

Communication

Communication is a two way process

- Sending/receiving
- Each modifies the process
- Turn taking in understanding
- Feedback allows mutual understanding and feeds back how the message has arrived
- Internal and External noise impacts on communication

Communication is a shared responsibility

We co-create successful communication

- Goal = Mutual Understanding
- Competent communication, rather than a competent communicator

Communication involves a Relationship

- Power relationship – eg position/family/status

Communication is not reversible

- The message is interpreted and received
- Can establish a new communication though

Communication is Personal

- Individuals are different in background, culture, job
- Need awareness of different

Micro-skills for Communication

- Listening Competence (attending, posture, eyes, reflecting)
- Verbal Competence (Appropriate Language, Distinction between facts and opinion, no 'shoulds' or 'musts', criticize without blame, seek opinion, explore solutions)
- Non-Verbal Competence (hands, eye contact, facial expression, speech patterns, voice volume, tone sincerity)

Spoilers of Communication

- Judging, Sending solutions, Avoiding other's concerns

Summary of Competent Communication

It is a process

- A shared responsibility
- Micro-skills of effective verbal and non verbal skills can be learned
- Avoid spoiling communication
- Communication goal is mutual understanding