



**MPV\_COMA**  
**Communication**  
**and Managerial**  
**Skills Training**  
Seminar 1

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# Content

- I. Basic communication
- II. Non-verbal communication

# Basic communication skills

- Common reactions of people in communication (Carl Rogers):

<b>Evaluating</b>	"It's great!", "It's stupid!"
<b>Interpreting</b>	"You try to deceive me, but I will not let you do it."
<b>Supporting</b>	"Don't worry, you will do it." "It's not so bad as it seems at the first sight."
<b>Exploring</b>	"Why do you think, no one will support it?"
<b>Understanding</b>	"So, do you feel like they disregard you? Does it hurt you?"

Goal	Through . . .	By asking or saying . . .
<b>Encouraging</b>	Choosing neutral words, varying intonation, encouraging the other person to keep talking	Can you tell me more? What else can you remember? What a good idea! You thought of a different way to...
<b>Clarifying</b>	Asking for clarification, more or different information	Are you saying that...? What else can you tell me about...?
<b>Restating (paraphrasing)</b>	Showing that you are listening and understand what is being said	I thought I heard you say... So, you need to know why I am asking you to share? This is a tough one. We may need to think about it.
<b>Reflecting</b>	Showing understanding of the others' feelings and body language	This is really important to you. You seem worried about this. How proud you must feel!
<b>Summarizing</b>	Reviewing the conversation, deciding what to do next	So it is about... Let me make sure that I understand what you mean...
<b>Validating</b>	Acknowledging and appreciating the issues, effort and feelings discussed	I know how hard you have worked to help me to understand. Thank you for staying calm while you helped me learn why you were so confused.
<b>Building</b>	Continuing the discussion, asking questions or offering ideas.	What would happen if we...? Have you thought about...? What else could we try?

# Effective communication

- development of dialogue and discussion depends on mutual acceptance active listening and asking right questions
- evaluating and interpreting reactions are not appropriate for it.

# Active listening is a social skill that aims:

- to learn as much as possible about another person
- to understand viewpoint of the partner
- to resist any manipulation from other people to take responsibility for solving their problems
- to stimulate partner to also take responsibility for the communication and mobilize his own strengths to solve existing problem
- to avoid conflicts and confrontations that are not factual

# Non-verbal communication

## Body language



- Lying

# Typical signs and signals that a person is lying

- Eyes maintain little or no eye contact, or there may be rapid eye movements, with pupils constricted.
- Hand or fingers are in front of his or her mouth when speaking.
- His or her body is physically turned away from you, or there are unusual/un-natural body gestures.
- His or her breathing rate increases.
- Complexion changes such as in color; red in face or neck area.
- Perspiration increases.
- Voice changes such as change in pitch, stammering, throat clearing.



# Non-verbal communication

## Body language



- Critical evaluation

# Non-verbal communication

## Body language



- Interested evaluation

# Non-verbal communication

## Body language



- Boredom

# Non-verbal communication

## Body language



- Defensive/negative attitude

# Non-verbal communication

## Body language



- Barrier/fearful

# Non-verbal communication

## Body language



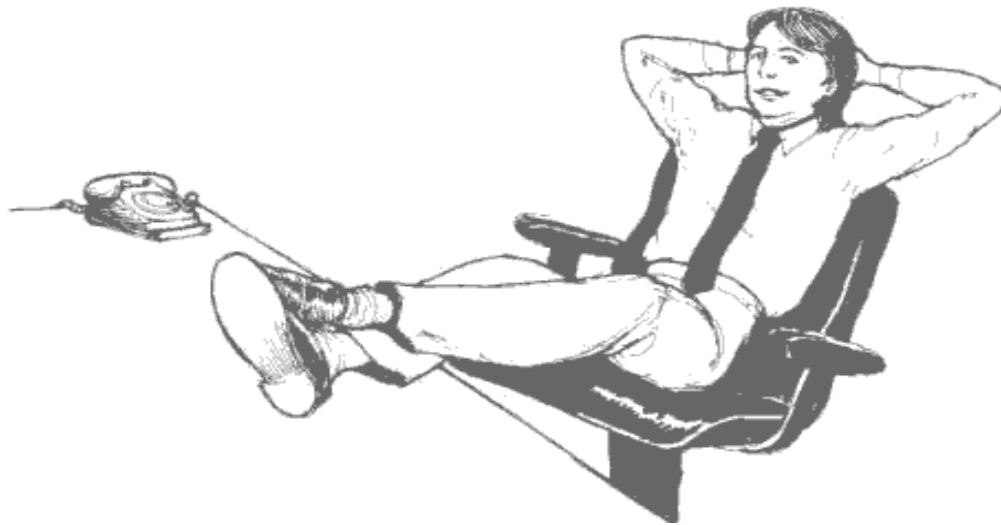
# Non-verbal communication

## Body language

- Open attitude?

# Non-verbal communication

## Body language



- Dominance/  
superiority



# Non-verbal communication

## Body language

- Powerlessness/weakness?

# Non-verbal communication

- Exercise with drawing

# Non-verbal communication

## Facial expressions

- [http://greatergood.berkeley.edu/ei\\_quiz](http://greatergood.berkeley.edu/ei_quiz)

# Non-verbal communication

## Facial expressions

- **Embarrassment** - the shame you feel when your inadequacy or guilt is made public
- **Contempt** - a feeling of despidal/dislike for anything considered mean, vile, or worthless
- **Disgust** - strong feelings of dislike
- **Compassion** - a feeling of distress and pity for the suffering or misfortune of another, often including the desire to ease it
- **Amusement** - the state of being amused, entertained, or pleased

# Non-verbal communication

- 5 Body Language Mistakes People Make

<https://www.youtube.com/watch?v=1n13RaVocjw>

# Non-verbal communication

- Game Changer: Amy Cuddy, Power Poser

<https://www.youtube.com/watch?v=zmR2A9Tnlso>



Thank you for your  
attention!