

Tools for Life – Weekly Health & Safety Meeting



Home Healthy - Home Safe

Date: July 2022

Interpersonnel Communication

Interpersonal communication is the process by which people exchange information, feelings, and meaning through verbal and non-verbal messages: **it is face-to-face communication.**

Most of us engage in some form of interpersonal communication daily, how well we communicate with others is a measure of our interpersonal skills. Interpersonal communication is a key life skill and can be used to:

- Give and collect information.
- Influence the attitudes and behaviors of others.
- Form contacts and maintain relationships.
- Express personal needs and understand the needs of others.
- Give and receive emotional support.
- Make decisions and solve problems.

Talking clearly to people so you are understood goes hand in hand with your ability to accurately listen to others and successfully understand what they are trying to communicate. These abilities will strengthen your relationships, help you to resolve conflicts, and increase your capacity to solve problems.

Here are some skills to improve communications

- **ATTENDING** – face people squarely, open posture, make good eye contact and remain relaxed
- **ACTIVE LISTENING** – be engaged in the conversation and ensure you both have a common understanding.
- **QUESTIONING** – ask for information, clarification, and depth of understanding.
- **PRESENTING** – express ideas, perceptions, observations, and conclusions.
- **CONFIRMING** – check with you team to confirm that there is a common understanding.
- **SUMMARIZING** – provides an opportunity to clarify or correct the message if it was misinterpreted.

Discussion points

1. Can you improve your communication skills? If so, how?
2. What are your team's communication challenges?