



Co-funded by the  
European Union



**ALL YOU NEED IS...**



Project no. 2023-3-PL01-KA153-YOU-000172584

[kontakt@fundacjasmart.pl](mailto:kontakt@fundacjasmart.pl)

[allyouneed.fundacjasmart.pl](http://allyouneed.fundacjasmart.pl)

  @fundacjasmart



Co-funded by the  
European Union



ALL YOU NEED IS...



This publication was produced with financial support from the European Commission.

This publication reflects only the views of its authors,  
and the European Commission is not responsible for its content.

FREE PUBLICATION



Co-funded by the  
European Union



ALL YOU NEED IS...



# Methods of Effective Communication

# Webinar plan

- Introduction to communication
  - Active listening
  - Personal types
- Von Thune model of effective communication
- Emotions and their impact on communications

# Communication

The occurrence of the communication process is conditioned by the presence of three factors:

**sender** – the person transmitting the specific information

**receiver** – the person to whom the information is directed

**code** – the way the information is conveyed (it could be a word, gesture, image, etc.)

# Communication

## Elements of the communication process:

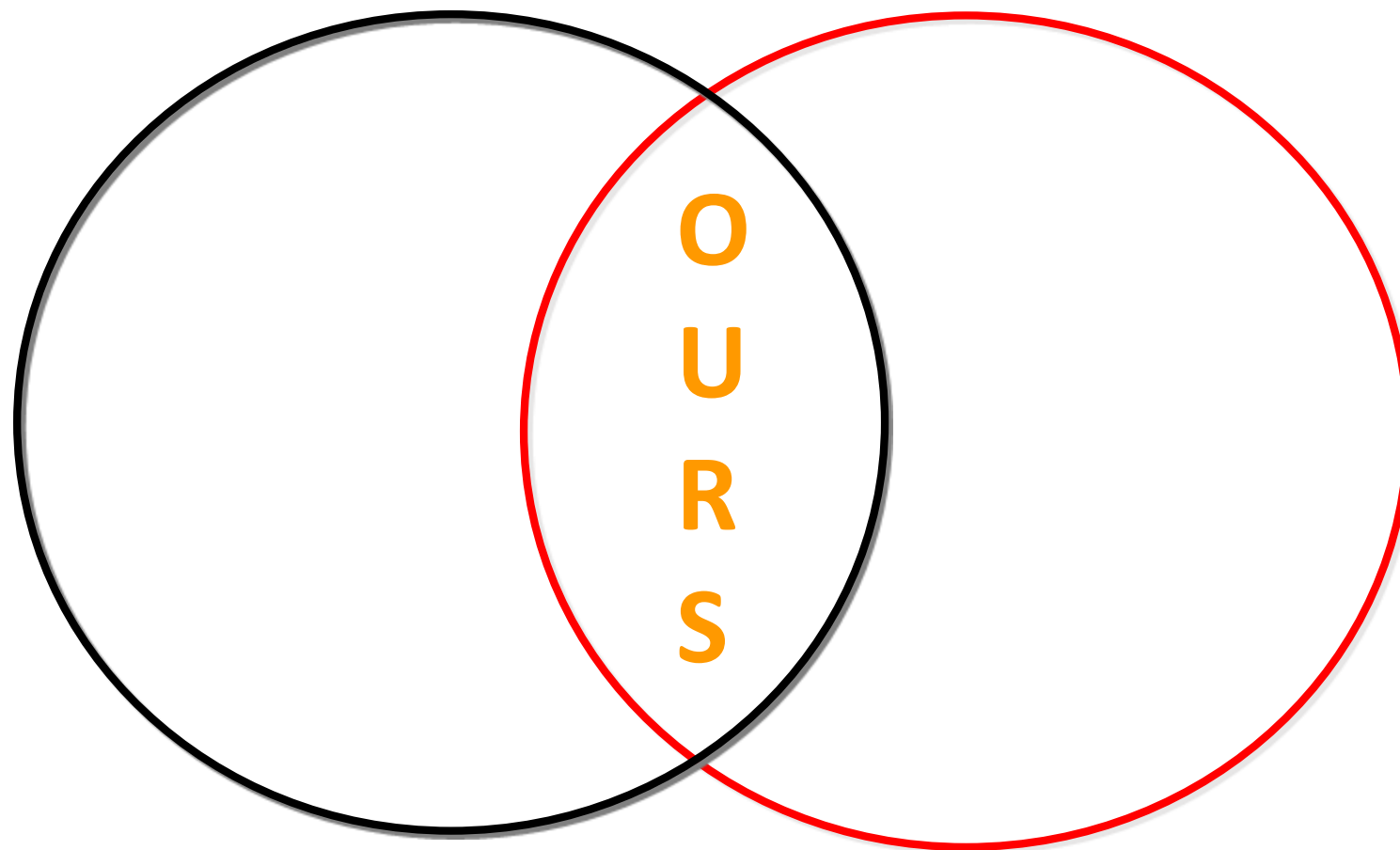
1. People: sender/receiver – the receiver gets the message sent by the sender.
2. Transmitted information – messages, content encoded
3. Feedback – feedback
4. Communication tools – carrier of information, channel, medium
5. Code – the information sent by the sender is encoded, transformed into symbols
6. Filter – noise, anything that disrupts or prevents communication



