



#LEARN_M 

Block 5
Communication



Why is communication important?

For *expressing*:

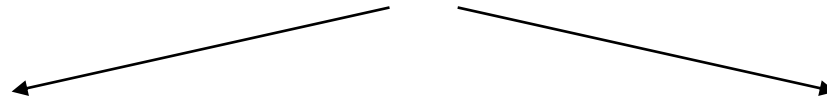
- information,
- behaviour
- our feelings and thoughts.



Helps to *understand and respond to*

- other's feelings,
- thoughts,
- knowledge
- and behaviour.

Communication



Verbal

Words, numbers and symbols

Tone, pitch, quality and rate of speech more important

45% of effective message

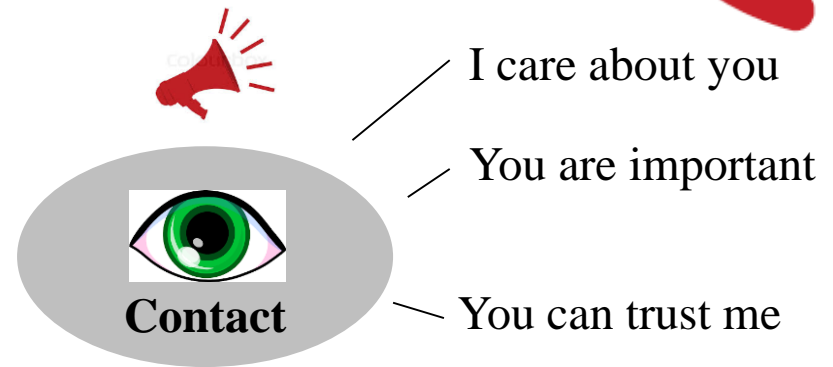
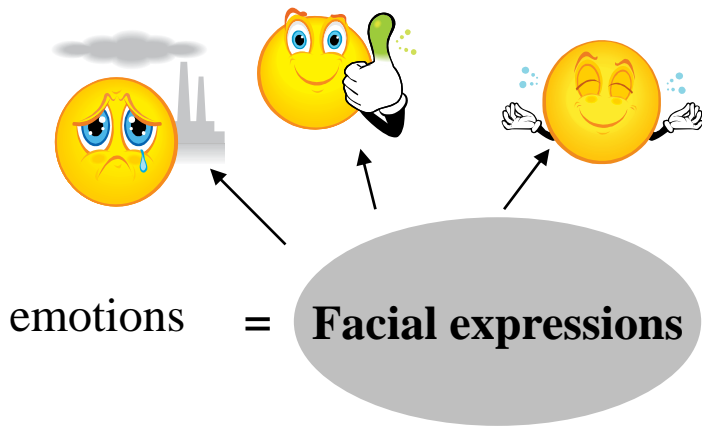
Non-verbal

Facial expressions, gestures

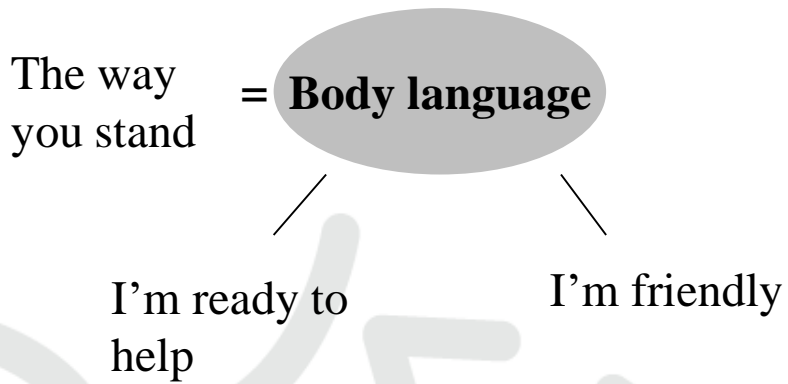
Eye contact, pupil dilation, touch

55% of effective message





Verbal




Cultural differences!



Communication barriers

What leads to unsuccessful communication?

- Inattention
 - Poor expression
 - Early conclusion
 - Emotions
 - Inconsistency
 - Physical barriers
 - Individual differences
 - Lack of feedback
 - Inference
 - Insecurity
- 



People change

«What we know of other people is only our memory of the moments during which we knew them. And they have changed since then... at every meeting we are meeting a stranger».

T.S. Eliot, *The Cocktail Party*



Active listening

- Let a person know you have heard them, both literally and emotionally
- Use verbal cues, such as «I see» or «I know»
- Put yourself in their shoes
- It creates further discussion and checks accuracy of message
- Active listening expresses empathy

S.O.L.E.R.

- There are five important points to remember while communicate:
- **S**it/**S**tand **S**quarely in relation to the person
- **O**pen position
- **L**ean slightly towards the person
- **E**ye contact
- **R**elax



Effective MHPE communication

- **P**repare: Review topic and previous contact
 - **I**nquire: Ask questions, stay alert, check
 - **L**isten actively: Paraphrase, feed back, listen ‘between the lines’
 - **E**valuate: Draw conclusions, what can you do better, plan for next time
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