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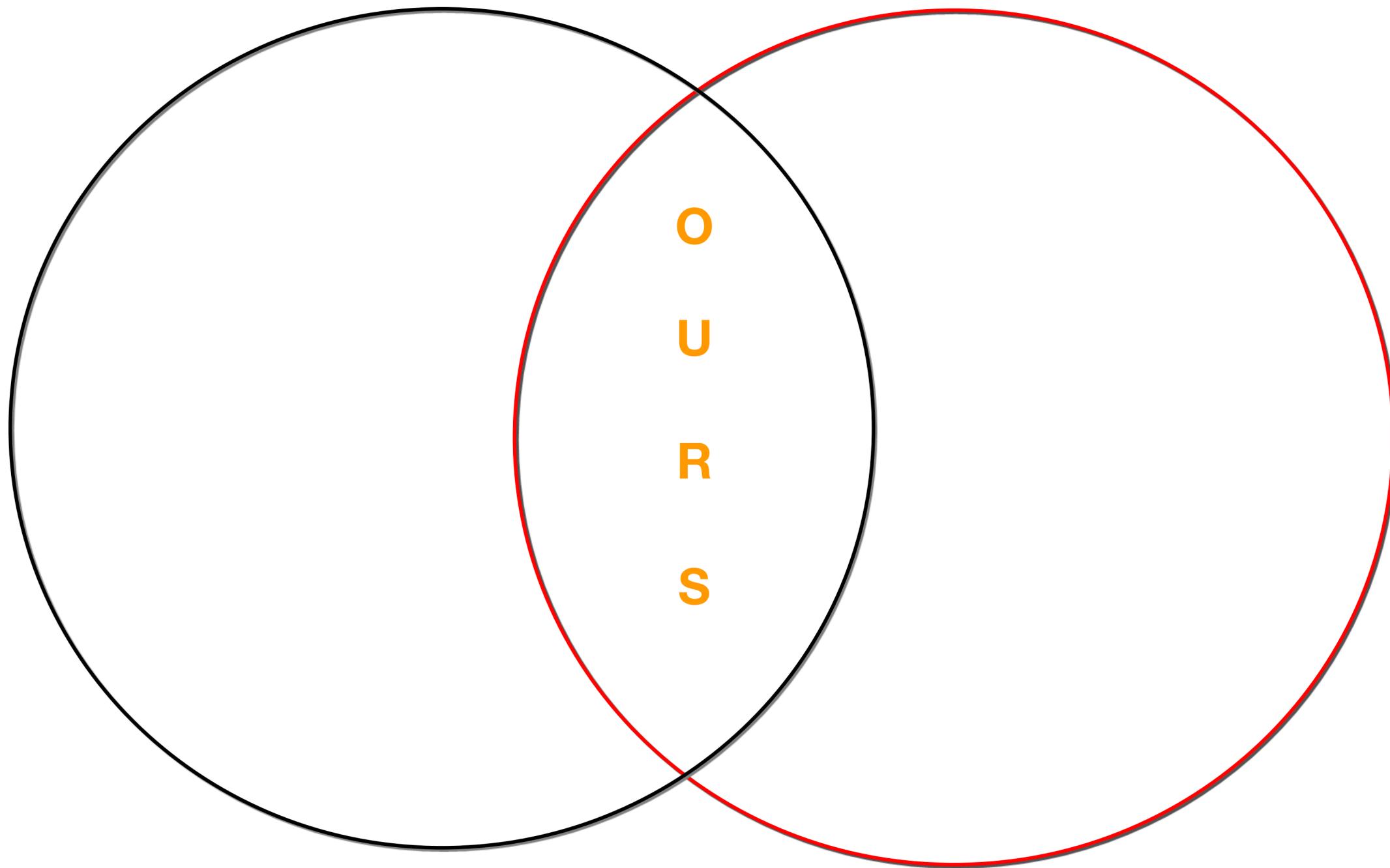


ALL YOU NEED IS...

