



Prifysgol Cymru
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Skills for the Workplace Outreach Program

Interpersonal Communication

Michaela Schriek

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

Grooming



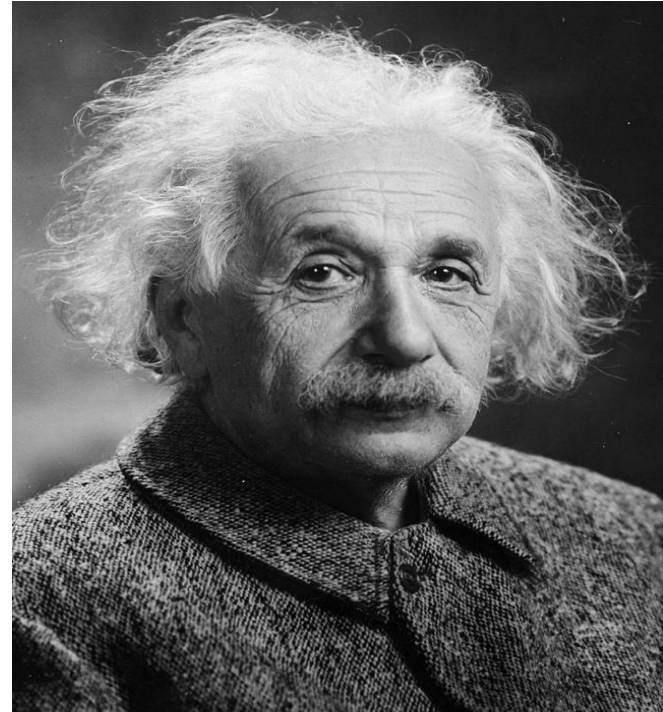
Chatting



Classic Culture

William Shakespeare

Albert Einstein



Personal experiences

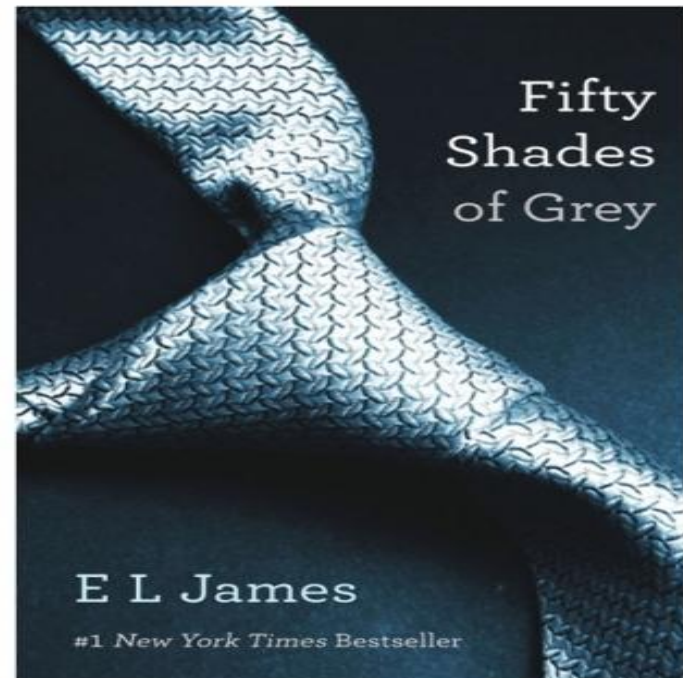
J.K. Rowling

Harry Potter



E.L. James

Fifty Shades of Grey



Communication

Verbal

Non-verbal

Written

Face to face

Sign language for the deaf

Braille for the blind

Electronic

Instant

Worldwide

In different languages

Ways to communicate

- Texts
- Emails
- Facebook
- Posts
- Blogs
- Letters
- Morse code
- Snapchat
- BBM
- WhatsApp
- FaceTime
- Skype
- Instagram
- Twitter

Human

An adult human has a vocabulary of
60,000 words at their disposal

6,000 languages
(mutually incomprehensible)

Where did you lose it?

Watch that ladder, you'll have somebody's eye out!

I will slap you into the middle of next week!

I laughed my head off!

We take it for granted that if we know what we mean – everybody knows what we mean.

Cultural

Bayur

Bader

Geographical

Pass me the doodah next to
the thingamajig on top of the
whatchamacallit next to the
right off the middle shelf.

Quickly!!!

Non verbal communication

Nonverbal communication is something we do all the time, without thinking about it or even wanting to do it.

Non verbal communication

We have so little control over it; we use it as a lie detector to assess if we are being lied to.

Not silent

Mee

Tut

Cor

Arghg

Message

Albert Mehrabian (1981) classified the elements of the messages as:

- 7% words that are spoken
- 38% the way that the words are said
- 55% facial expression and body language

We tend to listen
with our eyes!

Mirroring

- You know you.
- You like you.
- You trust you.

Listening

- Sense
- Consider
- Respond

Negotiations and Conflict Management

From time-to-time, conflict and disagreement will arise as the differing needs, wants, aims beliefs of people are brought together.

Negotiations and Conflict Management

- Without negotiation, such conflicts may lead to argument and resentment resulting in one or all of the parties feeling dissatisfied.

Negotiations and Conflict Management

The point of negotiation is to try to reach agreements without causing future barriers to communications.

Negotiation

Good negotiators are ALWAYS good communicators!

It is all about listening.

Transactional Analysis

In the late 1950s a psychiatrist, Eric Berne developed the concept of TA.

Transactions – interactions of a person with other people.

4 life positions

- I'm OK and you are OK
- I'm OK and you are not OK
- I'm not OK and you are OK
- I'm not OK and you are not OK

Assertiveness

You should aim to be neither passive nor aggressive.

Being assertive is about expressing your feelings and beliefs in a way that others can understand and respect.

And is fundamental to successful negotiation.

Stages of Negotiation

- Preparation
- Discussion
- Clarification of goals
- Negotiate towards a Win-Win outcome
- Agreement
- Implementation of a course of action

Saving face!