



Volunteering S.A. Inc.

Introduction to Effective Communication



Government of South Australia

Office for Volunteers

Objectives

- To consider verbal and non-verbal communication methods
- To understand and practise effective listening skills
- To communicate in clear, respectful and non-judgemental ways
- To know when to seek advice

What is Communication?

What does it mean to you?

The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.

Wikipedia definition

Verbal vs Non Verbal

Can we communicate without words?

Voice attributes

What are they and how do they affect communication?

Physical attributes

What could be considered here and how do they affect communication?

The power of touch

What and when is OK?

Which is better, verbal or non verbal?

Personal Presentation

Does personal presentation make a difference to the way we are perceived?

Does it matter?

What can we do about it - do we have to look bland and boring?

What if our organisation has a dress code?

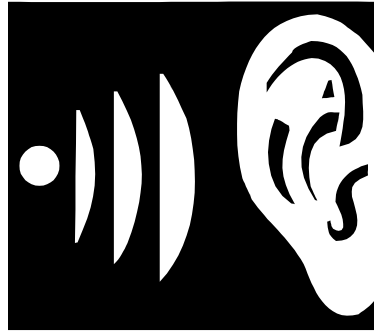
The Communication Equation

What you hear

Tone of voice

Vocal clarity

Verbal expressiveness



40% of the message

What you see or feel

Facial expression

Dress and grooming

Posture

Eye contact

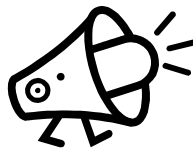
Touch

Gesture



50% of the message

WORDS ...



10% of the message!

Understanding Communication

We are going to consider:

The 2-Way communication process

Effective communication skills

Barriers to effective communication

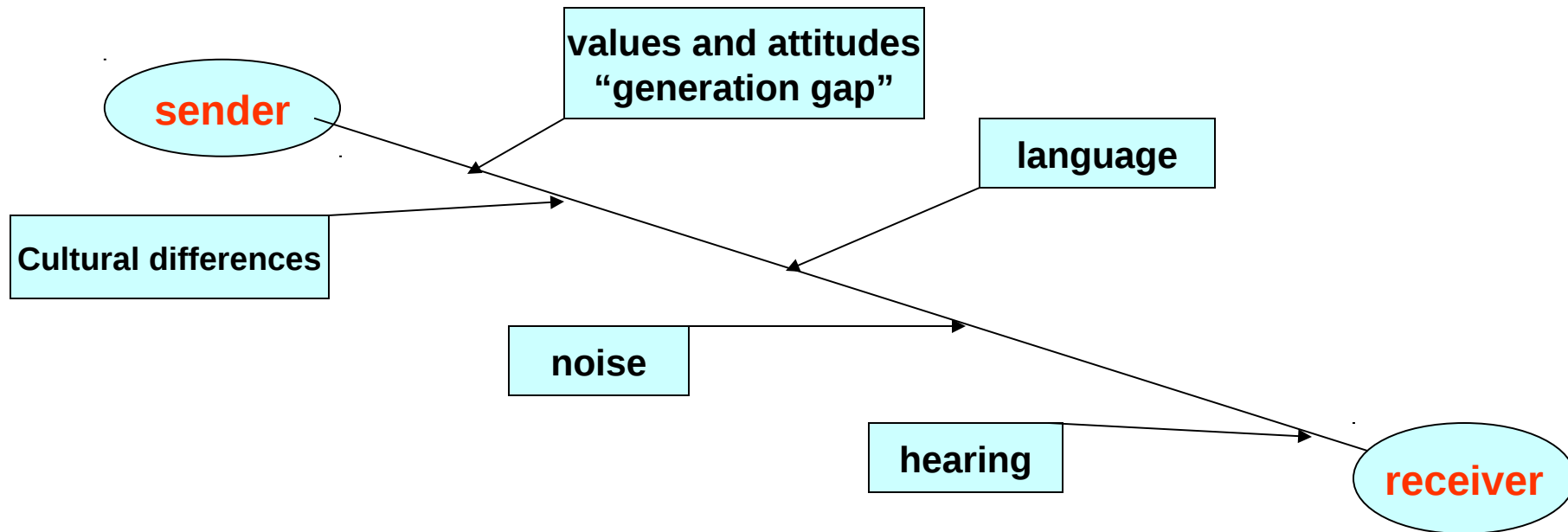
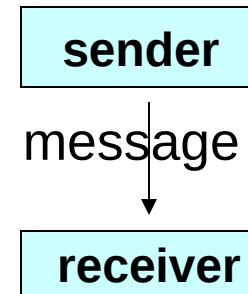
Communication is a 2-way process

Communication skills involve:

