



**MPV\_COMA**  
**Communication**  
**and Managerial**  
**Skills Training**  
Seminar 1,2

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# Agenda

- Exercise 1. Story tellers
- Exercise 2. Name game
- Exercise 3. Developing a dialogue
- Exercise 4. Communication challenge

# Exercise 1. Story tellers

- 2 rows:
  1. Tellers
  2. Listeners
- Tellers: explain what their thesis is about (2 min)
- Listeners: Give feedback (1 min)

# Discussion

- What were the difficulties?
- How you overcame them?

# Exercise 2. The name game

- Closed questions vs. Open questions

# Discussion

- Which are easier?
- Which are more effective to gain information?
- When is it appropriate to use open and when closed questions?

# Other types of questions

- Probing,
- Leading,
- Rethorical...
  
- More information here:  
[https://www.mindtools.com/pages/article/newTMC\\_88.htm](https://www.mindtools.com/pages/article/newTMC_88.htm) (not compulsory)

# Active listening

- <https://www.mindtools.com/pages/videos/active-listening-transcript.htm>





# Exercise 3. Developing a dialogue

# 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.

# Discussion



# Exercise 4. Communication challenge

# Discussion

- What were the difficulties in communication from the viewpoint of speaker?
- What were the difficulties in communication from the viewpoint of listener?
- How were these difficulties overcome?



Thank you for your  
attention!