DEVELOPING EFFECTIVE COMMUNICATION SKILLS

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LEARNING OBJECTIVES FOR COMMUNICATION SKILLS

• To build active listening skills that improve lines of communication with others.

• To be aware of our own communication barriers.

• To learn different phrases/strategies that improve how we respond to others.

• To improve email etiquette and learn the do’s and don’t’s of communicating with professors, advisors, etc.
The Laws of Remembering

- **Recently:** we remember best what we heard last.
  - We repeat the most important part of a message especially in conversation.

- **Frequently:** we remember what we hear most often.
  - Things we come into contact with everyday (ex: people we see regularly)

- **Impact:** we remember most of the things that are presented dramatically.
  - Ex: famous movie lines

- **Application:** we remember most of the things we have use for.
  - Ex: social security numbers and passwords
COMMON BARRIERS (LISTENING)

- Jumping to conclusions
- Thoughts easily wander
- Filter out unimportant parts of a conversation
- Prematurely having a response before the person is done speaking
- Arguing and debating
COMMON BARRIERS (COMMUNICATING)

- Fear of offending
- Feeling uncomfortable about expressing your emotions
- Messages are misinterpreted by listener
- Lack of knowledge about a subject/topic being discussed
- Nonverbal behavior
• **Active Listening Skills – 5 Key Elements**

1. **Pay attention**
   - Look at the speaker directly
   - Put aside distracting thoughts
   - Don’t mentally prepare a rebuttal
   - “Listen” to the speaker’s body language

2. **Show That You’re Listening**
   - Nod occasionally
   - Smile and use other facial expressions
   - Note your posture – important!
   - Encouraging the speaker
3. **Provide Feedback**
   - Your role as a listener is to understand what is being said.
   - Reflect on what has been said by paraphrasing:
     - Example: “What I’m hearing is” or “Sounds like you’re saying”
   - Summarize the speaker’s comment periodically
     - Helps you stay focused

4. **Defer Judgment**
   - Allow the speaker to finish each point before asking questions.
   - Don’t interrupt with counter arguments.

5. **Respond Appropriately**
   - Active listening is a model for respect and understanding.
   - Be candid, open and honest in your response
   - Assert your opinions respectfully
   - Treat the person in a way he or she would want to be treated.
REFERENCES

- http://www.mindtools.com/CommSkll/ActiveListening.htm
- https://www2.cortland.edu/dotAsset/c1a635f6-a099-4ede-8f15-79b86e315088.pdf
- https://owl.english.purdue.edu/owl/resource/694/01/