

MASARYK UNIVERSITY FACULTY OF ECONOMICS AND ADMINISTRATION

Basic communication skills

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Topics of today

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- Nonverbal communication
- Art of listening

Questions & practice



Nonverbal communication

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 https://www.youtube.com/watch?v= _h_-X9hnYps

NONVERBAL COMMUNICATION

- WORDLESS SIGNALS
- Facial expressions
- Gestures

- Eye contact
- Posture
- Tone of voice
- Distance
- Physical contact touch
- Motion

Dress/dress code

DISTANCE

o L zone - private 15-30 cm

Intimate communication (partners, parents and children, close friends)

II. zone - personal 45 -75 cm

Greetings, shaking hands, family dinner, friends at • lunch)

o III. zone - social 120 - 360 cm

Meetings in the store, shop, post office, bank, meetings, offices etc.

o IV. zone – public 360 –760 cm

Lectures, soccer matches, theatre etc.

EVALUATING NONVERBAL SIGNALS

Eye contact

Is eye contact being made? If so, is it overly intense or just right?

Facial expression

What is their face showing? Is it masklike and unexpressive, or emotionally present and filled with interest?

o Tone of voice

Does their voice project warmth, confidence, and interest, or is it strained and blocked?

Posture and gesture

Are their bodies relaxed or stiff and immobile? Are shoulders tense and raised, or slightly sloped?

EVALUATING NONVERBAL SIGNALS

e a m e e e e e Touch

Is there any physical contact? Is it appropriate to the situation? Does it make you feel uncomfortable?

Intensity

Do they seem flat, cool, and disinterested, or over-thetop and melodramatic?

Timing and pace

Is there an easy flow of information back and forth? Do nonverbal responses come too quickly or too slowly?

Sounds

Do you hear sounds that indicate caring or concern?



https://www.youtube.com/watch?v=D5hM N_XkPQA

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PRINCIPALS OF EFFECIVE COMMUNICATION -

EEDBACK

Observe the reaction of the listener

• Pay attention to the level of interest/no interest of the audience

Adjust the content and form to your audience

PRINCIPLES OF COMMUNICATION HE ART OF DEALING WITH PEOPLE

- The art of listening (active listening, paying attention to the other part)
- The art of speaking and sharing (rhetoric and presentation skills)
- The art of silence

THE ART OF LISTENING

- Listening means understand, not only hear
 - Passive listening just accepting the voice signals without any effort to understand them and decode them, does not involve the context or situation
 - Non-listening making no effort to listen
 - Marginal listening is easily distracted
 - Evaluative listening focuses on content but disregards the speaker's feeling
 - Active listening pays close attention and gives verbal and non-verbal feedback.
- Active listening sensitive perception of the partner, connected with empathy, sympathy, the context and nonverbal behaviour is taken into account

Why is active listening important?

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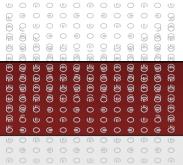
Why is active listening important?

- managers will be able to prevent misunderstanding caused by overhearing important information;
- managers will be able to understand their colleagues' needs and problems, to know their opinions, experience and attitudes, i.e., to gain important information;
- this will help managers to establish a relationship with their colleagues;
- managers will be able to judge the personality and the current mental state of the persons they are speaking to and choose an effective way of negotiating accordingly.

Goal	Through	By asking or saying
To encourage To encourage To encourage To encourage	Choosing neutral words, varying intonation, encouraging the other person to keep talking	Can you tell me more? What else can you remember? What a good idea! You thought of a different way to
	Asking for clarification, more or different information	Are you saying that? What else can you tell me about?

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To restate	Showing that you	I thought I heard
	are listening and understand what is being said	you say So, you need to know why I am asking you to share? This is a tough one. We may need to think about it.
	Showing understanding of the other's feelings and body language	This is really important to you. You seem worried about this. How proud you must feel!

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Reviewing the	So it is about Let me make sure that
conversation, decluring what	Let me make sure that
to do next	I understand what you
	mean
Acknowledging and	I know how hard
appreciating the issues, effort	you have worked to help
and	me to
feelings discussed	understand. Thank you
	Ť
	for staying calm while
	1 1 1
	you helped me
	1
	learn why you were so
	confused.
	conversation, deciding what to do next Acknowledging and appreciating the issues, effort

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Through	By asking or saying
Continuing the discussion, asking questions or offering ideas.	What would happen if we? Have you thought about? What else could we try?

TASK -Active listening

 Create pairs
Describe your future job plans
Be a bad speaker. Nervous, stopping, forgetting, jumping from one topic to another

Your partner uses all mentioned techniques to be a good listener Cca 6 minutes in total

Asking questions

- Open and close ended questions
 - Open-ended questions: "what", "how", "when", "why"
 - Open-ended questions are very useful when: you need to gain maximum information, especially about a conversation subject you are not much familiar with; you need to create a good atmosphere and build rapport; you do not know your communication partner and for a successful negotiation you need to learn about their character as much as possible.
 - Generally, open-ended questions are mainly suitable at the beginning of meetings

Functions of questions:

- a good choice of questions will control the speech of a talkative or silent communication partner;
- questions establish a relationship as they are an indication of interest;
- by questions we can control the negotiation naturally (topics of conversation are not given by those who answer but those who ask).

Group exercise: Talk, ask, observe

- Create groups of 3 people
- One is talking about his/her area of expertise. Attention is at good nonverbal communication
- Second person asks questions, with goal of either learning or hiring. Important is to keep the conversation going.
- Last person **observes** both, and **gives feedback** after cca 4 minutes
- Than change within group

Effective argumentation

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- choice of arguments;
- formulation of arguments;
- structure of the argumentation.

- How to have better comm skills
 - https://www.youtube.com/watch?v=D5hMN XkP

- http://www.youtube.com/watch?v=4kyvjEpXuPg
- http://www.skillsyouneed.com/present/presentati
 - on-nerves.html