

Communication Theory, Listening Skills & Practical Communication

New Jersey Conference

By Edwine Evra

NJCYOUTH
DISCIPLING YOUNG PEOPLE FOR CHRIST

Devotion & Self-Presentation Exercise

- Heavenly father, here we are gathered at your feet to humbly ask you to teach us how to be efficient communicators for you. Please help us successfully learn and grow together for the betterment of your work through our service. In Jesus name we pray, Amen!
- Briefly Introduce yourselves to others and share what you learned from one another. In three (3) minutes: Hi, my name is Edwine Evra, and I am the Master Guide Coordinator for the Newark Zone. Please don't mind my lack of eye contact /its cultural but I'm improving. I am very pleased to meet you!

What is Communication?

Who communicate to whom?

Why communicate?

How do we communicate?

What about?

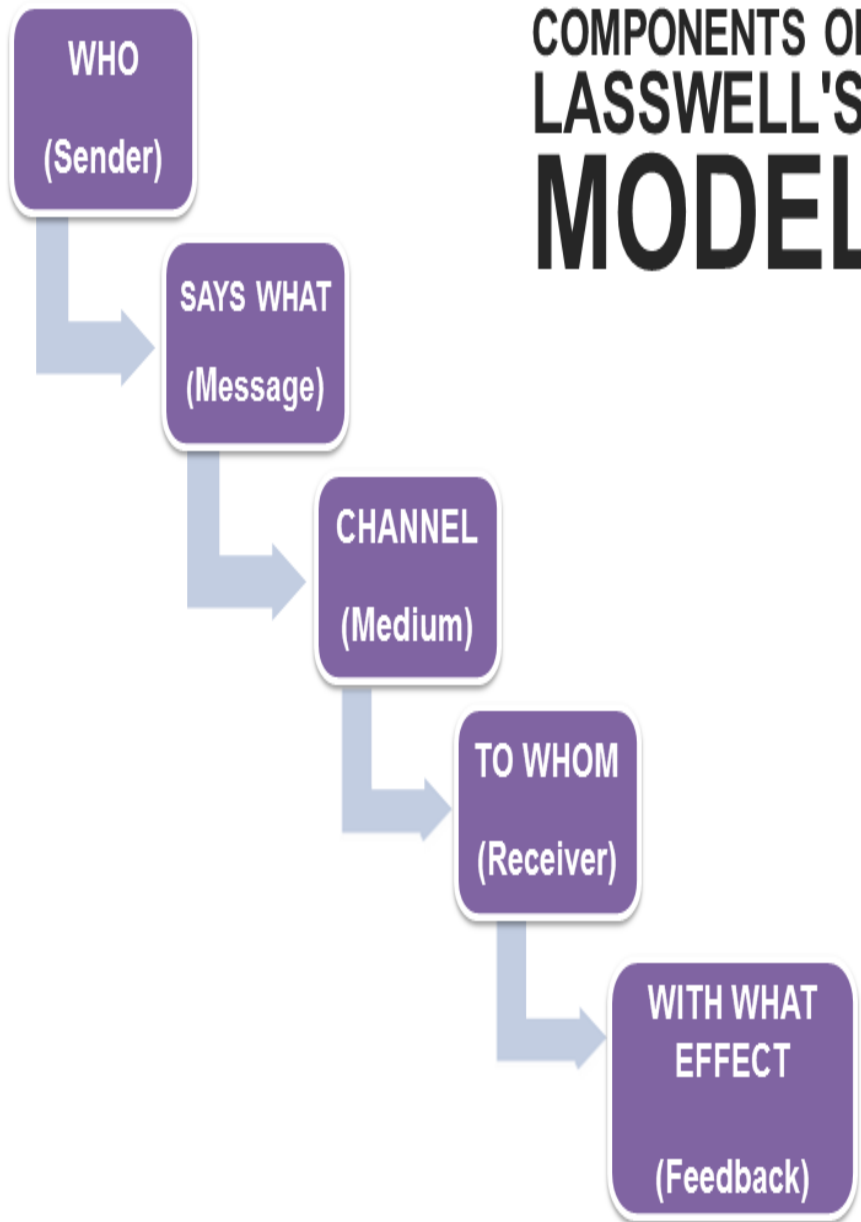
What are the consequences ?

The definition of Communication varies by individuals.

However, for this course, we can settle that communication is simply the act of transferring information from one place, person, or group to another.

