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## Interpersonal communication theory listening

Communication is the heart of every business no matter what you do, how many employees you have and to whom you sell. The process of interpersonal communication in businesses involves sending and receiving messages with colleagues, managers, partners, customers and other business actors. Effective interpersonal communication occurs when the message is understood as intended. Interpersonal communication helps organizations come up with solutions to ensure the smooth running of the business. Examples of interpersonal communication include: Talking on the phone with a vendor Having a staff meeting with all employees Helping a customer in the store Send instructions to a colleague To chat in instant messaging with a peer During interpersonal communication, employees share information, provide updates, clarify misunderstandings, offer solutions, and introduce new ideas. Effective interpersonal communication contributes to the alignment of all enterprises. For example, when the HR manager shares new health and safety rules with employees, it communicates vital information that helps them do their job more effectively. In this way, this helps to avoid risks and reduce problems in the workplace for all involved. Interpersonal communication helps employees focus on non-verbal communication. Sometimes, it's not just what's said that matters, it's what it's called. Non-verbal communication includes tone of voice, eye contact, posture, gestures, facial expressions and physical contact. By setting up non-verbal communication signals, employees can better understand the message being sent. For example, if a customer service representative asks a customer browsing the store if they need help, the customer can respond by saying they're okay. However, if her facial expression seems confusing, then she may just be too shy to ask for help. Through effective interpersonal communication, the employee can inform the customer that he is available at any time to help her find the right product. Interpersonal communication in enterprises contributes to the creation of an open and honest working culture where employees feel they have the ability to communicate with all levels of the organization. Strong interpersonal skills help make people more relatable to others, which is an important quality in the workplace. A new employee may feel out of place nervous about interacting with others. Through effective interpersonal communication with colleagues and management, the new employee can start to open up and feel more comfortable in the workplace. Interpersonal communication in business is vital to keeping customers happy. Interpersonal communication includes negotiation, conflict resolution, relationship culture and other skills needed to successfully communicate with customers. Ensuring that all employees addressed to the customer and the knowledge they need to communicate effectively with customers results in higher customer satisfaction. Focusing on interpersonal communication also shows customers that the company values its relationship with them and strives to ensure that it can share information effectively. The importance of interpersonal skills in business is that they help individuals show respect for each other. Whether you're in business with colleagues, clients or partners, showing respect is not only kind, but helps build trust, trust and trust. Interpersonal communication in the business also helps to show empathy. This can boost employee morale and create dedication in the workplace. For example, if a worker has a problem with his car and is not able to get to work on time, you can offer him the option to work from home for a day while he gets his car fixed. This helps to enhance the sense of community in the workplace, where people take care of each other. English is a complex language, with many words having different meanings. This increases the potential for misunderstanding and communication failures. One way to deal with communication barriers is to divide them into internal and external barriers or environmental barriers. It is important to know all possible barriers to communication and to consider how they can be overcome, so that effective interaction can take place either professionally or on a personal level. Psychological barriers can include contraction or embarrassment. Sometimes, a person can present herself as sharp or difficult when they can actually be nervous. A person's stereotypical views of the other party or group to which they belong can also be an obstacle to communication. If she's already biased before she meets him, that'll cause a setback. Acceptable forms of communication differ between cultures. In some societies physical gestures are exaggerated, and touch is more acceptable. In these societies, it is generally acceptable to hug and touch a person's hand when you speak to them. In other societies this would be unacceptable. Some religions have taboos about members of the opposite sex who communicate and particularly touching. Occasional hugs and kisses would be completely unacceptable. A communication barrier may exist because the parties do not have a common language. Interpreters and translators can be used for their proper application under these conditions. If a person is deaf or visually impaired, this presents an obvious barrier needs to be addressed before the meeting. Speech barriers or dysphasia as a result of a stroke or other brain problem can present an obstacle. The use of terminology and overly complex language creates barriers to communication. Environmental barriers to communication may include noise and lack of privacy. An environment that is too hot or cold will contribute to effective communication. Some parts of the business are busy with many distractions, such as constantly ringing phones and other messaging systems. This post originally appeared on LinkedIn. Follow the author here. When it comes to communication, we all tend to think we're pretty good at it. The truth is, even those of us who are good communicators aren't nearly as good as we think we are. This overestimation of our ability to communicate is magnified when we interact with people we know well. Researchers at the University of Chicago Booth School of Business put this theory to the test and what they discovered is amazing. In the study, the researchers combined subjects with people they knew well and then again with people they had never met. The researchers discovered that people who knew each other well didn't understand each other no better than the people they had just met! Worse still, participants often overestimated their ability to communicate, and this was more pronounced with people they knew well. Our problem in communicating with friends is that we have an illusion of insight, said study co-author Nicholas Epley. Getting close to someone seems to create the illusion of understanding more than real understanding. When we communicate with people