



MPV_COMA
Communication
and Managerial
Skills Training
Seminar 3,4

Daria Kuchařová

Content

- I. Basic communication skills
- II. Non-verbal communication

Exercise 1. Development of a dialogue

Basic communication skills

- Common reactions of people in communication (Carl Rogers):

Evaluating	"It's great!", "It's stupid!"
Interpreting	"You try to deceive me, but I will not let you do it."
Supporting	"Don't worry, you will do it." "It's not so bad as it seems at the first sight."
Exploring	"Why do you think, no one will support it?"
Understanding	"So, do you feel like they disregard you? Does it hurt you?"

Goal	Through . . .	By asking or saying . . .
Encouraging	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...
Clarifying	Asking for clarification, more or different information	Are you saying that...? What else can you tell me about...?
Restating (paraphrasing)	Showing that you are listening and understand what is being said	I thought I heard 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.
Reflecting	Showing understanding of the others' feelings and body language	This is really important to you. You seem worried about this. How proud you must feel!
Summarizing	Reviewing the conversation, deciding what to do next	So it is about... Let me make sure that I understand what you mean...
Validating	Acknowledging and appreciating the issues, effort and feelings discussed	I know how hard you have worked to help me to understand. Thank you for staying calm while you helped me learn why you were so confused.
Building	Continuing the discussion, asking questions or offering ideas.	What would happen if we...? Have you thought about...? What else could we try?

Effective communication

- development of dialogue and discussion depends on mutual acceptance active listening and asking right questions
- evaluating and interpreting reactions are not appropriate for it.

Active listening is a social skill that aims:

- to learn as much as possible about another person
- to understand viewpoint of the partner
- to resist any manipulation from other people to take responsibility for solving their problems
- to stimulate partner to also take responsibility for the communication and mobilize his own strengths to solve existing problem
- to avoid conflicts and confrontations that are not factual

Exercise 2. Body language

Non-verbal communication

Body language



- Lying

Typical signs and signals that a person is lying

- Eyes maintain little or no eye contact, or there may be rapid eye movements, with pupils constricted.
- Hand or fingers are in front of his or her mouth when speaking.
- His or her body is physically turned away from you, or there are unusual/un-natural body gestures.
- His or her breathing rate increases.
- Complexion changes such as in color; red in face or neck area.
- Perspiration increases.
- Voice changes such as change in pitch, stammering, throat clearing.

Non-verbal communication

Body language



- Critical evaluation

Non-verbal communication

Body language



- Interested evaluation

Non-verbal communication

Body language



- Boredom

Non-verbal communication

Body language



- Defensive/negative attitude

Non-verbal communication

Body language



- Barrier/fearful

Non-verbal communication

Body language



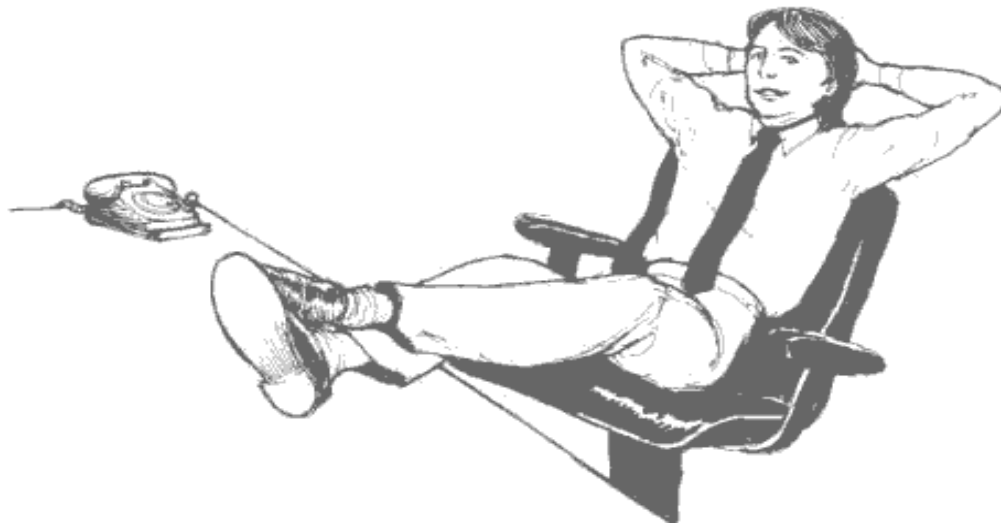
Non-verbal communication

Body language

- Open attitude?

Non-verbal communication

Body language



- Dominance/
superiority

Non-verbal communication

Body language

- Powerlessness/weakness?

Non-verbal communication

- Amy Cuddy: Turning the Power Back On
<https://www.youtube.com/watch?v=bddipT96xvw>



Exercise 3. Analysing body language in context

Non-verbal communication

- 5 Body Language Mistakes People Make

<https://www.youtube.com/watch?v=1n13RaVocjw>

5 Body Language Mistakes People Make

1. Don't consider context
2. Find meaning in 1 gesture
3. Don't know baseline (normal behaviour)
4. Judge through an array of personal biases
5. Evaluate through a filter of cultural biases

Non-verbal communication

Facial expressions

- http://greatergood.berkeley.edu/ei_quiz

Non-verbal communication

Facial expressions

- **Embarrassment** - the shame you feel when your inadequacy or guilt is made public
- **Contempt** - a feeling of despidal/dislike for anything considered mean, vile, or worthless
- **Disgust** - strong feelings of dislike
- **Compassion** - a feeling of distress and pity for the suffering or misfortune of another, often including the desire to ease it
- **Amusement** - the state of being amused, entertained, or pleased



Thank you for your
attention!