



OLLSCOIL NA GAILLIMHE
UNIVERSITY OF GALWAY

CT 3112 - PROFESSIONAL SKILLS - Workplace Communication and Behaviour – Barriers to interpersonal communication/behaviour and how to improve them

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Barriers to interpersonal communication

- Stress and emotions
- Lack of focus
- Body language
 - Inconsistent
 - Negative
- Perceptions
- Values, attitudes and beliefs

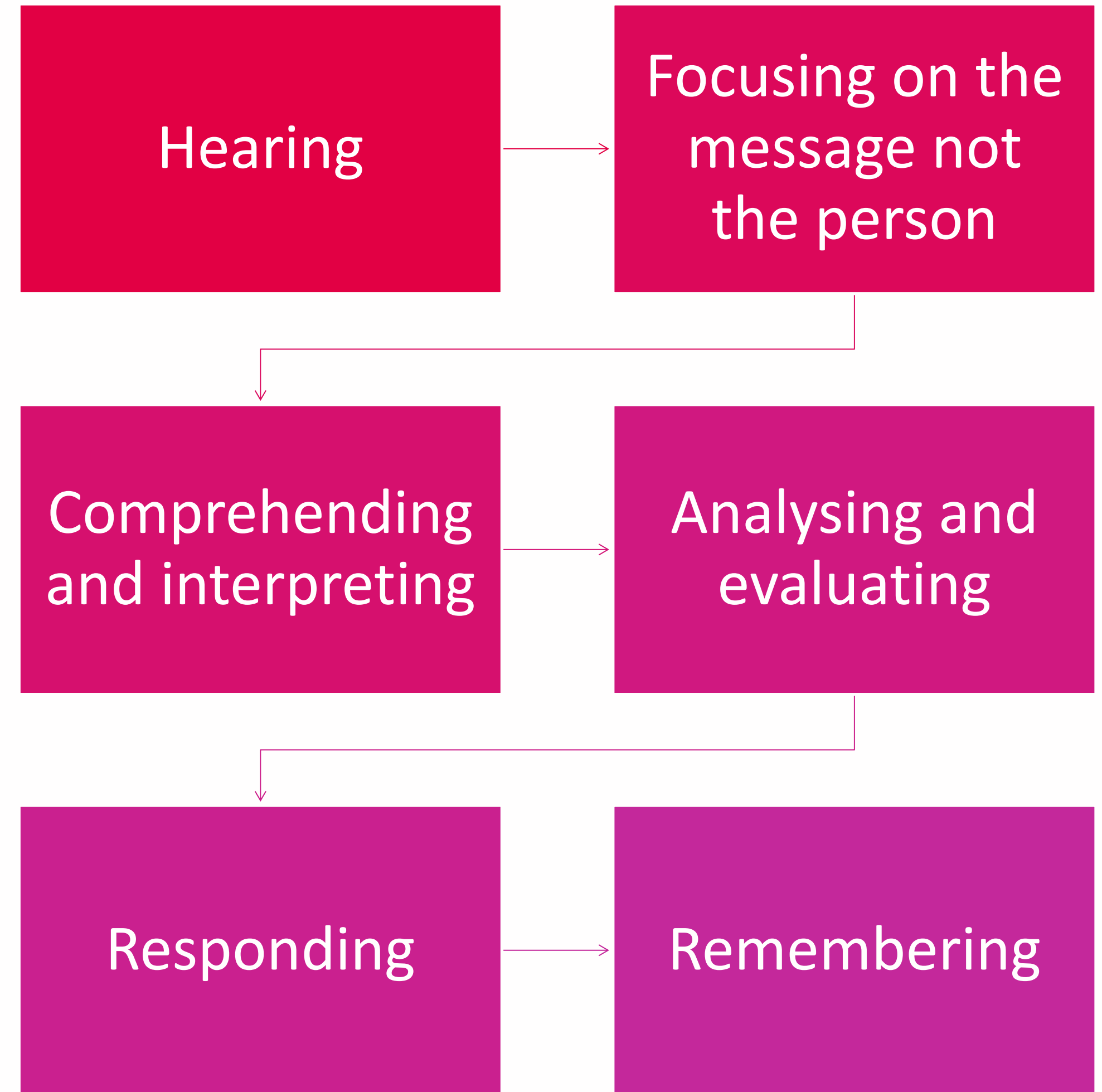


Listening

- What is listening?
- Listening is the absorption of the meanings of words and sentences by the brain. Listening leads to the understanding of facts and ideas.
- Involves receiving, comprehending, and making sense of spoken or written language



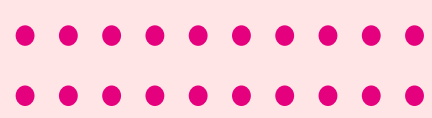
Stages of listening



How to become an active listener

- Focus on the speaker
- Don't interrupt or redirect
- Show interest
- Set aside judgement
- Feedback
- Use your right ear





Practical tips to improve listening skills

Maintain eye contact

Be aware of your

expressions

Let the other person finish

Acknowledge emotions

Pause

Probe for clarification

Summarise what the other person has said

Confirm understanding

Take notes



Nonverbal signals

Body language:

Facial expressions

Body movement

Gestures

Eye contact

Posture

Tone of voice



How to improve your nonverbal communication



Nonverbal should mirror your words



Adjust your nonverbal signals according to the context



Use body language to convey positive feelings



How to read nonverbal communication

Beware of differences

- Age
- Culture
- Religion
- Gender
- Emotions

Don't judge isolated signals



Practical tips for effective nonverbal communication

Open body language

- Arms uncrossed
- Open stance
- Sitting upright
- Eye contact

Use body language to enhance the verbal message



In summary

- **Become a Listener**
- **Be mindful of your nonverbal cues**



Thank You



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