Co-funded by the  
European Union



ALL YOU NEED IS...

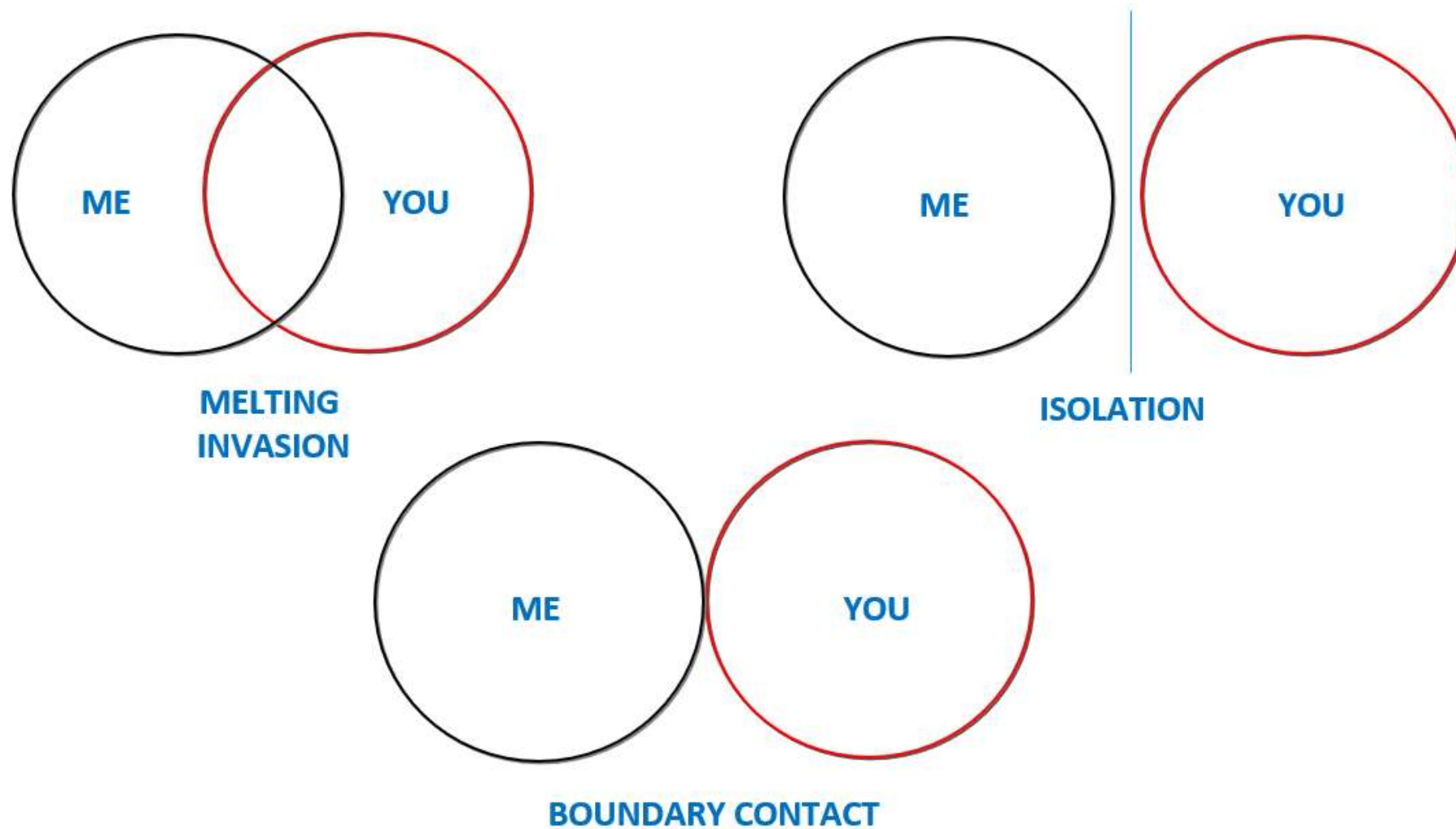




Co-funded by the  
European Union



ALL YOU NEED IS...







Co-funded by the  
European Union



ALL YOU NEED IS...



# Mistakes in Understanding Others

- First impression
- Selective perception
- Fundamental attribution mistake
- Halo effect

# Listening

## Active Listening is:

- Paraphrasing – confirming by the receiver that the message conveyed to them is understood
- Reflecting feelings and emotions
- Focusing on the most important points
- Skill fully formulating appropriate questions
- Showing interest in the content being communicated
- Remembering important issues, phrases, and words.

# Why don't we listen

- Because we want to speak
- Because we're not interested
- Because he talks strangely
- Because the conditions aren't right
- Because something popped into my head
- Because I have something to gain

# Active Listening

- Avoid communication blockers
- High level of empathy
- Full respect for the listener
- Builds dialogue and relationships
- Allows for being more authentic and open
- Brings the speakers closer to each other

# Questions?

## CLOSED

- For leading
- Verification of assumptions
- YES / NO
- We focus on the specific message

## OPEN

- Reduces initial tension
- Gives us new information
- Encourages speaking
- HOW?, WHY?, WHO?, WHAT? WHY?



Co-funded by the  
European Union



ALL YOU NEED IS...

# Opening questions

**Do you have any questions?**

**What questions do you have for me?**

**What do you think of me?**

**What do you like about me?**

**Is everything clear?**

**What didn't you understand in my statement?**

**Do you like traveling by plane?**

**What are your experiences with flying?