Interpersonal Communication Skills
Intelligence. Education. Experience. Knowledge.
QuickTime™ and a decompressor are needed to see this picture.
DON'T YOU THINK THAT IF I WERE WRONG,
I'D KNOW IT?”
“I will pay more for that ability than for any other under the sun.”

- John D. Rockefeller
“I know it like the back of my hand!”
“Compared to what we ought to be, we are only half awake.”

-Harvard Professor William James
Interpersonal Communication Skills

- Interpersonal skills are the *set of abilities* we use every day to *work, communicate, and interact with other people*, both individually and in groups.
Leadership

• The **sum of those qualities of intellect, human knowledge, and moral character that allow a person to motivate a group of people to reach a common goal.**
Agenda

• Interpersonal Communication Skills
  - Verbal communication
  - Non-verbal communication
The ability to speak effectively is a shortcut to distinction
Verbal Communication

- The sharing of information between individuals by using speech; a way of conveying information in a spoken rather than written manner.
Verbal Communication Principles

1. Think before you speak
2. Organize your message
3. Be clear and concise
4. Learn how to listen
5. Master the art of conversation
6. Communicate with power
1. Think before you speak

“Better to remain silent and be thought a fool, than to open your mouth and remove all doubt.”

- Abraham Lincoln
1. Think before you speak

- Prepare
- Make the information relevant
- Start with what your listener needs to know
2. Organize your message

Winston Churchill’s Five Principles:

• Start strong
• One theme
• Simple language
• Create a word picture
• End with emotion
3. Be clear and concise

• Say what you mean
  - Use the best/right words to get your point across

• Stick to the point
  - Use the fewest number of words possible to get your point across
“The problem with communication is the illusion that it has been accomplished.”

– George Bernard Shaw
“A well-developed vocabulary is the outward sign of a well-developed mind. Words are the working tools of your brain.”

– Marilyn vos Savant
Stick to the Point

“How can I say what needs to be said using the fewest number of words?”
Resources to Improve Vocabulary

• To check your current vocabulary size:
  - http://testyourvocab.com/
  - http://my.vocabularysize.com/select/test

• To improve the size of your vocabulary:
  - Boost Your Brainpower by Frank Minirth, MD
  - https://www.vocabulary.com/
4. Learn How to Listen
“When people talk, listen completely. Most people never listen.”

- Ernest Hemingway
Active Listening Skills

• Focus
  - Do not do anything else while the person is talking

• Observe
  - Non-verbal behavior

• Respect
  - Do not interrupt and let the person finish

• Acknowledge
  - Acknowledge the message even if you do not agree

• Ask
  - Ask questions for clarity and show sincere interest
Autobiographical vs Empathic Listening

• Autobiographical Listening
  – Listening with intent to reply
  – Filtering what others say through your own story, experiences, biases, and values

• Empathic Listening
  – Listen with the intent to understand
  – Reflect the emotion
  – Reflect the content
  – Or, reflect both the emotion and the content
Listening video
“Seek first to understand and then be understood.”
5. Master the Art of Conversation

- Ask questions
- Ask for examples
- Ask for elaboration
- Summarize what’s been said
- Give your own insight
- Lead a guided discussion
Sometimes all followers want and crave is the opportunity to simply talk with their leader.
6. Communicate with Power

- Connect with your audience
- Speak with confidence
Connect with your audience

• Remember names
• Establish trust
• Tell a story
Remember Names

“A person’s name to him or her is the sweetest and most important sound in any language.”
Establish Trust

• Start with why
  – It’s not about “what” you do or “how” you do it, but why you do it.

  – Why: The purpose, cause, or belief that inspires you to do what you do.
Tell a story
Tell a story

Six stories a leader needs to be able to tell:

- “Who I am” stories
- “Why I am here” stories
- “This is my vision” stories
- “Teaching” stories
- “Values in action” stories
- “I know what you are thinking” stories
Speak with Confidence

What Makes an Impression?

- How You Speak: 38%
- Words: 7%
- Your Body Language: 55%
It’s not about what you say…
Non-Verbal Communication

- The process of sending and receiving messages without using words, neither spoken nor written.

*It’s not what you say, it’s how you say it.*
"I knew the suspect was lying because of certain telltale discrepancies between his voice and non-verbal gestures. Also his pants were on fire."

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Non-Verbal Communication

- Mimicry - mirroring
- Haptics - touch
- Artifacts - physical objects and environment
- Paralinguistics - vocal signals
- Kinesics - body language
Mirroring

• When people mimic each other’s gestures in conversation, it’s correlated to feelings of trust and empathy

• Creates sense that people are “on the same page”
Mirroring
Mirroring
Mirroring
Mirroring
Mirroring
Mirroring
Mirroring
Three Rules for Accurate Reading

- Read gestures in clusters
  - Like a sentence, you need at least three words
- Look for congruence
- Read gestures in context
Haptics

- Touch is persuasive
- In most studies, touching occurred on hands or arms
- Use of touch for persuasive purposes is tricky because touch is so ambiguous
- The interpretation of touch depends on many factors: context, gender and culture
The Hand Shake

- Dominance
  - Communicates you want to take control of the encounter.

- Submission
  - When you want to give the other person control or allow them to feel they are in charge of the situation.

- Equality
  - Mutual respect

- Using the left hand
  - Communicates the depth of feeling
Artifacts and Physical Features of the Environment

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Paralinguistics

- Pitch, rate, pauses, volume, tone of voice, silences, laughs, screams, sighs, etc.

- Study: People who heard a speech delivered at a normal speed were more persuaded when the speech contained strong arguments, whereas those who heard accelerated speeches were persuaded equally by strong and weak messages.
Kinesics – Facial Expression

WHAT

I'M TRYING TO BE NICE
irritated
disappointed
depressed
accusing
Test your social intelligence:
http://kgajos.eecs.harvard.edu/mite

Average result for adults: 26 out of 36.

http://greatergood.berkeley.edu/ei_quiz/#14
Kinesics – Body Language
Kinesics – Body Language

Gestures

• **Emblems (replace words)**
  - Hand movements that have precise verbal meanings
  - Recall of verbal message increased 23%

• **Illustrators (illustrate words)**
  - Gestures that accompany speech
  - Emphasize or repeat what is being said

• **Regulators (support words)**
  - Movement of head, eyes, etc
  - Hand gestures
Kinesics – Body Language

• Crossed Arms
  • You will have more negative thoughts about the speaker
  • You pay less attention
  • You retain less of what’s said
Kinesics – Body Language

- Head nodding
- People talk three to four times more when listener nods
- Mind-body connection: you’ll experience positive feelings
- Contagious
- Tool for creating rapport, getting agreement, and cooperation
Kinesics - Body Language – Power Poses
Kinesics - Body Language – Power Poses
Questions?