

# Effective Communication Skills

## Concept

**Effective communication** is the respectful exchange of thoughts, feelings, and beliefs between a speaker and a listener in such a way that the listener interprets the message in the same way the speaker intended it.

### Non-Verbal



#### Speaker and listener

- ❑ Maintain eye contact.
- ❑ Facial expressions, such as smiling and nodding, should show interest.
- ❑ Your body language and gestures should be confident but inviting.
- ❑ Find a physical distance that has you near enough to each other to talk easily, but not so close that you feel crowded.

### Verbal



#### Speaker

- ❑ Your words should match your body language.
- ❑ Ask both specific (e.g., “Do you understand what I mean by...?”) and open-ended (e.g., “What do you think of that idea?”) questions to check if the other person understands.
- ❑ Give the other person time to talk; don’t monopolize the conversation.
- ❑ Keep your tone of voice clear and respectful.

#### Listener

- ❑ Use passive listening: Nod, look engaged in what the person is saying, respond with short comments to show you’re paying attention.
- ❑ Let the other person finish sentences; don’t interrupt.
- ❑ Use active listening: Summarize what you have heard and check for understanding by paraphrasing (saying it in your own words), restating (saying it back using the other person’s words), or asking specific questions.
- ❑ Keep your tone of voice clear and respectful.