

## Topic 1. Effective/ non effective communication and behaviour



**Presented by:**  
**PhD - Mariana Cernitanu**

# **Structure:**

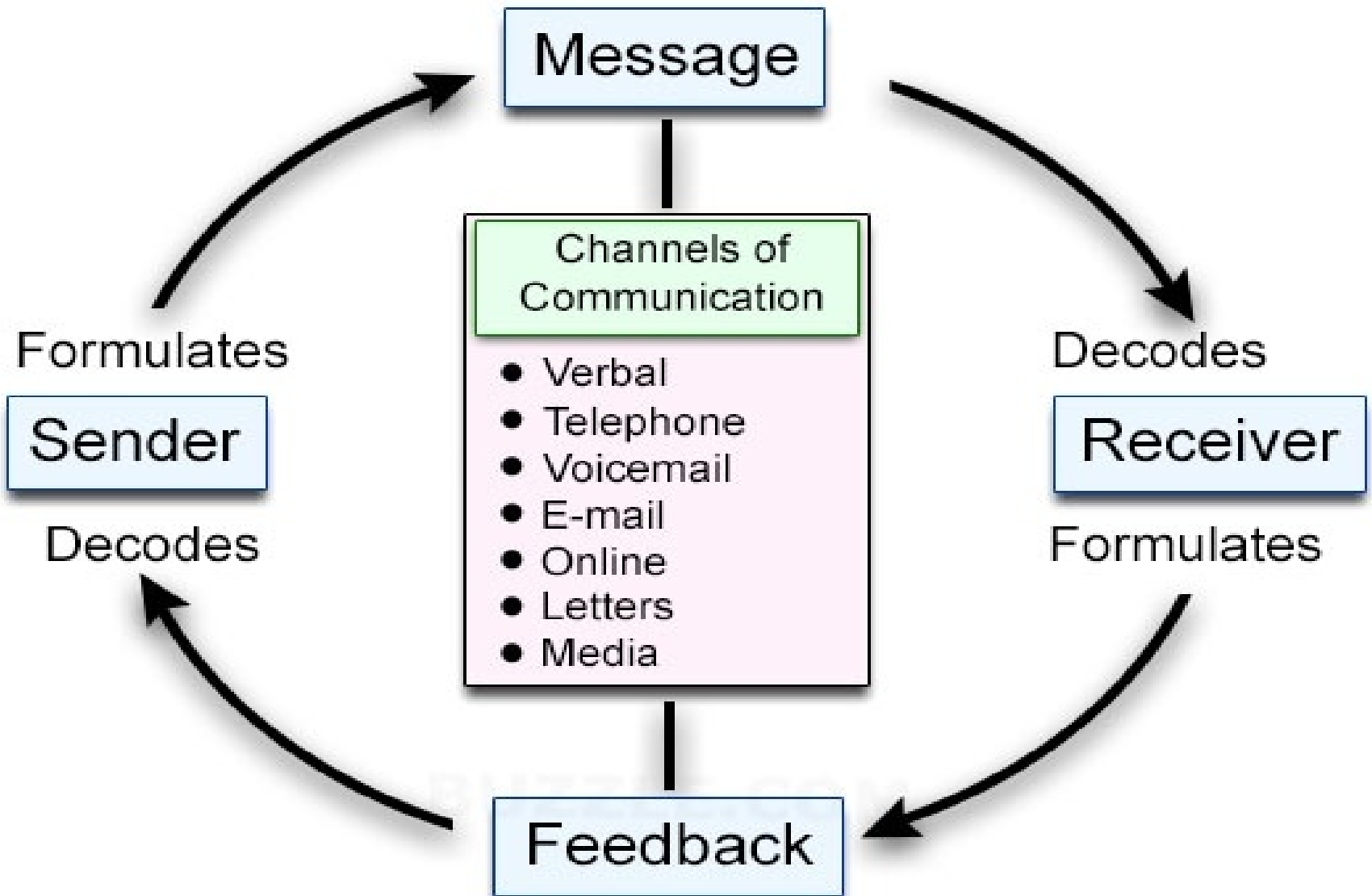
- Effective communication main peculiarities
- Non effective communication main peculiarities
- Barriers to Effective Communication
- Developing Effective Feedback Skills
- Proper, social/antisocial behavior

