

SIX BEHAVIORS OF SUCCESSFUL COMMUNICATION





OVERVIEW

To become a proficient listener, you can adopt straightforward behaviors that signal to the communicator that you are attentive, open, and curious about what they're expressing all without uttering a word! These behaviors are especially valuable during job interviews, challenging discussions, or team gatherings.

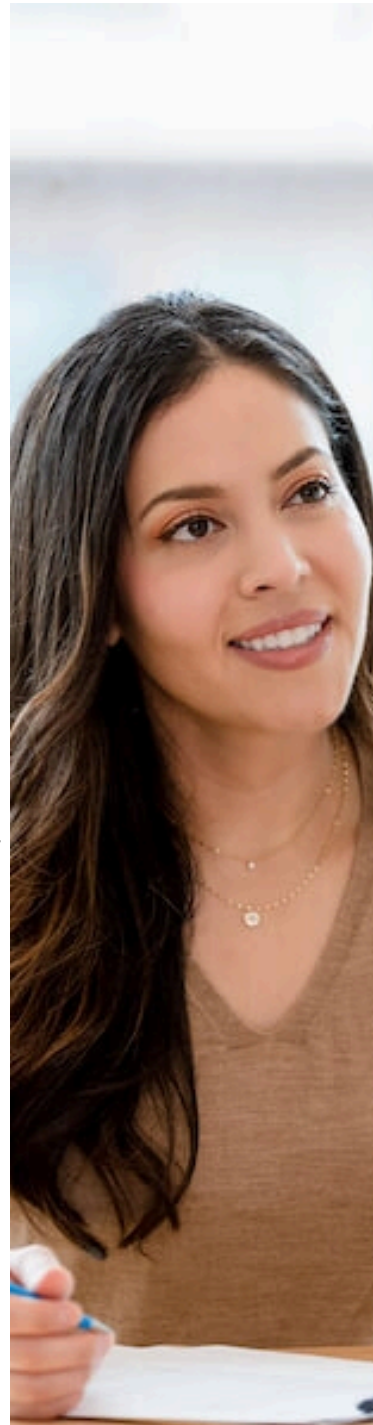
Active listening extends beyond merely hearing and listening with purpose. You must become an engaged contributor in the communication exchange to verify that the message you're receiving matches what the communicator intends to convey. Being an engaged contributor may necessitate asking questions to deepen your comprehension of the circumstances. And, most crucially, you need to mirror back to the communicator what you understood them to express in your own language. Only afterward should you reply with a resolution to the issue raised or with your own perspectives about the situation.

1. FOCUS YOUR ATTENTION

Offer the communicator your complete attention by maintaining direct eye contact. Concentrate on what the individual is expressing without contemplating your response. As you listen, recognize the communicator's message. Recognition can be as straightforward as nodding or saying "uh-huh" or "yes." If suitable, note-taking is a nonverbal method of acknowledging the communicator.

2. MIND YOUR BODY POSITION

Keep a comfortable and receptive body position. When feasible, directly face the communicator. Refrain from slouching since this position may signal to the communicator that you're disinterested. Rather, incline toward the communicator, which is a nonverbal sign that you're interested in what they're expressing. Maintaining an open and comfortable position will not only help the communicator stay composed but will demonstrate that you're receptive to their message.



3. REQUEST EXPLANATION

Open-ended inquiries cannot be addressed with a mere "yes" or "no" reply. They necessitate the communicator to supply more information and expand on their message. Inquiries starting with what, why, or how are open-ended. Posing open-ended inquiries shows the communicator that you're sincere in your wish to completely comprehend the message they're attempting to deliver.



4. MIRROR THE COMMUNICATOR'S WORDS

Rephrasing or restating what the communicator has expressed in your own language signals to the communicator that you're interested. It also provides that individual the chance to clarify the message. To be precise, mirroring is not echoing what the communicator said verbatim. It is restating what they expressed in your own language.

For instance, the communicator says, "I am genuinely frustrated because at one moment I'm instructed to perform a task one way by one individual, and the following moment I'm instructed to do something completely different by someone else." You might rephrase by stating, "It seems as though you're indicating there is inadequate communication among the staff." This permits the communicator an opportunity to rephrase themselves if you didn't grasp the intended message.

If the message remains unclear after multiple efforts to understand, suggest to "table" the discussion if feasible. This means proceeding to another subject and resuming the conversation later.

5. DEMONSTRATE UNDERSTANDING

Understanding is comprehending and connecting with another individual's experiences and feelings or possessing the capacity to envision someone else's emotions. Demonstrating understanding is how influential communicators become recognized, not because they concur with everyone constantly. Instead, they connect with how the individual is feeling. This capacity to make others feel comprehended (and at ease) enables influential communicators to guide others toward more positive feelings or refocus others on discovering solutions instead of assigning blame or fault-finding.



6. PROVIDE INPUT

Only after you're confident you grasp the genuine issue should you provide input (solutions). In the previous instance of the individual who was frustrated because they were continuously being given different approaches to perform the same task, you might state, "I understand why you feel exasperated by the insufficient communication. Have you thought about what you can individually do to enhance the circumstances? Let's explore approaches that you can contribute to resolving this issue."

This method will enable the communicator to feel acknowledged and comprehended. Simultaneously, it will also redirect their focus on a more constructive and proactive approach to the circumstances.





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