**Effective Communication**

**What is communication?**

* Non-verbal ie gestures, body language
* Speaking
* Writing
* Listening

**Process of communication involves**:

* Sender
* Message
* Channel
* Receiver
* Feedback

**Fundamentals of Communication**

“Most of us don’t listen with the intent to understand, we listen with the intent to reply”

***Stephen R Covey, The 7 Habits of Highly Effective People***

**Active Listening:**

Active listening is the practice of preparing to listen, observing what verbal and non-verbal messages are being sent and then providing appropriate feedback for the sake of showing attentiveness to the message being presented. This form of listening conveys a mutual understanding between speaker and listener.

Non-verbal messages and cues may be missed and difficult to interpret for Blind low vision, and deaf/blind persons.

Examples of active listening:

* Head tilt
* Nod
* Eye contact
* Mirroring
* Posture
* Verbal indicators
* Informed questions
* Paraphrasing, summarising
* Reflecting
* Clarifying

**Closed versus Open Questions:**

**Close-ended questions**

* Give you facts
* Quick and simple response
* Questioner has control of the conversation
* Often yes and no answers
* Example – ‘are you hungry’?

**Open-ended questions:**

* Require thought
* Evoke opines and feelings
* Respondent has control of the conversation
* Questioner will gain insight into the respondents ideas, opinions
* Open-ended questions are often; why, what, where, when and how

**Building Rapport**

Communication between parties can be enhanced by building rapport:

* Be authentic
* If possible make eye contact
* Be present
* Do not be distracted by devices and digital influences
* Use names
* Ask open questions
* Actively listen
* Be aware of body language
* Smile

**Cross Cultural Communication**

We live in a diverse and multi-cultural society, knowing how to communicate cross culturally is integral for all

Tips to build confidence when communicating with persons from diverse cultural backgrounds:

* Do your research on differences on the do’s and don’ts of different cultures
* Understand cultural differences
* Build rapport
* Be authentic
* Look for verbal and non-verbal cues
* Ask open-ended questions
* Focus on inclusive communication and behaviour