# What is communication?

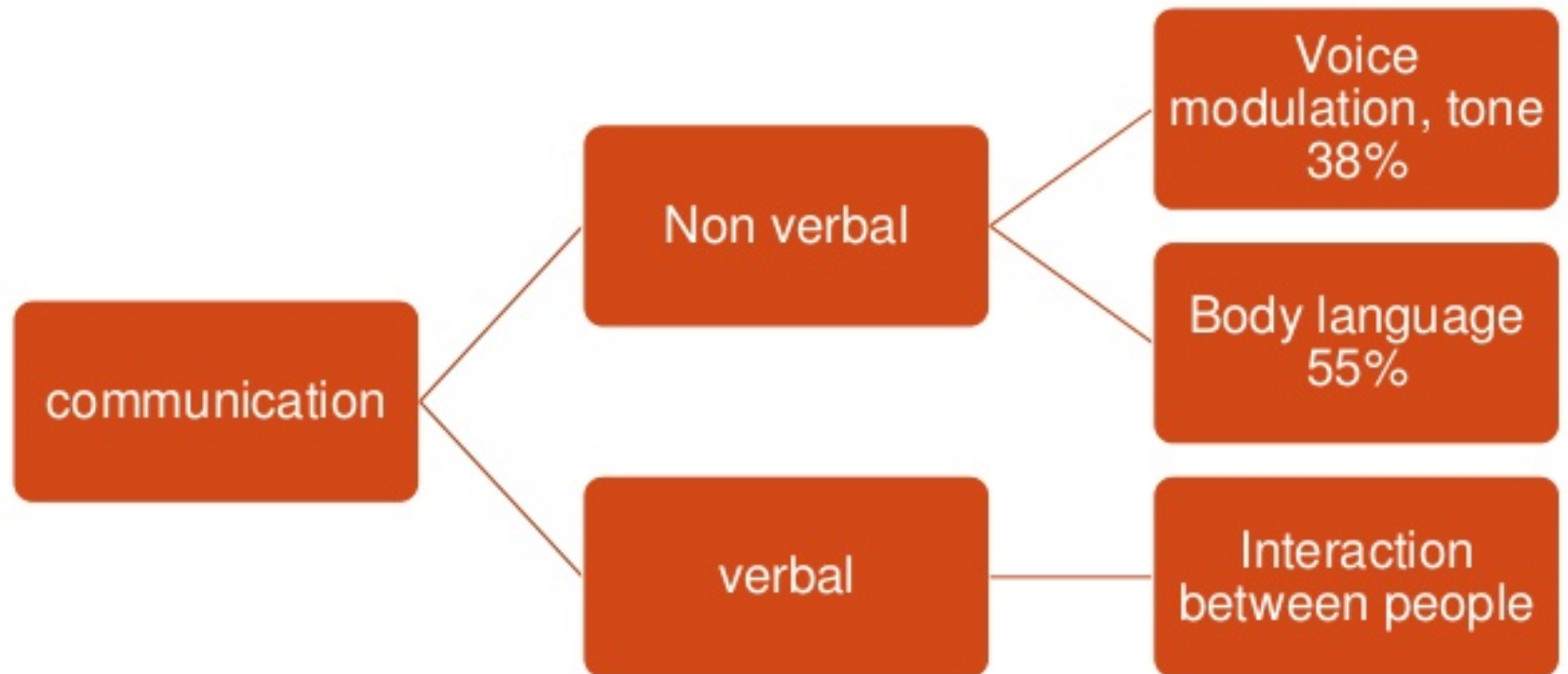
**It's a process of convey the messages from sender to receiver threw the channel and receiver sends feed back to sender.**



# Communication scheme



# Most important part of communication



# **Effective communication**

- **Effective communication** is defined as verbal speech or other methods of relaying information that get a point across.
- An example of **effective communication** is when the person who you are talking to listens actively, absorbs your point and understands it.

