



# INTERPERSONAL COMMUNICATION



Transfer, adaptation and implementation of innovative solutions in developing students' skills in schools of construction in the area of vocational foreign language, personal and social competencies, within the framework of cooperation network



**Sender** is the person who sends the message. **Receiver** is the person to whom this message is addressed.

**Channel** is a means of transmitting information: acoustic or light waves. **Noise**, in turn, is everything that disrupts the communication process, with regards to either sender, receiver or channel.

As far as the sender and receiver are concerned, noise may be related to attitudes, prejudices, beliefs, views, experiences and emotions.

Various types of speech disorders are also described as noise.

With regards to the communication channel - noise is the sounds from the surroundings, e.g. traffic, radio or TV

# What will help me to build a good relationship with another person?

- **Conditions for good interpersonal communication:**
- good will of the sender and receiver - the right attitude - the right time - no hurry,
- appropriate circumstances - place, external factors (silence, warmth, coziness, proper distance),
- appropriate abilities - physical (both sides can hear, see, understand each other).
- similar experiences and intellectual abilities,
- consistency of verbal and non-verbal messages,
- eye contact,
- focus on the interlocutor,
- willingness to communicate,
- proper, open posture,
- friendly, warm tone,
- facial expressions - a kind face,



# What bothers me when dealing with other people?

- ordering, commanding (Stop whining and get to work),
- threatening (If you don't learn, you will not get promoted to the next grade),

- moralising, preaching

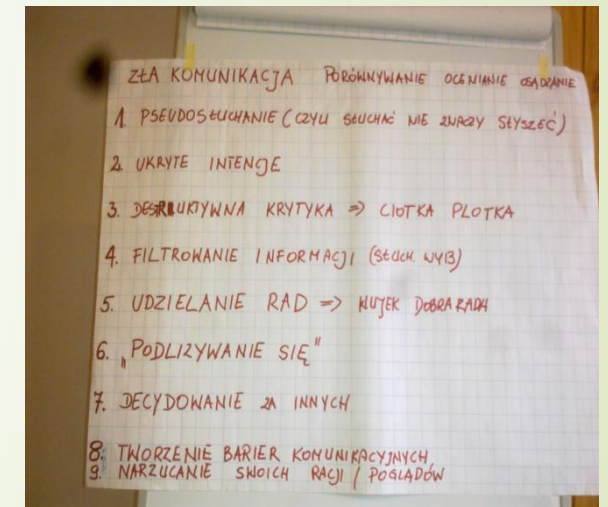
(When I was your age I listened to my parents, so you have to listen to me),

- judgment, criticism, condemnation

(You are so lazy, you always leave everything for later),

- insults, ridicule

(You act like a preschooler, not a high school student).





# Communication barriers (continued)

**Judging** – it consists in imposing one's own values on other people and offering solutions to other people's problems. When we judge, we don't listen to what others have to say, because we're busy assessing their appearance, tone and vocabulary. A judgemental person says things like:

- "Do you really understand nothing?" (criticism)
- "That's because you're lazy!" (insult)
- "You are not interested in this at all." (prejudgment)
- "If you tried a little, it would definitely work out much better." (manipulation)




# Making decisions for others

- It can make **communication difficult** even if it is well-intentioned. When we make decisions for others, we make them dependent on us and deprive them of the chance to **make their own decisions**. Someone who makes decisions for others says things like:
- "You will learn for two hours every evening" (giving orders)
- "Do it, or else!" (threat)
- "You should behave better" (moralising)



# Communication is ineffective when the listener:

- ▶ is so overwhelmed by what he wants to say that he does not pay attention to what others say;
- ▶ is only waiting for the speaker to pause so he/she can present his/her point of view;
- ▶ listens selectively - hears only what he/she wants to hear;
- ▶ interrupts the speaker and finishes the speech distorting it for his/her own purposes.



# What do the communication difficulties result from?

- ▶ Why even though we speak to each other we so often **don't understand each other**?
- ▶ There is a **communication gap** in which what the listener hears does not correspond to the intended message of the speaker; the receiver understands the information differently than intended by the sender.
- ▶ We don't always communicate what we mean. Therefore, we spend a lot of time explaining the resulting misunderstandings.
- ▶ Communication failures that arise from the discrepancy between what the sender **meant** and what the receiver thinks the sender meant, are rarely caused by the use of words, grammatical forms or verbal incoherence. They are rather caused by emotional and social sources of noise.



# How to communicate your thoughts and feelings effectively?

- ▶ Effective communication occurs between two persons when the receiver **understands the information as intended by the sender.**
- ▶ To increase the probability that the message will be understood clearly, the sender can:
- ▶ reduce noise by using more than one channel (e.g. using images and written words along with spoken words) and by **repeating information;**
- ▶ **transmit a complete and clear message,** along with all the additional information that the receiver may need to understand the context and the sender's point of view;
- ▶ **present information as his/her own by using the personal pronouns "I" and "My" – it is a clear acceptance of responsibility for expressed thoughts and feelings;**
- ▶ ensure that verbal statements and nonverbal behaviours are consistent with each other.



# Nonverbal communication can be expressed through:

- **Eye contact**
- **Face, facial expressions**
- **Gestures and body posture**
- **Distance**
- **Voice and speech**

transmitting information using gestures, facial expressions, position and body movement is one of the ways to create your own image.



# Facial expressions

Muscles allow man to express feelings and emotions with the help of facial expressions. The proper positioning of eyebrows and lips plays the main role.

- ▶ **We express various emotions with our face:** joy, sadness, surprise, anger, admiration, fear, contempt. We call face the "mirror of the soul" for a reason. Thanks to facial expressions, we communicate our emotions.



