

Skills for Living

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Chapter 3

Developing Your Interpersonal Skills

- In this chapter, you will learn



Topic 3-1

The Communication Process

- In this topic, you will learn about different ways of communicating information to people, as well as
 - ❖ **Verbal communication**
 - ❖ **Nonverbal communication**
 - ❖ **Technology and communication**

The Communication Process

Objectives for Topic 3-1

After studying this topic, you will be able to

- improve your listening and speaking skills
- begin and develop conversations more easily
- use several forms of nonverbal communication to communicate more effectively
- describe the use of several types of electronic communication

Topic 3-1 Terms

- ❖ communication
- ❖ verbal communication
- ❖ nonverbal communication
- ❖ active listener
- ❖ feedback
- ❖ passive listener
- ❖ reflection
- ❖ manners
- ❖ body language
- ❖ personal space
- ❖ technology
- ❖ Internet
- ❖ online

Verbal Communication

- ***Communication*** is the process of conveying information in such a way that the message is received and understood
- ***Verbal communication*** is the process of communicating information using words
- ***Nonverbal communication*** is sending messages without words



Listening

- Listening involves receiving and understanding messages
 - ❖ It requires overcoming barriers and becoming an active listener
- Barriers to good listening are factors that can interfere with communication, such as
 - ❖ forgetting all or part of the message
 - ❖ not understanding the message

Listening

- An *active listener* receives the message and gives some form of feedback
- *Feedback* lets the speaker know the message is getting through to the listener
 - ❖ Feedback can be a nod, smile, or comment



Listening

- A *passive listener* may hear the spoken words, but not the meaning of the words
 - ❖ He or she does not respond to the speaker in any way



Listening

■ Tips to improve active listening

- ❖ Ask questions to clarify the message
- ❖ Pay attention
- ❖ Be interested
- ❖ Be patient
- ❖ Keep the speaker in mind
- ❖ Stay focused
- ❖ Use *reflection*, or repeat in your own words what you think was said
- ❖ Listen to the speaker's tone of voice

Activity

- In groups of two, take turns explaining a recent book you have read
- While you listen, use the following active listening techniques
 - ❖ Ask questions to clarify the message
 - ❖ Use reflection
 - ❖ Be interested
- Can you improve the active listening techniques you used? How can you improve them?

Speaking

- Speaking is the most widely used form of communication

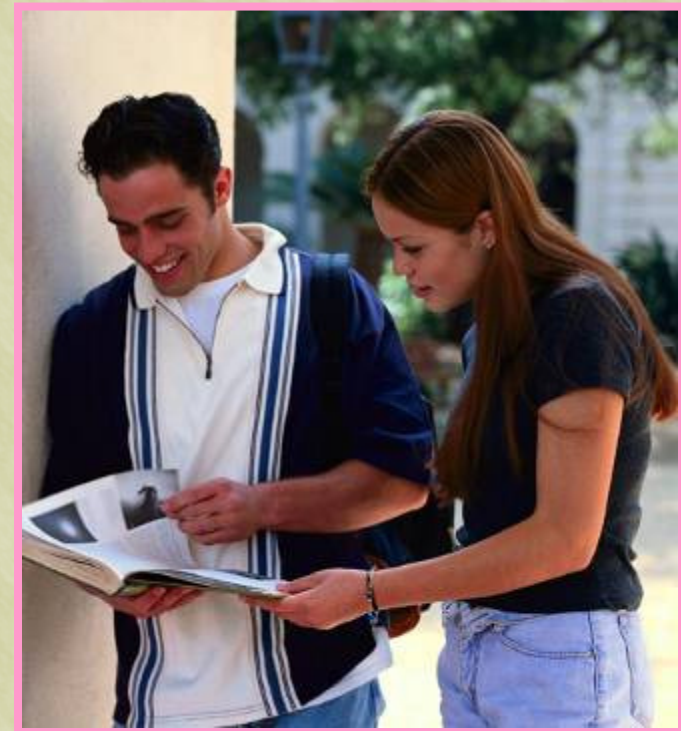


Speaking

- Tips to improve speaking skills
 - ❖ Keep the listener in mind
 - ❖ Keep messages short and simple
 - ❖ Be considerate of others' feelings
 - ❖ Be open and honest
 - ❖ Respect the listener
 - ❖ Be positive
 - ❖ Check to see whether your message is being received accurately