# The Effective Communication Process

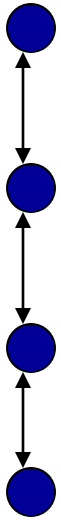


# **Functions of Communication**

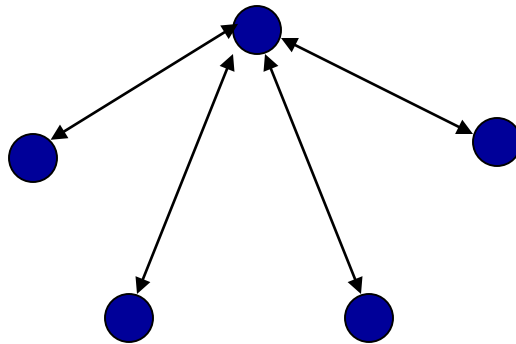
- Control
- Motivation
- Emotional Expression
- Information



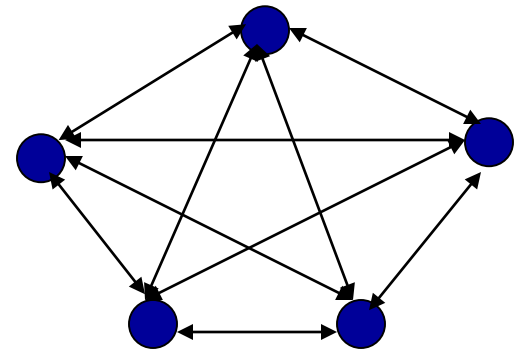
# Communication Networks



Chain



Wheel



All Channels

# **Stages of the Listening Process**

- Hearing
- Focusing on the message
- Comprehending and interpreting
- Analyzing and Evaluating
- Responding
- Remembering

# Barriers to Active Listening

- Environmental barriers
- Physiological barriers
- Psychological barriers
  - ❖ Selective Listening
  - ❖ Negative Listening Attitudes
  - ❖ Personal Reactions
  - ❖ Poor Motivation

# How to Be an Effective Listener (I)

## ■ What You Think about Listening ?

- ✓ *Understand the complexities of listening*
- ✓ *Prepare to listen*
- ✓ *Adjust to the situation*
- ✓ *Focus on ideas or key points*
- ✓ *Capitalize on the speed differential*
- ✓ *Organize material for learning*

# How to Be an Effective Listener (II)

## ■ What You Feel about Listening ?

- ✓ *Want to listen*
- ✓ *Delay judgment*
- ✓ *Admit your biases*
- ✓ *Don't tune out "dry" subjects*
- ✓ *Accept responsibility for understanding*
- ✓ *Encourage others to talk*

# How to Be an Effective Listener (III)

## ■ **What You Do** about Listening ?

- ✓ *Establish eye contact with the speaker*
- ✓ *Take notes effectively*
- ✓ *Be a physically involved listener*
- ✓ *Avoid negative mannerisms*
- ✓ *Exercise your listening muscles*
- ✓ *Follow the Golden Rule*

# Feedback Skills

- Positive vs. Negative Feedback
- Positive feedback is more readily and accurately perceived than negative feedback
- Positive feedback fits what most people wish to hear and already believe about themselves
- Negative feedback is most likely to be accepted when it comes from a credible source if it is objective in form
- Subjective impressions carry weight only when they come from a person with high status and credibility

# Developing Effective Feedback Skills

- Focus on specific behaviours
- Keep feedback impersonal
- Keep feedback goal oriented
- Make feedback well timed
- Ensure understanding
- Direct feedback toward behaviour that is controllable by the recipient.



# Non effective (toxic) communication



# Non Effective Communication

- Any disruption or failure in the **process** can create **ineffective communication**.
- Language is an obvious example; if you as a sender speak in a language the receiver doesn't understand, the **communication** fails.
- Writing a message to a person who has difficulties reading is also **ineffective communication**.

## Non effective communication causes:

- Different language
- Different points of view
- Personal predisposal peculiarities
- Not being prepared, lack of credibility
- Lack of eye contact
- Information overload and lack of focus
- Talking too much
- Different values
- Lack of attention, interest, distractions, or irrelevance to the receiver. ...

# Barriers in the communication process

- are factors that have a negative impact on the communication process.