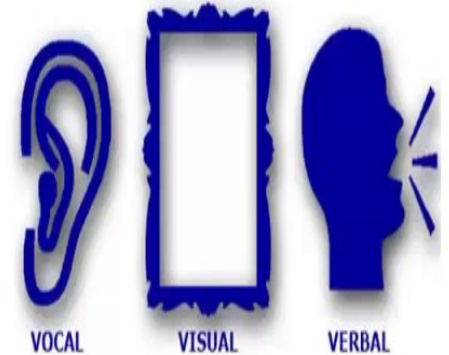
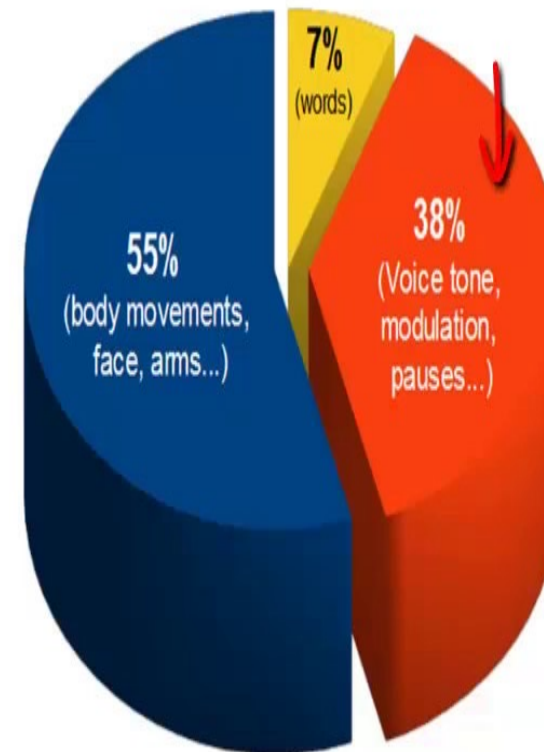
Communication theory

- Communication theory - studies the scientific process of sending & receiving information. There are many principles, methods, and components that can affect a message, and communication theory explains it all, but we will focus only on two theories for now.



The 3 V's

- Research done by the psychologist Albert Mehrabian shows that our communication contains 3 things.



Break Out

What stood out the most to you from Mehrabian's theory of communication ?



Types of Communications

- Verbal & Nonverbal
- Visual & Written
- Direct & indirect
- Personal & Professional

Types of Communications Barriers

- Message => Too lengthy, disorganized, erroneous
- Message => Poor verbal and body language.
- Source => Lack of Self-Confidence
- Source &/or Receiver => lack of enthusiasm.
- Source &/or Receiver => Discrimination
- Message => disagreement between verbal and non-verbal messages.
- Source => Negative Self Image.
- Receiver => Lack of Feedback
- Source &/or Receiver => Language and Vocabulary Level.
- Receiver => Selective Perception.
- Receiver => Lack of Interest in the Topic/Subject
- Channel => voice quality / Venue / Effect of Noise

Talking At vs Talking To

A person who talks at you is having a one-sided conversation. They're there to tell you things and don't care for your input on the matter.

Someone talking to you is having a conversation. You and they are both active participants.



COMMUNICATION



Hear vs listen



- Listening describes an intentional activity. When you are listening, you are actively trying to hear something. In contrast, hearing is something that happens without any intentional effort. You can hear something even when you don't want to hear it and don't try to hear it



Social interaction: How do we distinguish nonverbal cues with mask on and off?

Angry/Disgust
/Fear/Happy
/Neutral/Sad
/Surprise...