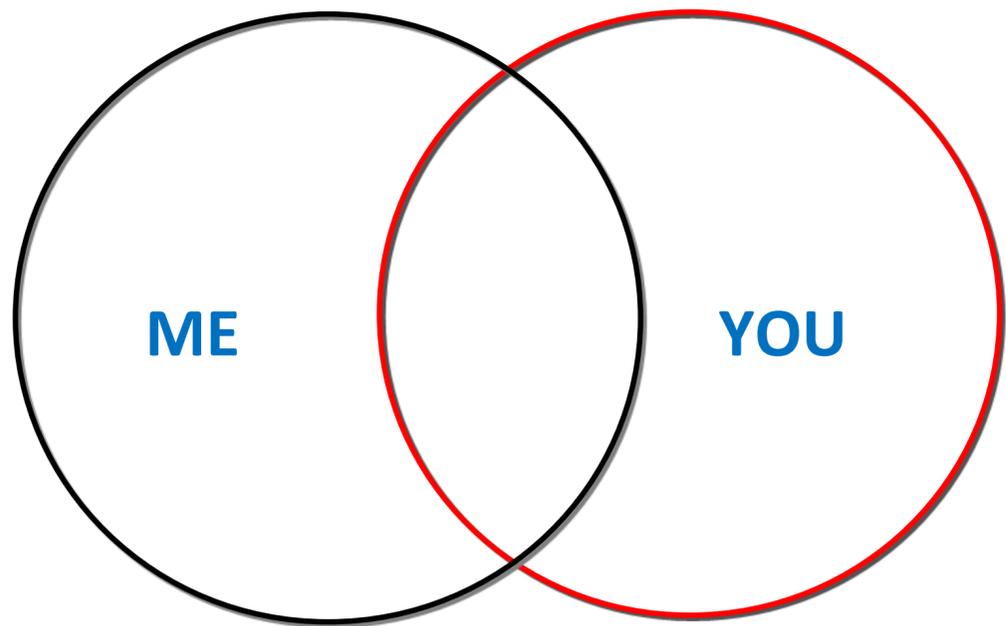
# Methods of Effective Communication

**"All you need is ...talk" -**

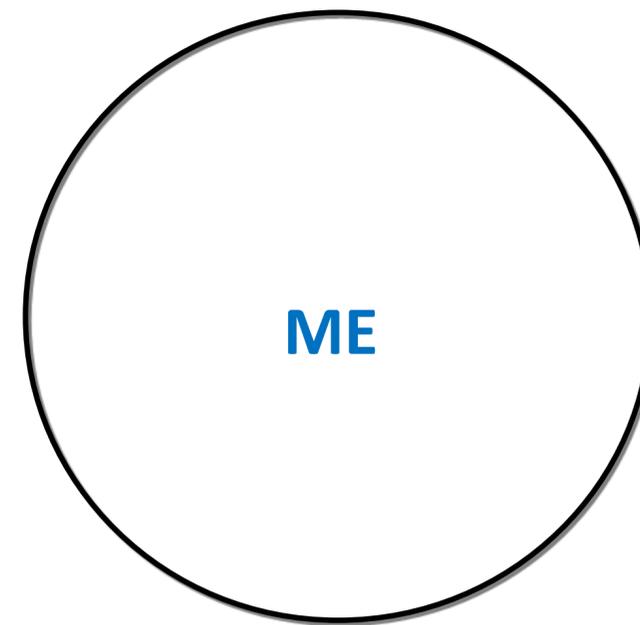
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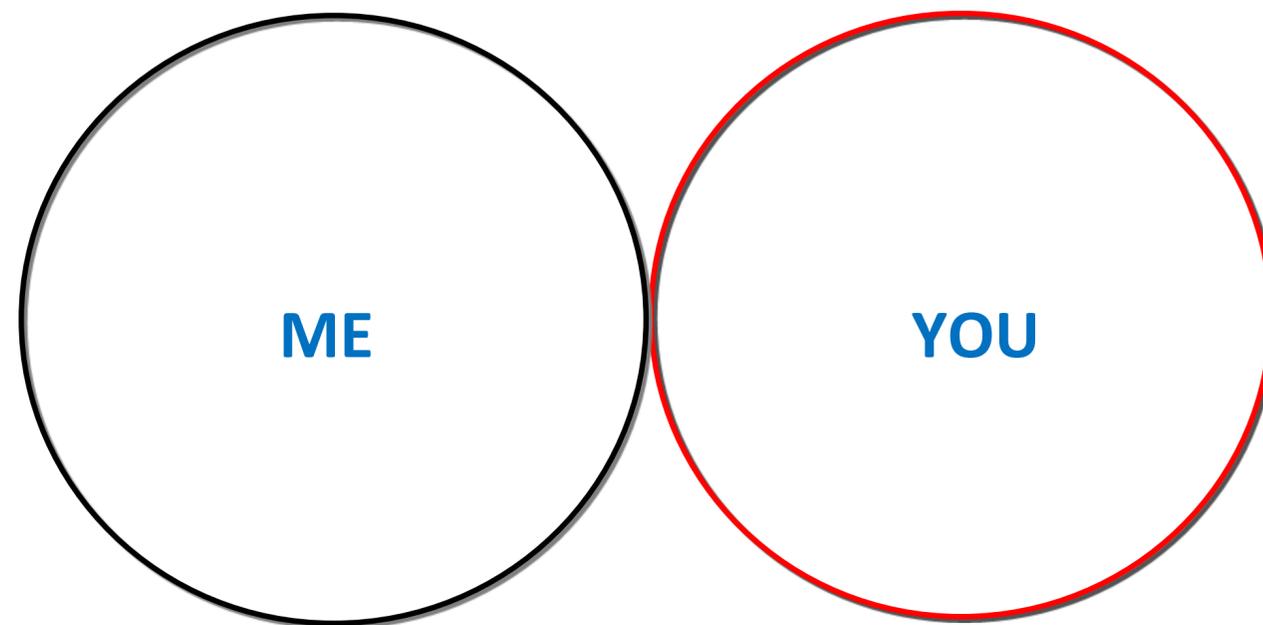
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**MELTING  
INVASION**