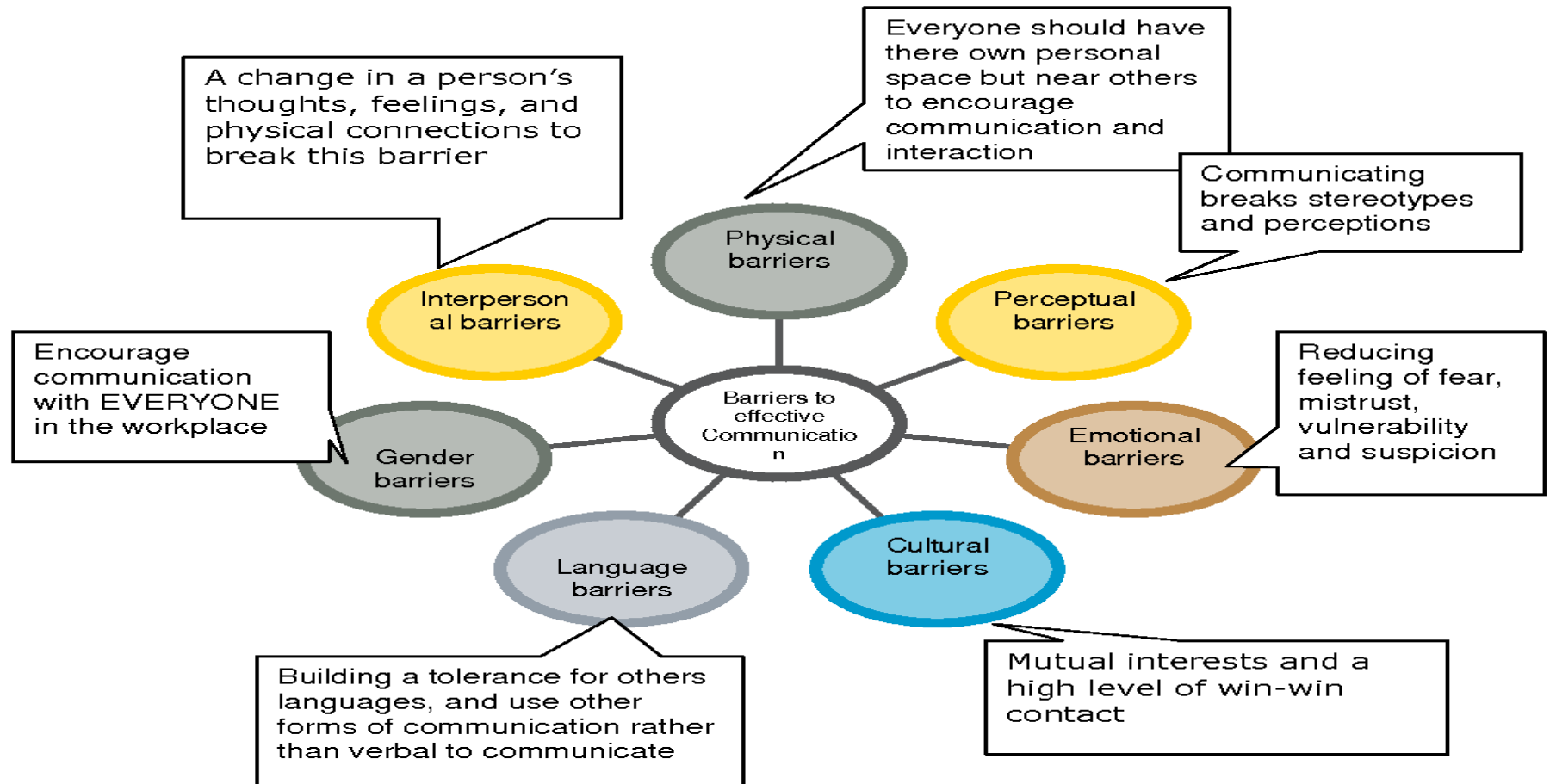


# **Barriers in non effective communication**

- Noise
- Selective Perception/Filtering
- Excessive emotions and inflammatory words,
- Different language or Non understanding receiver
- Non effective communication channels
- Ignoring the content and or listener
- Abundant technical jargon.
- Words that conflict with body language,
- Different cultural level
- Not understanding the listener's attitude
- Not accepting the listener's attitude

Potential barriers to effective communication with clients should be identified and acted upon

Barriers to effective communication



# **Consequences of poor communication**

- Time may be lost
- Frustration may develop
- Messages may be misunderstood
- Different negative emotions and thoughts
- Bad interpersonal relationship



Communication is a skill which can be learned



# 10 ways to improve your communication skills

- 1) Listen, listen and listen
- 2) Check the understanding by paraphrasing message.
- 3) Who you are talking to matters
- 4) Body language matters
- 5) Check your message before sending
- 6) Be brief, yet specific.
- 7) Think about the interlocutor interest
- 8) Avoid direct juggling, negative evaluation and opinion about the interlocutor
- 9) Write things down
- 10) Sometimes it's better to pick up the phone.
- 11) Think before you speak.
- 12) Treat everyone equally.
- 13) Maintain a positive attitude and smile
- 14) Remain conscientious about your interest in a communication process



# Listen, listen, and listen

- ❖ People want to know that they are being heard. Really listen to what the other person is saying, instead of formulating your response.
- ❖ Ask for clarification to avoid misunderstandings. At that moment, the person speaking to you should be the most important person in your life.
- ❖ Another important point is to have one conversation at a time. This means that if you are speaking to someone on the phone, do not respond to an email, or send a text at the same time. The other person will know that she doesn't have your undivided attention.