# Eye contact

During a conversation, about 43% of the interlocutors' attention is focused on the eyes. Eye contact expresses, among others, the degree of interest in the conversation or the interlocutor. This is why we should maintain eye contact for 30-60% of the whole meeting with another person.

People who avoid eye contact can be treated as: tense, distrustful, nervous, evasive and unreliable. In turn, people who maintain the right amount of eye contact are perceived as: open, accessible, friendly, trustworthy, honest.

- The following features are important in eye contact: proportions, duration, intensity.
- Remember to maintain the right amount of eye contact.
- Meet the interlocutor's eyes in about 60-70% of the duration of the conversation so that he/she has a good feeling about it.
- If we maintain the eye contact for less than 30% of the duration of the conversation, the interlocutor will probably not trust us.



# Gesticulation

- ▶ The most frequently used form of nonverbal communication are gestures. Your head, hands and entire body movements not only serve to strengthen the verbal message, but can carry various information themselves. Some gestures are based on a custom. These include the gestures of the traffic policeman, of the referee in a basketball game and the signs agreed before the game by team-sports players. Gestures also reflect emotional states. An excited, restless person will perform a lot of clumsy, somewhat chaotic body movements, and aggressive person will clench fists or wave arms.

These gestures also include conventional ways of greeting and saying goodbye (handshake, waving a hand), saluting in the military, as well as religious (sign of the cross) and offensive (middle finger) gestures. **Gesticulation also plays an important role in expressing emotions.**

# Distance

People define the zone that they treat as their own territory. It is simply about determining what is the distance we want to maintain in dealing with other people. These behaviours depend on the habits of a given society, for example, Scandinavians prefer keeping a greater distance from another person than Italians. The distance between interlocutors also depends on their social position - it is large when the differences in the social hierarchy are significant. The distance between people also reflects their degree of intimacy. **These behaviours also include manipulating the physical environment.** Properly furnished boss's office (large distance between the entrance and the desk, a big boss's chair and a small chair for clients) clearly communicates who dominates in this room.

- ▶ The distance that someone keeps to us is a kind of information about his/her attitude to us.
- ▶ It is said that sometimes people create **invisible walls or distance** between them. The general rule is that the more two people are interested in each other, the smaller the distance they keep to each other.
- ▶ However, there is a limit to how small a distance can people keep to each other when their relationship is not too intimate. This is so-called "intimate zone".

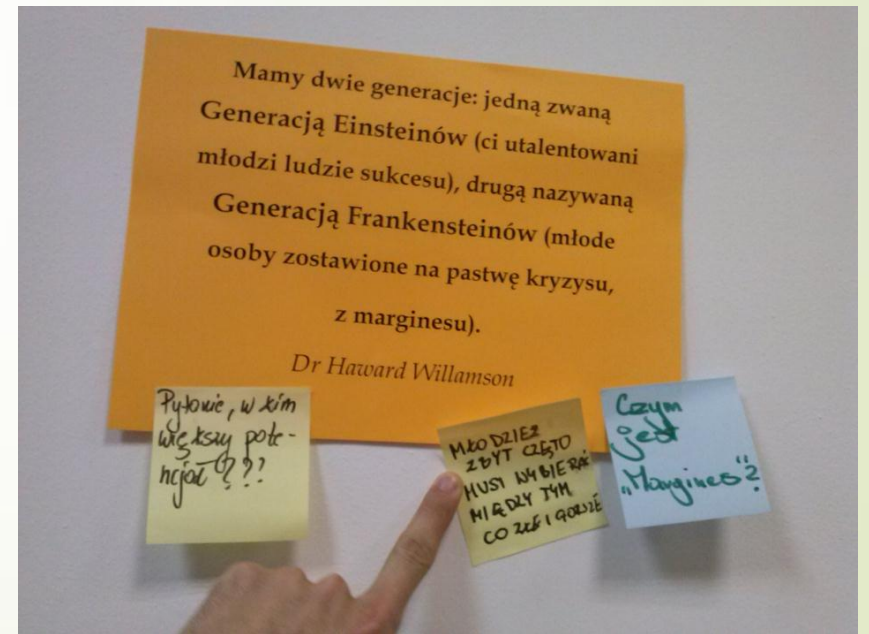
# Touch

Touching is one of the oldest forms of nonverbal communication.

It plays a particularly important role in developing emotional bonds.


It demonstrates kindness, fondness or sympathy.

In some relationships it can mean domination (patronising pat on the shoulder)





# Posture



The way we sit and stand, the position of the head, torso and limbs can express emotions. Legs squeezed tightly against each other, crossed arms, clenched fists and motionless head betray nervous tension. Anxiety is expressed, among others, by excessive mobility, frequent changes in the position of the body (sitting, getting up, walking), shaking head, moving feet, hands and fingers. The posture also indicates the nature of relations between the interlocutors. We can encourage a conversation by being direct and relaxed. Leaning your body towards the interlocutor shows straightforwardness. It is also enhanced by touching and eye contact. Natural position of hands and legs demonstrate relaxation and facilitate communication.



# INTERPERSONAL COMMUNICATION

**The role of communication in raising a child is significant because:**

- it provides the basis for emotional development,
- it intellectually develops the child, because the child receives new information from the world of adults, learns how to behave through verbal and nonverbal communication,
- it provides the opportunity to establish contacts with other people, including peers,
- it teaches how to function in specific life roles - teenager, boyfriend, husband, father, employee,
- it teaches how to overcome difficulties, solve conflicts,
- it develops self-esteem,
- it develops approach to life,
- it shapes personality,
- it very clearly affects the quality of life, makes a man.