Speaking

- Starting a conversation
 - ❖ Ask questions
 - ❖ Make a sincere compliment
 - ❖ Mention something you have in common with the other person
 - ❖ Discuss one topic

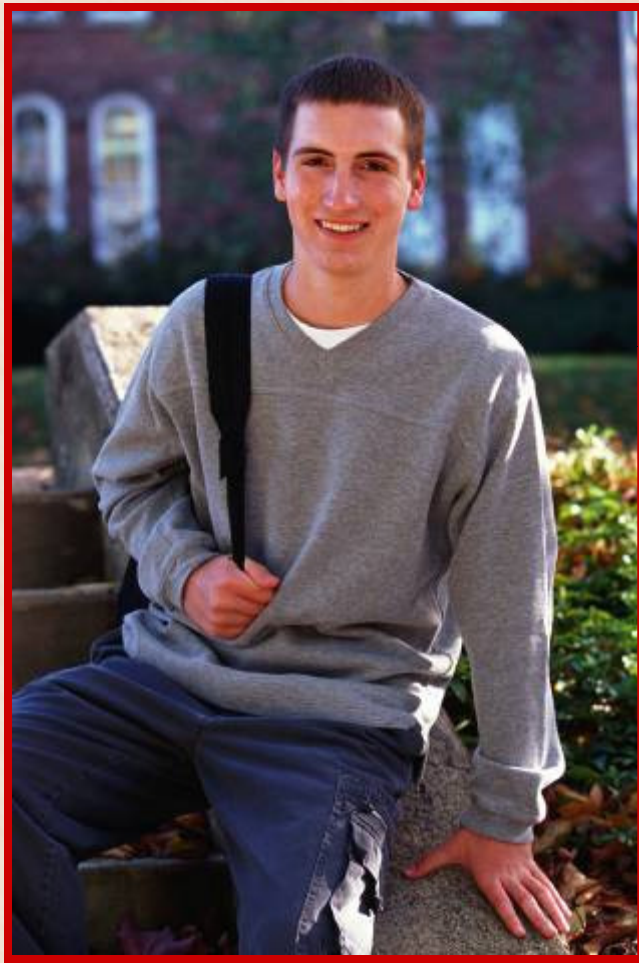


Nonverbal Communication

- People can communicate without words by the way they look, dress, act, and react



Your Appearance



- Your appearance refers to the way you look and dress
- To make a positive impression,
 - ❖ practice good grooming
 - ❖ wear neat, clean clothes

Your Actions

- The actions you make can send messages to others
 - ❖ *Manners* are rules to follow for proper conduct



Body Language

■ ***Body language*** is using body movements to send messages to others

- ❖ posture
- ❖ arms
- ❖ hands
- ❖ a handshake
- ❖ nodding
- ❖ facial expressions
- ❖ eye contact



Personal Space



- Your *personal space* is the area around you
- When others enter this space, your reaction is a form of nonverbal communication

Did You Know...

- The true intentions of people are revealed through body language
- Very little of a message's real meaning is conveyed through words

Technology and Communication



- ***Technology*** is the use of scientific knowledge for practical purposes

Cellular phones

- *Cellular phones* provide two-way voice communication without the direct wire connection of standard telephones



Voice mail

- *Voice mail* is a message received by a telephone answering machine



Did You Know...

- In 1980, 340,000 people in the United States owned cell phones
- Today, that number is well over 100 million

Source: Earth Friends Wildlife Foundation

Computers

- The *Internet* is an international network of computers that are linked to share information
- When you access the Internet, you are *online*



Summary for Topic 3-1

- To develop your ability to communicate well, you can
 - ❖ improve your verbal communication skills, which involve speaking and listening
 - ❖ improve your nonverbal communication skills, which involve your appearance, manners, and body language

Summary for Topic 3-1

- Technology has led to new forms of communication that include
 - ❖ cellular phones
 - ❖ voice mail
 - ❖ computers