



## Competence 2: Effective communication

### 2.7 Developing effective communication skills

#### Goal:

To know about the methods for an effective communication

#### Learning objectives:

- To build active listening skills those improve lines of communication with others,
- To be aware of our own communication barriers,
- To know different phrases/strategies that improve how we respond to others,
- To improve email etiquette and learn the do's and don'ts of communicating with professors, advisors, etc.

#### Time:

45 minutes / teamwork

#### 2.7.1 The laws of remembering

- ✓ Recently: we remember best what we heard last.
- ✓ We repeat the most important part of a message especially in conversation.
- ✓ Frequently: we remember what we hear most often.
- ✓ Things we come into contact with every day (ex: people we see regularly)
- ✓ Impact: we remember most of the things that are presented dramatically.  
Ex: famous movie lines
- ✓ Application: we remember most of the things we have use for.  
Ex: passwords

#### 2.7.2 Common barriers in listening

- ✓ Jumping to conclusions
- ✓ Thoughts easily wander
- ✓ Filter out unimportant parts of a conversation
- ✓ Prematurely having a response before the person is done speaking
- ✓ Arguing and debating



### 2.7.3 Common barriers in communication

- ✓ Fear of offending
- ✓ Feeling uncomfortable about expressing your emotions
- ✓ Messages are misinterpreted by listener
- ✓ Lack of knowledge about a subject/topic being discussed
- ✓ Nonverbal behavior

### 2.7.4 Improving communication

#### Active Listening Skills – 5 Key Elements

##### **A) Pay attention**

- ✓ Look at the speaker directly
- ✓ Put aside distracting thoughts
- ✓ Don't mentally prepare a rebuttal
- ✓ Listen" to the speaker's body language

##### **B) Show that you are listening**

- ✓ Nod occasionally
- ✓ Smile and use other facial expressions
- ✓ Note your posture—important!
- ✓ Encourage the speaker

##### **C) Provide Feedback**

- ✓ Your role as a listener is to understand what is being said.
- ✓ Reflect on what has been said by paraphrasing:  
Example: "What I'm hearing is" or "Sounds like you're saying"
- ✓ Summarize the speaker's comment periodically, it helps you to stay focused

##### **D) Defer Judgment**

- ✓ Allow the speaker to finish each point before asking questions.
- ✓ Don't interrupt with counterarguments.

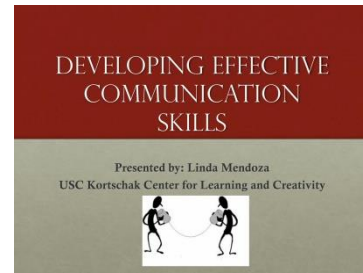
##### **E) Respond Appropriately**

- ✓ Active listening is a model for respect and understanding.
- ✓ Be candid, open and honest in your response
- ✓ Assert your opinions respectfully
- ✓ Treat the person in a way he or she would want to be treated.



## Sources

This presentation has been made by Linda Mendosa, USC Kortschak, Centre for Learning and Creativity



<http://www.mindtools.com/CommSkill/ActiveListening.htm>

<https://www2.cortland.edu/dotAsset/c1a635f6-a099-4ede-8f15-79b86e315088.pdf>

<https://owl.english.purdue.edu/owl/resource/694/01/>