we know well, we make assumptions about what they understand - assumptions we don't dare make with strangers. This tendency to overestimate how well we communicate (and how well we are understood) is so prevalent that psychologists even have a name for it: proximity-bias communication. Understanding. What I know is different from what you know is essential for effective communication, said study leader Kenneth Savitsky, but this insight can be fleeting. Some [people] may actually be on the same wavelength, but maybe not as much as they think. You're in a hurry and you're busy, and you stop taking the other person's perspective. Taking actionContact is the real job of leadership, you just can't become a great leader until you're a great communicator. Great communicators inspire people. They create a connection that is real, emotional and personal. And great communicators forge this connection through people's understanding and ability to speak directly to their needs in a way they are ready to hear. The eight strategies below will help you overcome the communication bias that tends to hold us back with everyone we meet, especially that we know well. Implement these strategies and watch your communication skills reach new heights. Talk to groups as a leader, you often have to talk to groups of people. Whether it's a small group meeting or a gathering across the company, you need to develop a level of intimacy in your approach that makes every person in the room feel like you're talking directly Or her. The trick is to eliminate the distraction of the crowd so that you can deliver your message just as you would if you were talking to a single person. You want to be emotionally genuine and exude the same emotions, energy, and attention that will one-on-one (as opposed to the stress that comes with being in front of people). The ability to pull this off is the hallmark of great leadership communication. Talk so people will hearThatist communicators to read their audience (groups and individuals) carefully to ensure they don't waste their breath on a message that people aren't ready to hear. Talking about listening means adjusting your message on the go to stay with your audience (what they're ready to hear and how they're ready to hear it). Droning to ensure you've said what you wanted to say doesn't have the same effect on people as their participation in a meaningful dialogue in which there is an exchange of ideas. Resist the urge to drive your point home at all costs. When you talk, it leads to people asking good questions, you know you're on the right track. Listen so people will talkAny of the most destructive temptations for a leader is to treat communication as a one-way street. When you communicate, you have to give people ample opportunity to speak their minds. If you find that you often have the last word in conversations, then that's likely something you need to work on. Listening isn't just about hearing words. It's also about listening to the tone, speed, and intensity of the voice. What's it called? Nothing that wasn't said? What hidden messages under the surface are there? When someone talks to you, stop everything else and listen fully until the other person is finished talking. When you're on a phone call, don't type an e-mail message. When you meet with someone, close the door and sit near the person so you can concentrate and listen. Simple behaviors like these will help you stay in the present moment, get on the hints the other person sends, and make it clear that you will actually hear what he or she is saying. Emotionally connectMaya Angelou said best: People will forget what you said and did, but you will never forget how it made them feel. As a leader, your communication is incompetent if people are not connected to it on an emotional level. This is difficult for many leaders to pull off because they feel they have to project a particular person. Let it go. To connect with your people emotionally, you need to be transparent. Be human. Show What drives you, what you care about, what makes you get out of bed in the morning. Express these feelings openly, and you will forge an emotional connection with your people. Read body languageIn power makes it difficult for people to say what's really on their minds. No matter how good your relationship with your subordinates, you're kidding, if you think they are as open with you as they are with their peers. So you need to become adept at understanding unsay messages. The greatest wealth of information lies in people's body language. The body communicates non-stop and is an abundant source of information, so deliberately monitor body language during meetings and occasional conversation. Once you tune in to body language, messages will become loud and clear. Pay as much attention to what is not said as what is said, and it will reveal facts and opinions that people are reluctant to express directly. Prepare your intention Little preparation goes a long way towards saying what you wanted to say and having a conversation achieve its impact. Do not prepare a speech, develop an understanding of what the focus of a conversation should be (in order for people to hear the message) and how to achieve this. Your communication will be more convincing and at the point when you prepare your intention ahead of time. Skip terminology The business world is filled with terminology and metaphors that are harmless when people can relate to them. The problem is, most leaders abuse terminology and alienate subordinates and their clients with their business speak. Use it sparingly if you want to connect with your people. Otherwise, you will come across as insincere. Practical active listening Sound is a simple technique that ensures that people feel heard, an essential component of good communication. To practice active listening: Spend more time listening than you talk. Don't answer questions with questions. Avoid completing other people's suggestions. Focus more on the other person than you do on yourself. Focus on what people are saying right now, not what their interests are. Reframe what the other person has said to make sure you understand him correctly (So you're telling me that this budget needs further consideration, right?) Think about what you're going to say after someone has finished speaking, not while he or she is talking. Ask a lot of questions. Never interrupt. Don't have any notes. Bringing it all together Know You're working to use these strategies, try to avoid biting off more than you can chew. Working on one to three strategies at a time is sufficient. If you try to take on more than you can handle, you're not going to see as much progress as you would if you narrowed your focus. Once you become effective in one particular strategy, you can get another one in place. Communication a dynamic element of leadership that is intertwined in most of what you do every day. You will have ample opportunity to improve your skills in this critical skill. Skill. Skill.

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