**ISOLATION**



**BOUNDARY CONTACT**

# Mistakes in Understanding Others

- First impression
- Selective perception
- Fundamental attribution mistake
- Self-fulfilling prophecies
- Halo effect

# Communication Model

**A colleague arrives late to work once again.**

Write a message in which you ask them not to do this anymore and to come to work on time.

## **Factual Level**

**Sales increased by 10**

## **Relationship Level**

**I'm glad that our teamwork is  
going so well.**

## **"SELF" Level**

**I am satisfied with my work.**

## **Appeal Level**

**Bring this document!**

**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**

## **How to build a message to make it effective!**

**Peter, you're late to work for the fifth time.  
I'm upset about this situation. Once again,  
I'm working longer hours. I'm already tired  
of this. I really need your help at work.  
Please, don't be late again.**

# How to build a message to make it effective!

Peter, you are late to work for the 5th time. I am angry about this situation. Once again, I am working longer. I am already tired of this. I depend on your help at work. Please, don't be late again.

**Fill in the blanks in the following story that you wrote on the previous page.**

To a large company that employs ..... people, a young woman aged ..... years entered. It turned out that she was the new employee in the customer service office. After a long search, which lasted ....., she arrived at the secretariat, where she met ..... man, the head of the customer service department, whom she recognized by ..... During their conversation, the boss informed her that she would not be able to wear clothes in the color ....., as the mandatory clothing color for her position is ..... . On her first day of work, she left the company at ..... o'clock. She was tired, but she finished the novel that day, which was a thick book because it had ..... pages

# 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

# 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
- Skillfully 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?

## **Opening questions**

- 1. Do you have any questions?**
- 2. Do you like me?**
- 3. Is everything clear?**
- 4. Do you like traveling by plane?**
- 5. Did you like this movie?**
- 6. Do you think he behaved properly?**
- 7. Is it worth asking open-ended questions?**

# 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?**

**STRONG QUESTIONS**

**CHANGE OF PERSPECTIVE**

**SPECIFICS**

**SKIPPING THE PROBLEM**

**MEANING OF THE SOLUTION**

**TIME SHIFT**

**PROS**

## Listening - paraphrasing

### **Paraphrasing – a simple way to avoid repetitions**

Paraphrasing is a modification of the text that does not change its overall meaning. It is used to simplify the information being conveyed or shorten a longer statement.

**What is the GOAL? What are the RISKS?**

# Listening - paraphrasing

## **GOAL:**

- I make sure if/how I understand
- I show interest
- Recognition and acceptance
- I encourage speaking
- I am a mirror

## **RISKS:**

- Interpretations and associations
- Paraphrasing clichés
- Unnaturalness
- Projection
- Key words

# 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...

## **Paraphrasing exercise**

Sir. I came on vacation with my family and would like to rent a car. I am interested in something small, and the most important thing for me is cheap insurance.

# Paraphrasing exercise

Paraphrase...

If I understood you correctly, you are currently on vacation with your loved ones and considering renting a vehicle. You are looking for a compact car, and the key aspect is an affordable insurance policy.



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