



**MASARYK UNIVERSITY  
FACULTY OF ECONOMICS  
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## **Basic communication skills**

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## Topics of today

- Nonverbal communication

- Art of listening

- Questions & practice

## Nonverbal communication

[https://www.youtube.com/watch?v=\\_h\\_-X9hnYps](https://www.youtube.com/watch?v=_h_-X9hnYps)

# NONVERBAL COMMUNICATION

## - WORDLESS SIGNALS

- Facial expressions
- Gestures
- Eye contact
- Posture
- Tone of voice
- Distance
- Physical contact - touch
- Motion
- Dress/dress code

## DISTANCE

### ○ I. zone - private 15-30 cm

☞ Intimate communication (partners, parents and children, close friends)

### ○ II. zone - personal 45 -75 cm

☞ Greetings, shaking hands, family dinner, friends at lunch)

### ○ III. zone - social 120 – 360 cm

☞ Meetings in the store, shop, post office, bank, meetings, offices etc.

### ○ IV. zone – public 360 -760 cm

☞ Lectures, soccer matches, theatre etc.

## EVALUATING NONVERBAL SIGNALS

### ○ Eye contact

Is eye contact being made? If so, is it overly intense or just right?

### ○ Facial expression

What is their face showing? Is it masklike and unexpressive, or emotionally present and filled with interest?

### ○ Tone of voice

Does their voice project warmth, confidence, and interest, or is it strained and blocked?

### ○ Posture and gesture

Are their bodies relaxed or stiff and immobile? Are shoulders tense and raised, or slightly sloped?

## EVALUATING NONVERBAL SIGNALS

### ○ Touch

Is there any physical contact? Is it appropriate to the situation? Does it make you feel uncomfortable?

### ○ Intensity

Do they seem flat, cool, and disinterested, or over-the-top and melodramatic?

### ○ Timing and pace

Is there an easy flow of information back and forth? Do nonverbal responses come too quickly or too slowly?

### ○ Sounds

Do you hear sounds that indicate caring or concern?

[https://www.youtube.com/watch?v=D5hMN\\_XkPQA](https://www.youtube.com/watch?v=D5hMN_XkPQA)



## PRINCIPALS OF EFFECIVE COMMUNICATION - FEEDBACK

- Observe the reaction of the listener
- Pay attention to the level of interest/no interest of the audience
- Adjust the content and form to your audience

## PRINCIPLES OF COMMUNICATION THE ART OF DEALING WITH PEOPLE

- **The art of listening** (active listening, paying attention to the other part)
- **The art of speaking and sharing** (rhetoric and presentation skills)
- **The art of silence**

## THE ART OF LISTENING

- **Listening** means *understand*, not only hear
- **Passive listening** – just accepting the voice signals without any effort to understand them and decode them, does not involve the context or situation
  - Non-listening - making no effort to listen
  - Marginal listening - is easily distracted
  - Evaluative listening - focuses on content but disregards the speaker's feeling
  - Active listening - pays close attention and gives verbal and non-verbal feedback.
- **Active listening** - sensitive perception of the partner, connected with empathy, sympathy, the context and nonverbal behaviour is taken into account

## Why is active listening important?

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- managers will be able to prevent misunderstanding caused by overhearing important information;
- managers will be able to understand their colleagues' needs and problems, to know their opinions, experience and attitudes, i.e., to gain important information;
- this will help managers to establish a relationship with their colleagues;
- managers will be able to judge the personality and the current mental state of the persons they are speaking to and choose an effective way of negotiating accordingly.

Goal . . .	Through . . .	By asking or saying . . .
<b>To encourage</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>To clarify</b>	Asking for clarification, more or different information	Are you saying that...? What else can you tell me about...?

**To restate**

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.

**To reflect**

Showing understanding of the other's feelings and body language

This is really important to you. You seem worried about this. How proud you must feel!

**To summarize**

Reviewing the conversation, deciding what to do next

So it is about...  
Let me make sure that I understand what you mean...

**To validate**

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.



Goal . . .	Through . . .	By asking or saying . . .
To build	Continuing the discussion, asking questions or offering ideas.	What would happen if we...? Have you thought about...? What else could we try?

## TASK -Active listening

Create pairs

Describe your future job plans

Be a bad speaker. Nervous, stopping, forgetting, jumping from one topic to another

Your partner uses all mentioned techniques to be a good listener

Cca 6 minutes in total

## Asking questions

### ■ Open and close ended questions

■ Open-ended questions: "what", "how", "when", "why"

■ Open-ended questions are very useful when: you need to gain maximum information, especially about a conversation subject you are not much familiar with; you need to create a good atmosphere and build rapport; you do not know your communication partner and for a successful negotiation you need to learn about their character as much as possible.

■ Generally, open-ended questions are mainly suitable at the beginning of meetings

## Functions of questions:

- a good choice of questions will control the speech of a talkative or silent communication partner;
- questions establish a relationship as they are an indication of interest;
- by questions we can control the negotiation naturally (topics of conversation are not given by those who answer but those who ask).

## Group exercise: Talk, ask, observe

- Create groups of 3 people
- One is talking about his/her area of expertise. Attention is at **good nonverbal communication**
- Second person asks questions, with goal of either learning or hiring. **Important is to keep the conversation going.**
- Last person **observes** both, and **gives feedback** after cca 4 minutes
- Than change within group

## Effective argumentation

- choice of arguments;
- formulation of arguments;
- structure of the argumentation.

- How to have better comm skills
- [https://www.youtube.com/watch?v=D5hMN\\_XkPQA](https://www.youtube.com/watch?v=D5hMN_XkPQA)
- <http://www.youtube.com/watch?v=4kyvjEpXuPg>
- <http://www.skillsyouneed.com/present/presentation-nerves.html>