# Who you are talking to matters

- ❖ It is okay to use acronyms and informal language when you are communicating with a buddy, but if you are emailing or texting your boss, “Hey,” “TTYL” or any informal language, has no place in your message.
- ❖ You cannot assume that the other person knows what the acronym means. Some acronyms have different meanings to different people, do you want to be misunderstood?
- ❖ Effective communicators target their message based on who they are speaking to, so try to keep the other person in mind, when you are trying to get your message across.

# Body language matters

- ❖ This is important for face-to-face meetings and video conferencing.
- ❖ Make sure that you appear accessible, so have open body language. This means that you should not cross your arms. And keep eye contact so that the other person knows that you are paying attention.



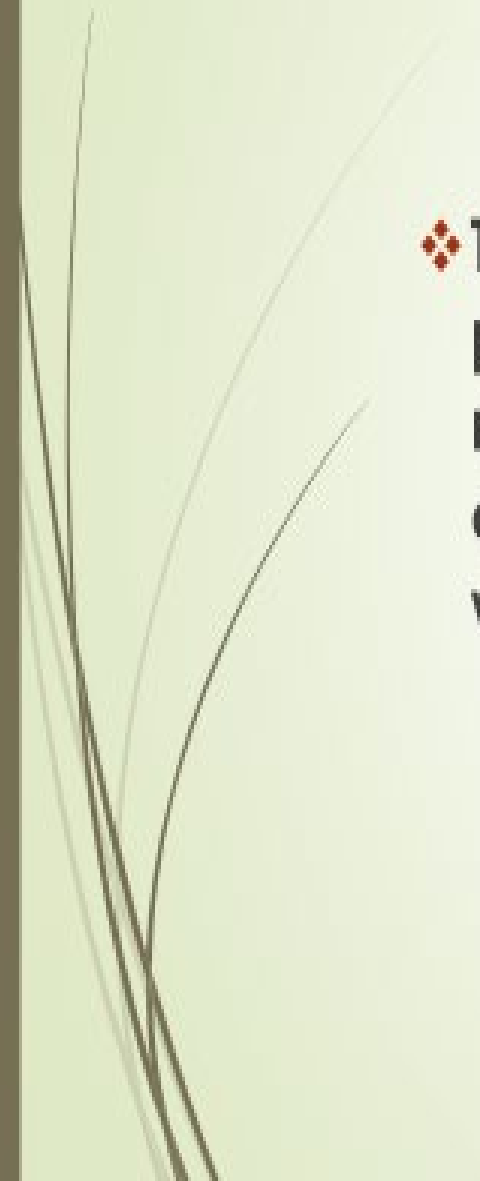


## Be brief, yet specific

- ❖ For written and verbal communication, practice being brief yet specific enough, that you provide enough information for the other person to understand what you are trying to say.
- ❖ And if you are responding to an email, make sure that you read the entire email before crafting your response. With enough practice, you will learn not to ramble, or give away too much information.



## Write things down

- ❖ Take notes while you are talking to another person or when you are in a meeting, and do not rely on your memory. Send a follow-up email to make sure that you understand what was being said during the conversation.
- 

# Treat everyone equally

- ❖ Do not talk down to anyone, treating everyone with respect. Treat others as your equal.

## COMMUNICATION



# Maintain a positive attitude and smile

- ❖ Even when you are speaking on the phone, smile because your positive attitude will shine through and the other person will know it.
- ❖ When you smile often and exude a positive attitude, people will respond positively to you.



