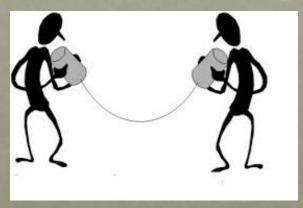
DEVELOPING EFFECTIVE COMMUNICATION SKILLS

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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



IMPROVING COMMUNICATION (1 OF 2)

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



IMPROVING COMMUNICATION (2 OF 2)

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
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