication that reinforces people's feelings about themselves.



Levels

Event

Influence

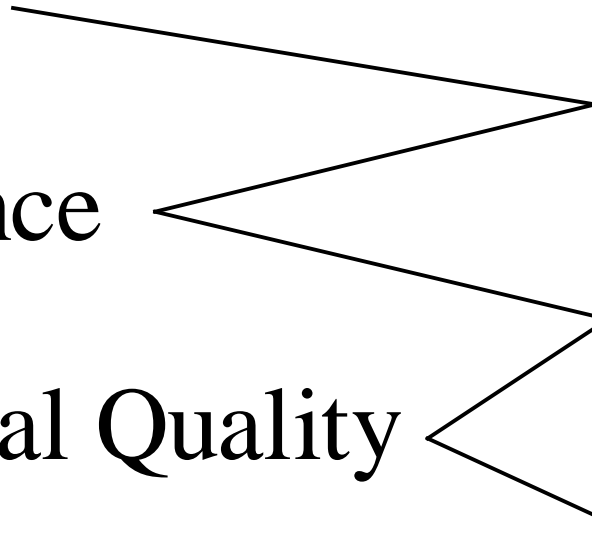
Personal Quality

Compliment

Superficial

Personal

Validating

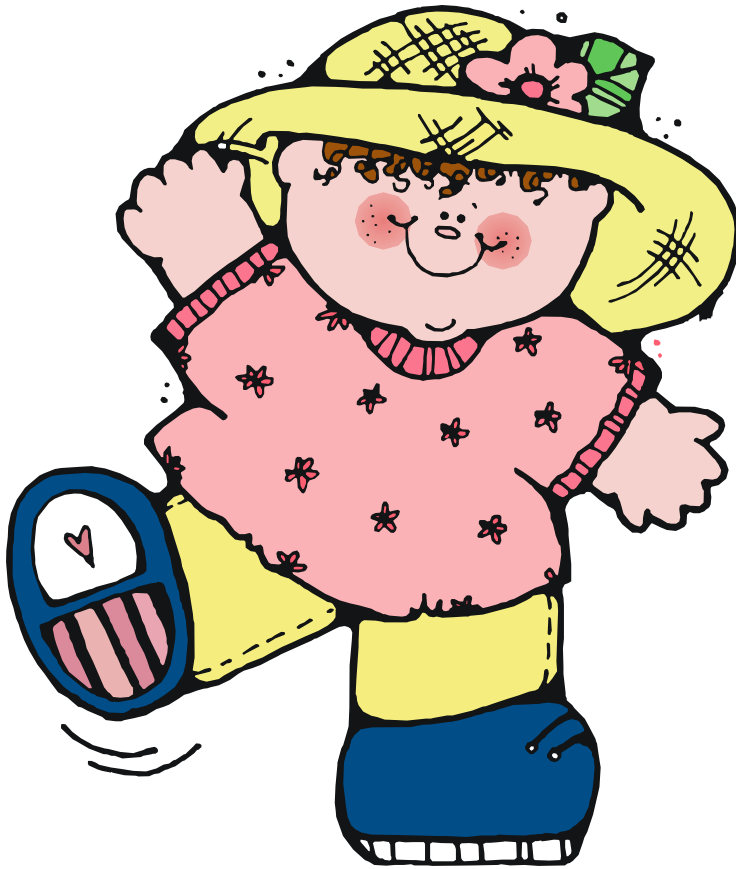


Why is it hardest???

- A. Personal RISK
- B. Sharing something that means something to you!
- C. Betrayal



Why communicate superficially?