Anger

Disgust

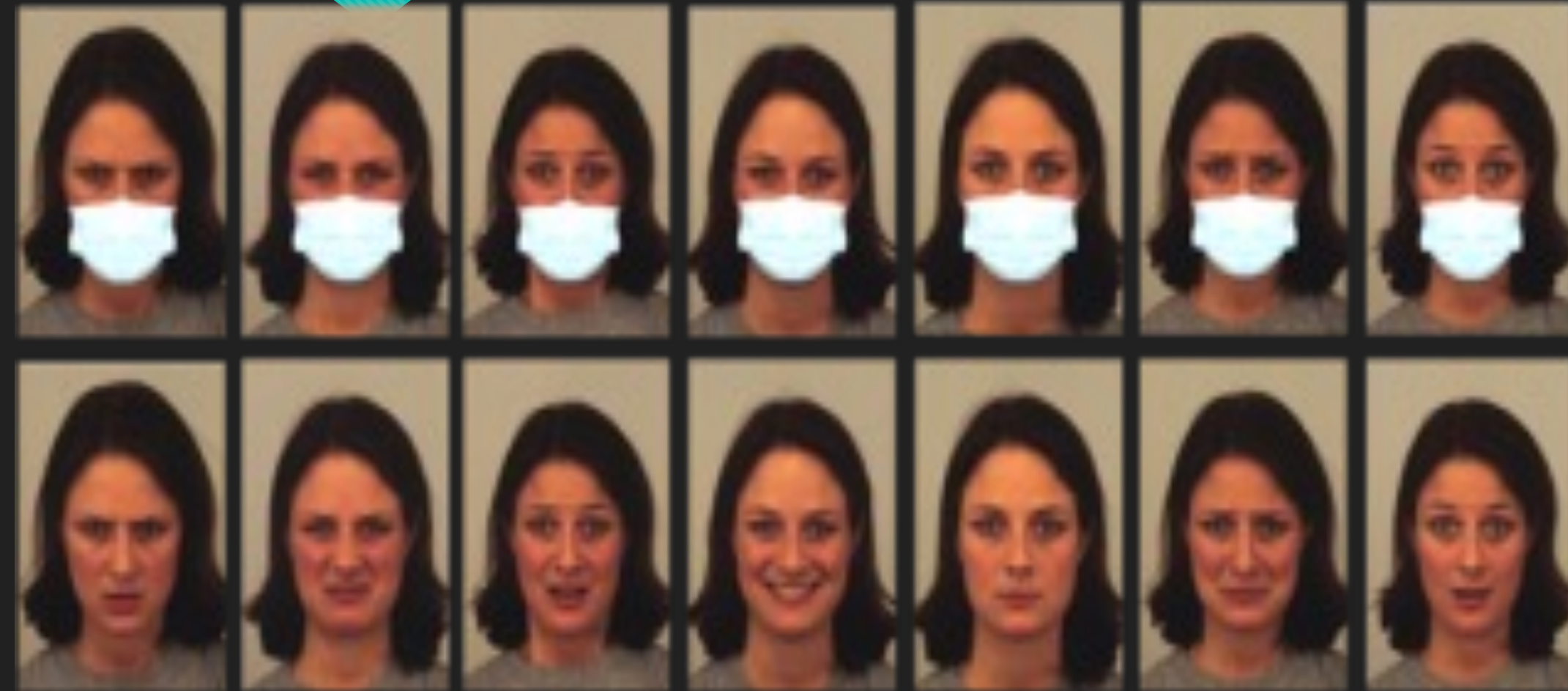
Fear

Happy

Neutral

Sad

Surprise



*Facial muscles,
body language
self-awareness,
cultural humility,
and opened
mindness.*

*Never take
everything
personal (we
never know all
someone is going
through) and
always ask the
Holy spirit to
assist.*

Break IT Down!

Share Two of your Strengths & Weaknesses In Communication

How do you
currently
communicate
with others ?

How would you
like to
communicate in
the future?

Skills & Practical Communication Tips

- Be mindful of the communication process
- Respect the receiver (his or her time)
- Use bullet, bold, and italics
- Verify and list the assumptions
- Ask for clarification and feedback
- Use the correct medium/channel/tools
- Add all relevant information
- Anticipate noise interference
- Allow the communication to be tracked
- Listen and do not anticipate
- Adapt a Two-hands Constructive Criticism

5 Questions to Improve Your **COMMUNICATION SKILLS**

BY JACOB MORGAN



What are the best channels to use to get information across?



Are you communicating in a clear, open, passionate, and humble way?



How does the way you communicate make those around you feel?



Are you being human?



If someone communicated to you in the same way you are communicating to others, what impact would it have?

How to improve Communication Skills

- Be an active listener (an empath).
- Adapt good mannerism (eye contact, soft but strong voice...).
- Hold effective meetings
- Check in with your team members (staff, parents, and members).
- Ask for feedback in order to improve.

Proverbs 18:21

Death and life are in the power
of the tongue, and those who
love it will eat its fruit.

Powerful Warning!

² Devote yourselves to prayer, being watchful and thankful.

³ And pray for us, too, that God may open a door for our message, so that we may proclaim the mystery of Christ, for which I am in chains.

⁴ Pray that I may proclaim it clearly, as I should.

Colossians 4: 2-6

⁵ Be wise in the way you act toward outsiders; make the most of every opportunity.

⁶ Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.

Colossians 4: 2-6

Psalm 19:14 (KJV) Let the words of my mouth and the meditation of my heart be acceptable in thy sight, O Lord, my strength, and my Redeemer

Daily request

James 1:19, 20 (KJV)
Wherefore, my beloved brethren, let
every man be swift to hear, slow to
speak, and slow to wrath; for the wrath
of man worketh not the righteousness of
God.

Motivation

Review!

What did you learn from this presentation?





With good and clear communication, we all can build lasting relationships and lead others TO GOD, THROUGH GOD AND FOR GOD!