



Communication Skills

HOW TO BE A GOOD COMMUNICATOR

- try to put yourself in the other person's shoes
- concentrate and be patient
- do not interrupt
- don't judge
- give praise when it's due
- use non-verbal gestures to show your feelings instead of accusing others
E.g. smiling, nodding etc.
- talk about your feelings instead of accusing others
E.g. instead of "you make me feel awful when you do that" say "I feel awful when I am yelled at"

Think about how these factors affect your communication style:

- Tone of voice (angry, sad, happy)
- Volume of voice (soft, loud)
- Body language
- Listening skills (hearing is not the same as listening)
- Facial expression
- Pace of speech (fast, slow)
- Biases, stereotypes, preconceptions/judgments
- Speaking style (do you use slang, academic language, simple language, etc.)
- Privilege and/or marginality
- Life experiences
- Cultural background

HOW DO YOU COMMUNICATE?

ACTIVE LISTENING

When to use it:

- in very emotional situations
- when communication is too difficult
- when you're not understanding each other
- when discussion isn't going anywhere

How to do it:

- don't judge or interrupt
- listen to learn
- listen between the lines to what they're feeling
- rephrase to make sure you understand what they said