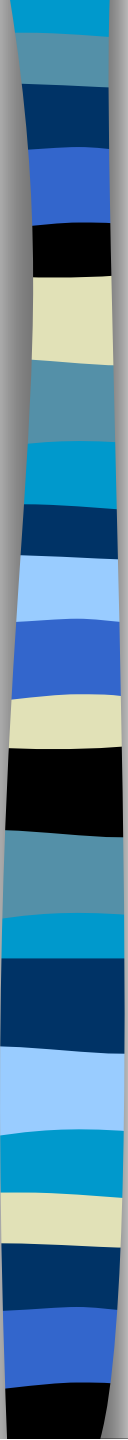
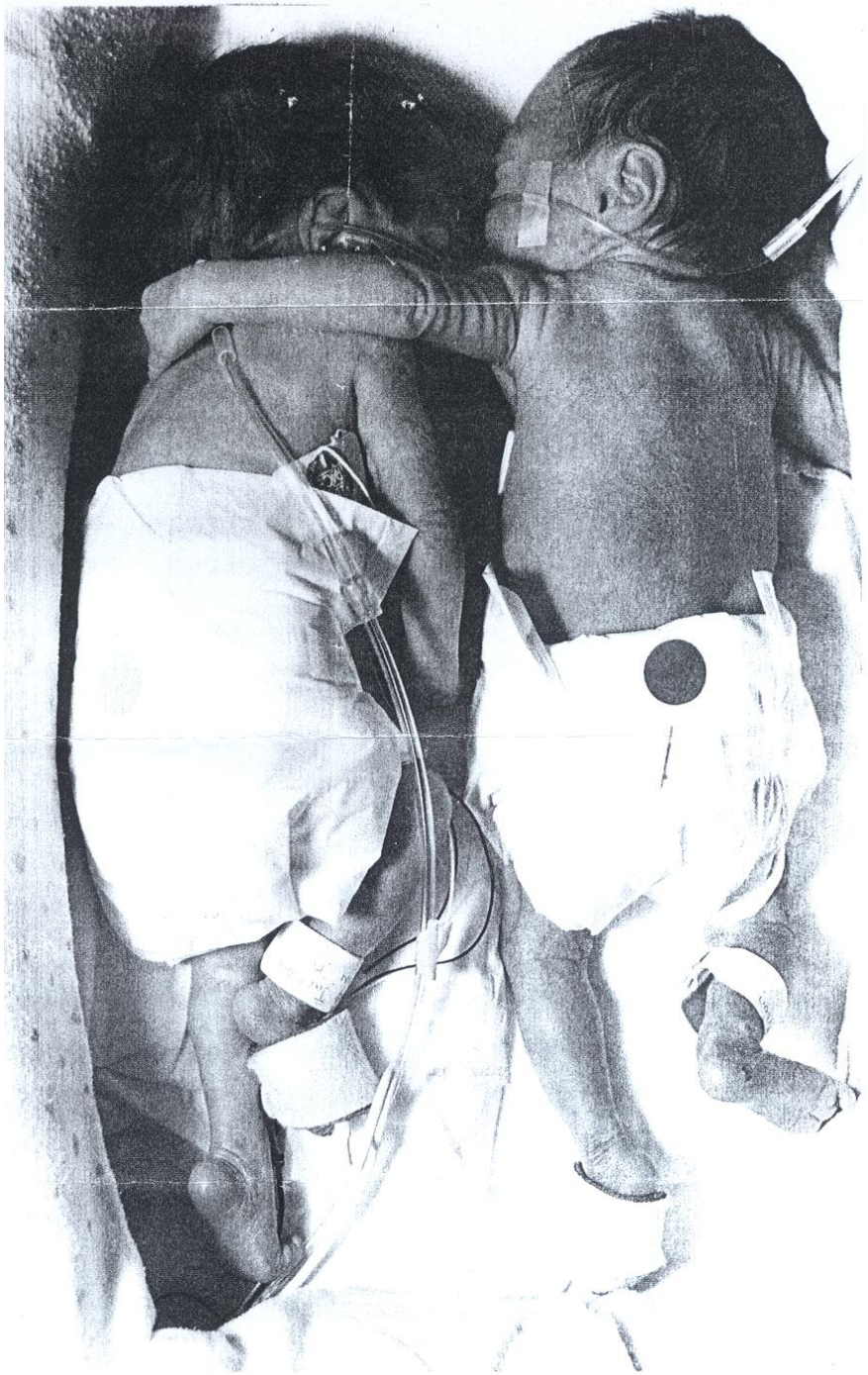


- 1. You've been burned.
- 2. You don't see them often enough to communicate meaningfully.
- You are doing things you feel guilty about.



Points to ponder!!!

- 1. No relationship can remain stable for an extended period of time- getting better or going stale.
- 2. No relationship can get better without communicating on a personal and validating level.
- Relationships are **WORTH** the risk.





Golden Rule with a TWIST:

- Do unto others as they would have you do to them, not as you would have them do to you.
 - (i.e. Speak to your partner in whatever communication style he/she speaks.)



Communication

■ Constructive

- “I” Messages
- Clarity
- Timing
- Asking Questions
- Reflective Listening
- Respect/consideration
- Maintain temper

■ Destructive

- Blaming
- Interrupting
- Endless fighting
- Character killing
- Calling in Reinforcements
- Withdrawal
- Need to be right