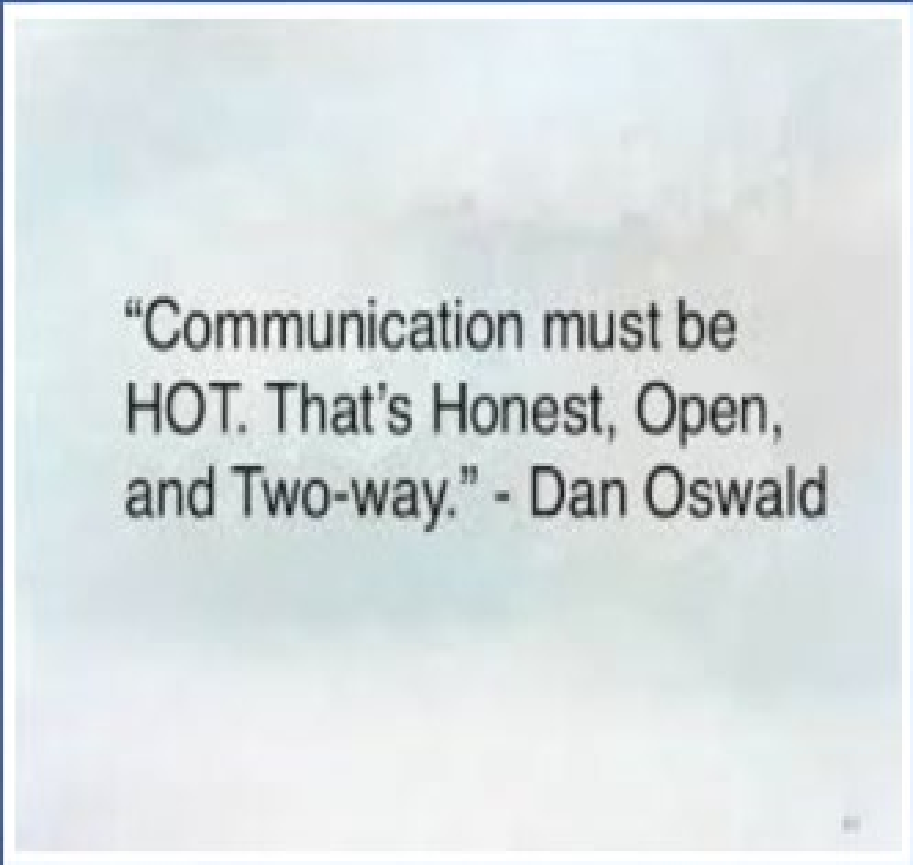


# Bad news communication peculiarities

- **Certain jobs and roles require difficult communication to be handled professionally, with empathy, tact, discretion and clarity. Some examples are:**
- **Politicians** often have to communicate bad news, for example, failures in their departments, scandals, not meeting targets etc.
- **Doctors and other Health Care Professionals** may need to communicate bad or unexpected news to patients and relations of patients, for example, diagnosis and prognosis. Such professionals will have received training and will have worked in practice scenarios to help them to deliver such news effectively and sensitively.
- **Police and other Law Enforcement Officers** may need to communicate bad news to victims of crime or their family and friends. Such professionals will have received at least basic training in delivering bad news.
- **Your Job.** Whatever your line of work, there will be times when, you will need to be able to communicate difficult information effectively to others. This is an important employability skill, something that many employers will look for. You may be asked to give examples in a job interview or during some sort of appraisal or professional development programme.
- Etc.

Questions you have to respond before to start communication:

- What do I want to talk about?
  - What do I want to accomplish?
  - What are my rationale?
  - What are my resources?
  - What I know about the interlocutor?
- 
- Always remember that **effective communication**
    - is a way of building relationships.



“Communication must be  
HOT. That’s Honest, Open,  
and Two-way.” - Dan Oswald



*I'm glad we all agree.*

*I'm glad we all agree.*

# BEHAVIOR. PROPER/UNPROPER BEHAVIOUR

In psychology, **behavior** consists of an organism's external reactions to its environment.