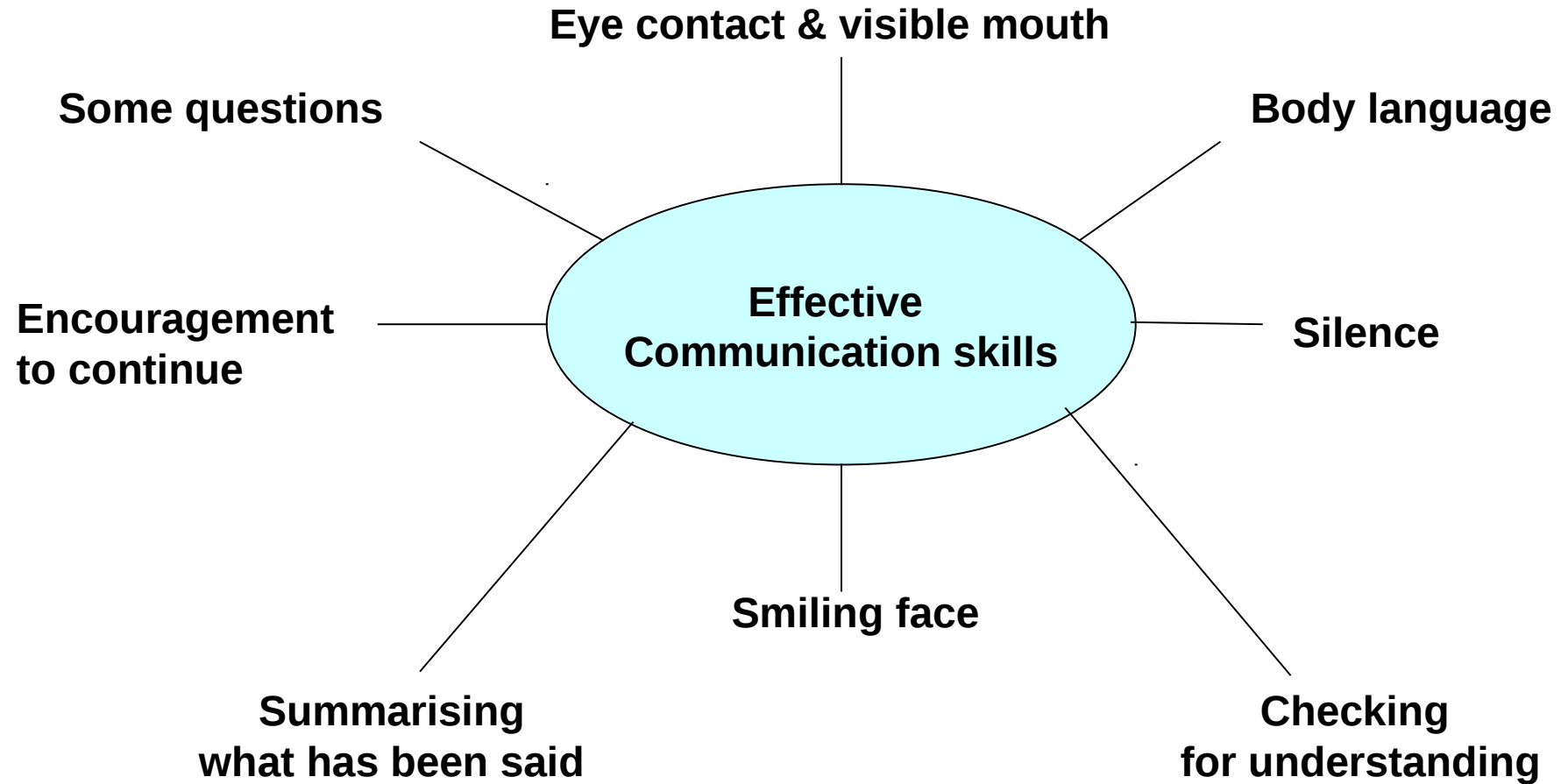
Listening to others (Receiving)

Asserting/ Expressing (Sending)

