

AIT Student Support Services

1 Communication Overview

Communication

How you communicate:

- ☒ Verbal.
- ☒ Body language.
- ☒ Active listening.
- ☒ Feedback.

Verbal communication:

- * **Dialogue** The actual words said.
- * **Tone** The pitch of voice used (**high medium low**).
- * **Volume** How loud or soft the words are said.
- * **Tempo** The change in tone.
- * **Rate** Fast –medium –slow.

Body language:

Different postures of the body, head and limbs give information about what, and how, the person is feeling.

For example, a shy person might hold their head down and avoid eye contact, or an angry person might have their jaw and fists clenched.

Observing the body language of others provides quality information about how they are feeling.

Being aware of your own body language can assist you to improve your communication with other people.

Assertive communication

Active listening:

- ☺ **Engage** the person with comfortable eye contact i.e. not too intense, or staring.
- ☺ **Open body language**; face the person, a comfortable distance, arms relaxed, mirroring the person's body position.
- ☺ **Encourage** contributions through verbal and non-verbal prompts i.e. nods, "mum" "go on," "tell me more," "then what happened."
- ☺ **Clarify** information through questions.. 'What I am hearing you say is.' or 'are you asking me to...' or 'I understand that as...'
- ☺ **Rephrase** statements to check meaning or feeling e.g. "You feel upset because..."

Feedback:

F---Feedback.

E---Esteem – Encouragement.

E---Environment - appropriate time and place.

D---Does the other person understand - reflection - clarification?

B--- Be honest and sensitive.

A---Actions not the person.

C--- Confidentiality - ensure feedback is shared in privacy.

K---Keep it short - short specific and constructive.

Assertive communication

What style do you mostly use?

| Communication Style | Verbal Component | Non-Verbal Component | Effectiveness |
|---------------------|---|---|--|
| Assertive | <ul style="list-style-type: none"> ▪ Clear dialogue ▪ Active Listening ▪ Calm and respectful | <ul style="list-style-type: none"> ▪ Non-threatening ▪ Open and relaxed ▪ Mirror and confirm | <ul style="list-style-type: none"> ▪ Most effective ▪ Two way process ▪ Win-Win outcome |
| Aggressive | <ul style="list-style-type: none"> ▪ Abrupt and loud ▪ Not listening ▪ Own interests | <ul style="list-style-type: none"> ▪ Threatening ▪ Stand over/ close ▪ Intimidate | <ul style="list-style-type: none"> ▪ Aggressor usually wins ▪ Others wounded |
| Passive | <ul style="list-style-type: none"> ▪ Stay silent ▪ Unsure how to talk ▪ Always agree | <ul style="list-style-type: none"> ▪ Retreat, arms crossed ▪ Avoid eye contact ▪ Intimidated | <ul style="list-style-type: none"> ▪ Passive loses ▪ Avoids the fight ▪ Self wounded |

Notes