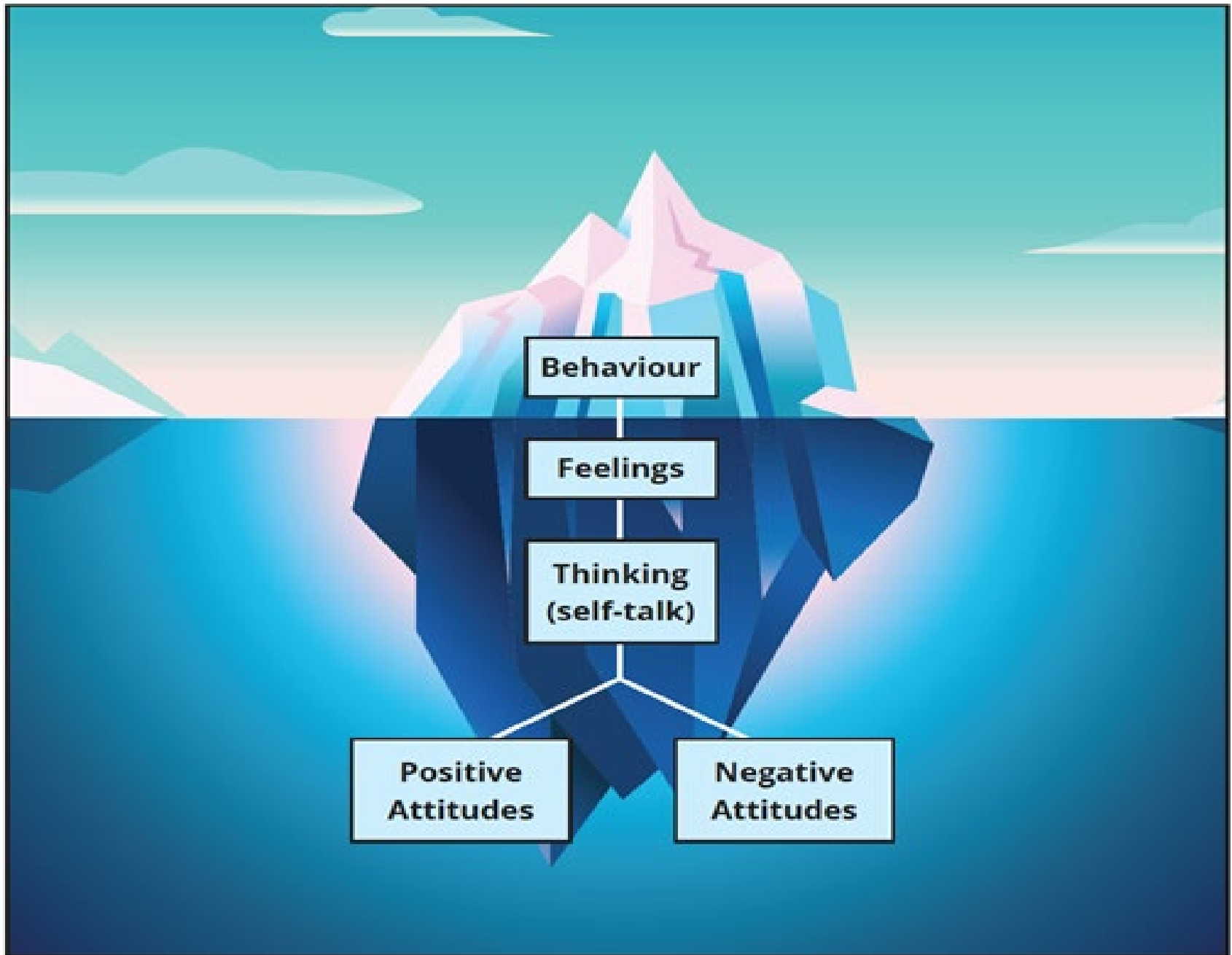


# Social behavior

- "Social behavior" can be defined simply as the interaction between or among two or more people or animals.
- Examples of social behavior include the way individuals interact during a party, meeting, athletic event, or any other gathering. The nature of the gathering and the personality and temperament of each individual can be studied as well as the collective behavior of a group. In the former case, social behavior can involve the way an individual assimilates into a crowd or group.

# Collective behavior of a group

Collective behavior of a group can involve the positive aspects of behavior, such as when a group of individuals acts together to improve a given situation, or the negative aspects of behavior, as when a group of individuals unites in a violent outburst or riot.





[illegible]

# Bibliography

- 1. CERNITANU Mariana, Etco Constantin *Medical psychology* (courses for medical students) Editorial-Polygraphic Center Medicina, Chisinau, 2011.
- 2. <https://www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx>
- 3. Good Medical Practice: A Code of Conduct for Doctors in Australia  
-<https://www.entrepreneur.com/article/300466>
- 4. -<https://managementstudyguide.com/importance-of-communication.htm>
- 5. -<https://www.hopespeak.com/blog/why-is-communication-important-to-human-life-2/>
- 6. <http://www.yourarticlelibrary.com/management/communication/communication-meaning-purpose-importance-and-principles/60291>

Thank You!