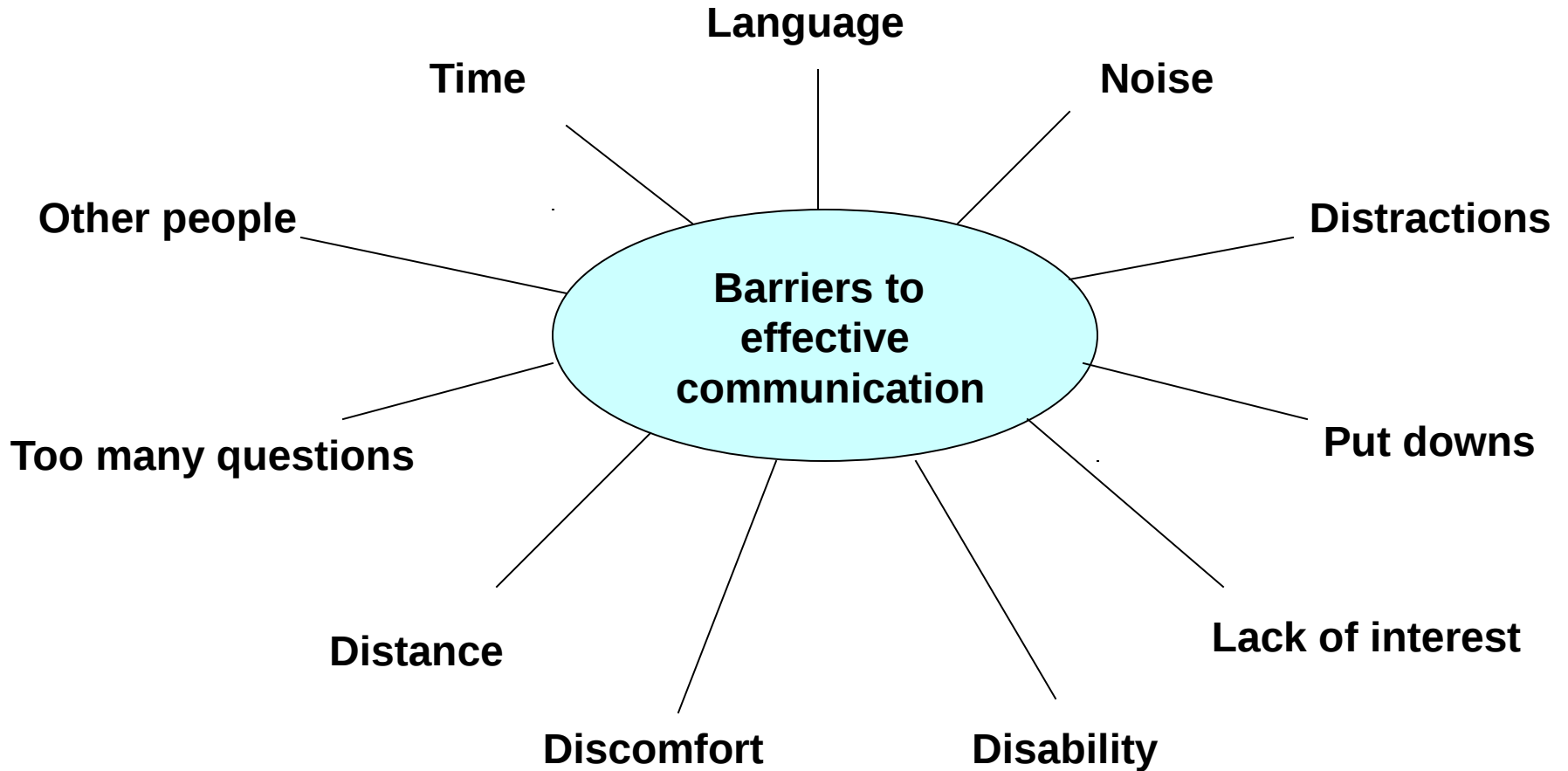
Barriers to communication can lead to misunderstanding and confusion



Effective Communication Skills



Barriers to Effective Communication



with
the topic

The Art of Listening

“If we were supposed to talk more than listen, we would have been given two mouths and one ear.”

Mark Twain

Listening Skills

Active Listening

Responding

Paraphrasing

Asking questions for clarification

Mirroring the other person's language

Responding

Responses to check that your perceptions are correct

Responses to encourage further communication

See handout for further ideas

Questioning Techniques

Open ended and Closed questions

Diverse Questioning techniques

Participants to practise

Then try the Questioning Quiz.

Individual Differences

What individual factors could affect the way a person “sends” or “receives” a message?

Is gender/ age a factor?

How can we adapt if :-

we have a problem ourselves or

the other person seems to have a problem?

Cultural Diversity

What do we know about the communication styles of different cultures?

Consider verbal and non verbal, including dress constraints, language difficulties, taboos.

Group Processes

In groups there are obviously more people, so good communication skills are paramount.

Be mindful to practise:

Observing non verbal cues

Listening, responding, clarifying, paraphrasing and summarising

Identifying barriers to communication

Remember, silence is golden

AND

No one is perfect!

Constraints on Communication

Legal Obligations

Anti Discrimination

Privacy Laws

Code of Conduct of Organisation

Confidentiality and Gossip

Seeking Advice

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Evaluation

**Please complete an evaluation form and leave
it with the trainer before you leave
😊 THANK YOU 😊**



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