**

**Did you like this movie?**

**What do you think about this movie?**

**Do you think he behaved properly?**

**How do you rate Peter's behavior?**

**Is it worth asking open-ended questions?**

**What's your opinion on open-ended questions?**

# Paraphrasing exercise

**When paraphrasing, we use phrases like:**

- If I understand you correctly...
- So, you are of the opinion that...
- You mean to say that...
- You believe, then, that...



Co-funded by the  
European Union



ALL YOU NEED IS...



# Communication Model





Co-funded by the  
European Union



ALL YOU NEED IS...



**Recognize how you understood the message directed to you, and why you provided such a response.**

The advantage of the **"Factual"** response is that you have a particularly sharp **"Factual Ear."** In your statements, you pick up on information about facts, situations, etc., without interpreting them or assigning additional meaning. **BLUE ENERGY**

The advantage of the **"Revealing oneself – self Level"** response is that you have a particularly sharp **"Self-Revelation Ear."** In statements, you "hear" when someone talks about themselves, their behavior, what they are experiencing, and their views.

**YELLOW ENERGY**

The advantage of the **"Relational"** response is that you have a particularly sharp **"Relational Ear."** In statements, you "hear" how the speaker feels about you, how they treat you. **GREEN ENERGY**

The advantage of the **"Appeal"** response is that you have a particularly sharp **"Appeal Ear."** You pick up on the appeal level of the response. In the speaker's statement, you "hear" when someone is trying to persuade you, to influence you in some way. **RED ENERGY**



Co-funded by the  
European Union



ALL YOU NEED IS...



