

PYB007 – Exam Revision

Lecture 1 – Effective Communication

Roles of an effective communicator

Sender – sends info to people.

First person – giving info to other people.

Receiver – listens to others, aims to get others to share info with them.

Second person – retrieving info from other people.

Observer – monitor interactions.

Third person – watching over the conversation from an objective, outside perspective.

Principle of effective communication

Other-orientated – a perspective that is taken during communication where your focus is on the needs or wants of the other person and not on your own need or wants. Take responsibility for the conversation.

Emotional aspects

- **Be aware of feeling** – your own, and other person's.
- **Own your feelings and opinions** – use 'I' language
- **Describing feelings** – useful for self-disclosure and to teach people how to treat you.

Eliciting and clarifying information

- **Questioning** – helps to increase your understanding of a message that has been conveyed to you, or to gain more information.
 - o **Closed questions**
 - Specific.
 - Fact finding.
 - Usually is a correct answer.
 - Person asking question has control.
 - o **Open questions**
 - Seeking information.
 - Probing for more.
 - Elaborating on what is given.
 - Clarifying the information.
 - Speaker has control.
- **Paraphrasing** – involves conveying your understanding of another person's message through reflecting back the underlying meaning of the message as you understood it.

Skilled questioning

- Note the kind of information you need to increase your understanding of the message.
- Phrase questions as specific, complete sentences.
- Deliver questions in sincere tone of voice.
- Put the burden of ignorance on your own shoulders.
- Avoid:
 - o Bombardment or grilling.
 - o Multiple questions.
 - o Questions as statements.
 - o 'Why' questions.
 - o questions to keep control.

Be clear

- Adapt the language you use to your audience, avoid jargon, slang or other words or information your audience will not understand.
- Use concrete examples.

Take turns

- Look for cues that it's your turn to talk.
- Avoid interrupting others when they're speaking.

Non-verbals

- Use appropriate eye contact.
- Eliminate distractions.

Assertiveness

- Involves communicating your personal rights, while respecting the rights of others.