

COMMUNICATION STRATEGIES

INTRODUCTION:

Strategies and techniques for developing effective communication skills are discussed. Impediments to good communication are reviewed and empathic listening skills are addressed.

GOAL:

The goal of this module is for you to:

- discuss the five levels of listening
- understand the concept of empathic listening
“Seek first to understand, then to be understood”
- expand communication skills

READINGS:

- Stephen R. Covey, The 7 Habits of Highly Effective People, Habit 5

ADDITIONAL RESOURCES:

- Bruce Patten, Douglas Stone, and Sheila Heen, 2010, Difficult Conversations: How to Discuss What Matters Most

“There is no pleasure to me without communication: there is not so much as a sprightly thought comes into my mind that it does not grieve me to have produced alone, and that I have no one to tell it to.”

Michel de Montaigne

TOPIC OUTLINE

1. Introduction

2. How We Communicate
 - vocal
 - verbal
 - visual

3. Five Levels of Listening
 - ignoring
 - pretending
 - selective
 - attentive
 - empathic

4. Attentive Listening: Autobiographical Responses
 - emotions are low
 - trust is high

5. Empathic Listening: Seek first to understand, then to be understood
 - emotions are high, trust is low
 - skills and attitude

6. Conclusion

“Hold a true friend with both your hands.”

Nigerian Proverb