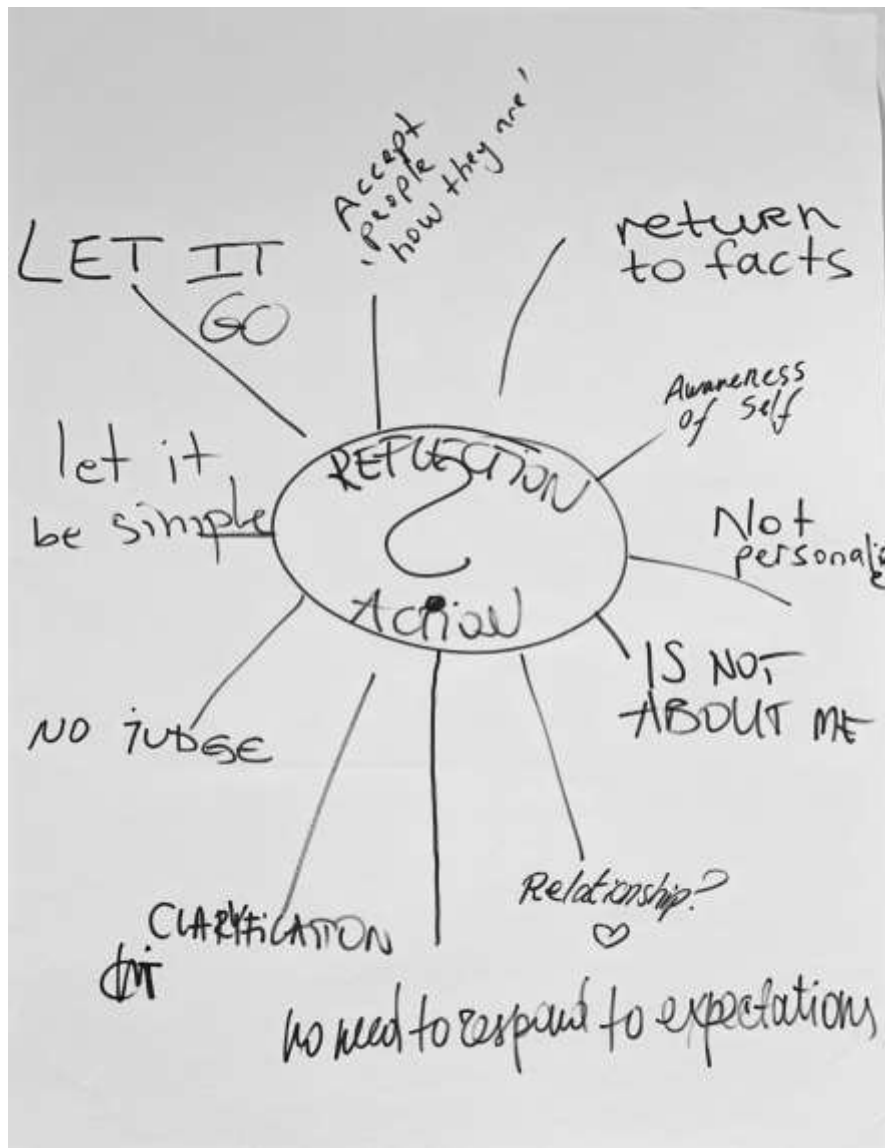
# Emotions and their impact on communications



Co-funded by the  
European Union



ALL YOU NEED IS...





Co-funded by the  
European Union



ALL YOU NEED IS...

TO WORK - EXPLAIN

TRUST  
RULES  
RESPONSIBILITY  
TEMPO  
COLLABORATION  
& COOPERATION  
PRACTISE  
EXPERIENCE  
EFFORTS



Co-funded by the  
European Union



ALL YOU NEED IS...





Co-funded by the  
European Union



ALL YOU NEED IS...







Co-funded by the  
European Union



ALL YOU NEED IS...

- 1 FOR WHAT ITS COME?  
ABOUT WHAT INFORME?
- 2 ~~WHAT~~ WHAT SAY TO ME?  
(MYSELF)  
WHAT SAY TO OTHERS?
- 3 HOW TO SERVE WELL?  
WHAT TO DO?
- 4 WHAT TO DO IF SOMEONE  
ELSE SURVIVES EMOTIONS?  
ARE IN EMOTIONS



Co-funded by the  
European Union



ALL YOU NEED IS...



# MONIKA BĘBENEK

MONIKA.SLUZBOWY@GMAIL.COM





Co-funded by the  
European Union



ALL YOU NEED IS...



This publication was produced with financial support from the European Commission.

This publication reflects only the views of its authors,  
and the European Commission is not responsible for its content.

FREE PUBLICATION



Co-funded by the  
European Union





**ALL YOU NEED IS...**



Project no. 2023-3-PL01-KA153-YOU-000172584

[kontakt@fundacjasmart.pl](mailto:kontakt@fundacjasmart.pl)

[allyouneed.fundacjasmart.pl](http://allyouneed.fundacjasmart.pl)

  @fundacjasmart