



Australian Government

Department of Veterans' Affairs

Men's Health Peer Education

MHPE Volunteer Resource
SKILLS TRAINING

Communication skills

Why is communication important?

- Important for *expressing* information, behaviour and our feelings and thoughts.
- Helps to *understand* and *respond* to other's feelings, thoughts, knowledge and behaviour.



Verbal communication

- Use of words, numbers and symbols.
- Tone, pitch, quality and rate of speech carries more weight than the words
- The latter convey the emotions and meaning, regardless of the content of the message.

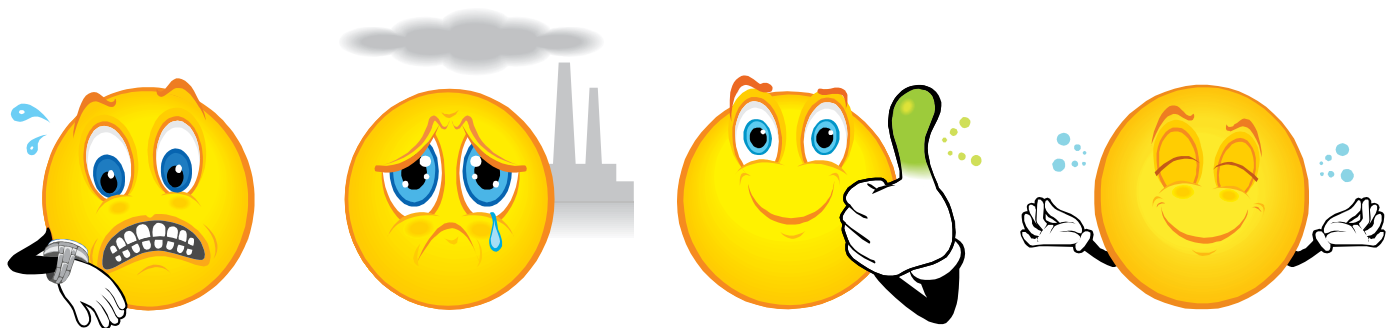
Non-verbal communication

- Facial expressions
- Eye contact, pupil dilation
- Gestures
- Body language and posture
- Proximity and touch

Most of our communication is non-verbal
(which is missing in emails and tweets)

Facial expressions

Your face can show many feelings



Eye contact

- Maintaining appropriate eye contact when speaking with others helps communication



Gestures

- Also convey meanings
- Be mindful of cultural differences



Waving

Making a fist

Thumbs up

Pointing

Nodding

Yawning

Body language (kinesics)

- A great deal of your (true) message can be communicated by your body use and posture
- To work effectively with others you need to read body language and ensure you are not conveying the wrong signals



Communication barriers

- Inattention
- Poor expression
- Premature evaluation
- Emotions
- Inconsistency
- Physical barriers
- Insufficient warning
- Individual differences
- Lack of feedback
- Inference
- Insecurity

A woman went for a walk one day and met her friend, whom she had not seen, heard from, or heard of in ten years.

After an exchange of greetings, the woman said, “Is this your little boy?” and her friend replied, “Yes, I got married about six years ago.”

The woman then asked the child, “What is your name?” and the boy replied, “Same as my father’s.”

“Oh,” said the woman, “then it must be Peter.”

People change

What we know of other people is only our memory of the moments during which we knew them. And they have changed since then... at every meeting we are meeting a stranger.

T.S. Eliot, *The Cocktail Party*

Active listening

- Letting a person know you have heard them, both literally and emotionally
- Encourages further discussion and checks accuracy of message
- **Active listening expresses empathy**

Optimal listening



S.O.L.E.R.

- Sit/Stand Squarely in relation to the person
- Open position
- Lean slightly towards the person
- Eye contact
- Relax



Effective MHPE communication

- **Prepare:** Review topic and previous contact
- **Inquire:** Ask questions, stay alert, check
- **Listen actively:** Paraphrase, feed back, listen ‘between the lines’
- **Evaluate:** Draw conclusions, what can you do better, plan for next time

സംസാരരീതി

- ★ അമ്മയോട് സ്നേഹ പൂർവ്വം സംസാരിക്കണം.
- ★ അച്ഛനോട് സംസ്കാരത്തോടെ സംസാരിക്കണം.
- ★ അധ്യാപകനോട് ബഹുമാനത്തോടെ സംസാരിക്കണം.
- ★ കുട്ടികളോട് ഉത്സാഹത്തോടെ സംസാരിക്കണം.
- ★ സുഹൃത്തുക്കളോട് സ്വാതന്ത്ര്യത്തോടുകൂടി സംസാരിക്കണം.
- ★ അധികാരികളോട് വിനയത്തോടെ സംസാരിക്കണം.
- ★ രാഷ്ട്രീയക്കാരോട് സാമർത്ഥ്യത്തോടുകൂടി സംസാരിക്കണം.
- ★ ദൈവത്തോട്

