



Communication

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Overview

Thesis Statement
Communication Channels
Four Sides of the Message
Understanding and Interpretation
Perception as Reality
Listening Skills
Question Techniques
Partner Sharing: Interviewing
Body Language & Emotional
Intelligence
Johari Window
Presentation Skills

Communication

Today's Schedule:

- Key Learning and how to transfer knowledge into practice
- Communications Exercise: Passing on the Message



Thesis Statement

“Communication skills are vital to the increase of strength of Kosova's Women because they offer a way of promoting and protect human rights and women's rights.”

- “ 4 aspects of the Message
- “ Intercultural Communication
- “ Active Listening
- “ Question Techniques
- “ Emotional Intelligence & Body Language
- “ Coaching
- “ Presentation Skills
- “ Public Speaking
- “ Reporting

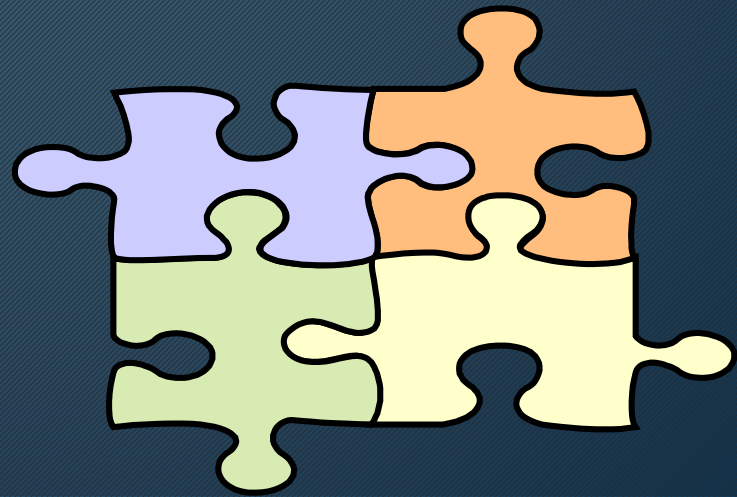


Communication Channels

Understanding & Interpretation



- “ Sender Receiver Model-4 sides of the message
- “ The Objective Aspect
- “ Aspect of Self Disclosure
- “ Relationship Aspect
- “ The aspect of appeal



L

Look interested – get interested

I

Involve yourself by responding

S

Stay on target

T

Test your understanding

E

Evaluate the message

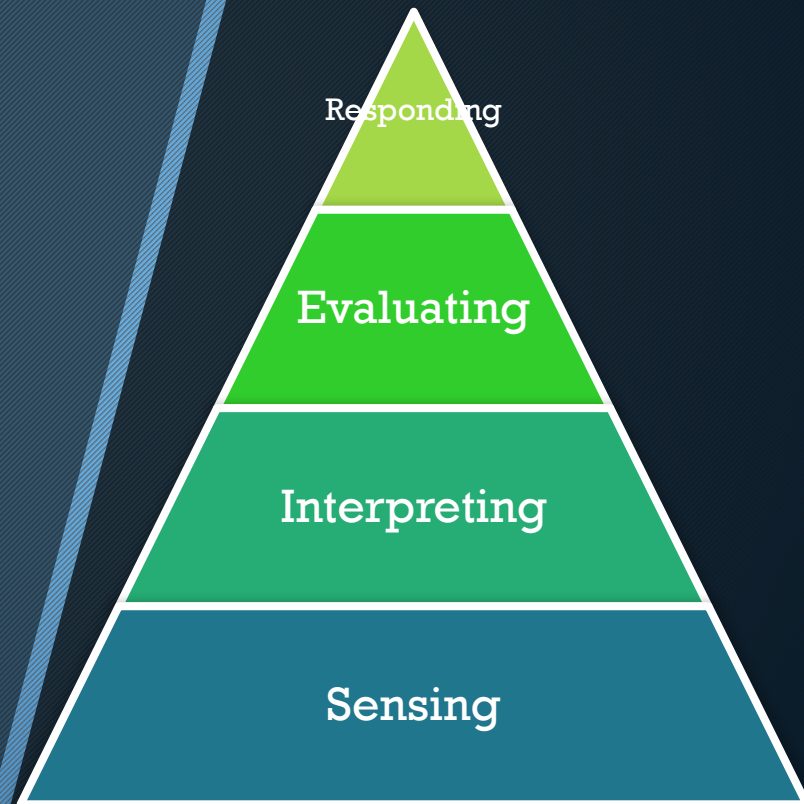
N

Neutralize your feelings

- How do you communicate what you think?
- How does it feel to be truly listened to?

PERCEPTION

AS REALITY





LISTEN I HAVE SOMETHING TO TELL YOU



Listening Skills

Practical Exercise

“Active Listening: Outer and inner circle –talker-listener; changing places, evaluating listening skills.



Practical Exercise: Question Techniques

Question techniques

Applying the following question techniques helps you to get the information you really want to get. At the same time, it enables you to guide the dialogue in the desired direction. We talk about informational and tactical questions:

Information questions		
Type	Specification	Examples
Closed questions	YES/NO questions	<i>Will you come over to my office?</i>
	Alternative questions	<i>"Are you going left or right?"</i>
Open questions*	"W-sisters"	<i>"Why, What, Where, Who, When, What for, How."</i>
	Narrative questions	<i>"Go ahead and tell us..."</i>

*Open questions can ask for a rather precise answer ("When exactly?", "What exactly do you mean?") or leave open space for the possible answer ("What could be...?").

Tactical questions		
Type	Specification	Examples
Rhetorical	You already know the answer.	<i>"Does anyone disagree with me that murder is horrible?"</i>
Suggestive	You strongly suggest the "right" answer. It is leading and sometimes manipulative.	<i>"Don't you agree that..."</i> <i>"Now I think that..., what do you think?"</i>
Confirmative	Asks a person to confirm a well-known fact. Can be equally manipulative.	<i>"A lot of people think that...How about you?"</i>
Repeating	Re-phrase and underline the content.	<i>"Are you saying that...?"</i>
Flattering	Involves an attribute which is flattering the person who is being asked.	<i>"You as such a wonderful singer, we would love to hear a song from you."</i> <i>"May I congratulate you ...?"</i>
Embarrassing (possibly)	Very similar to the flattering question type, but there is a risk that the person who is being asked is losing his/her face.	<i>"Mr. XY, you as an expert in this field, what do you say.../could you explain to us...?"</i>
Metaphorical	Addresses the imagination of the person who is being asked. It puts the person in an appropriate state of mind and thus makes it easier to answer.	<i>"Imagine that you are responsible for the document management in your office. What measures would you use to increase efficiency?"</i>



Partner Sharing: Interviewing

Interviewing each other and
evaluating the performance.





Body Language & Emotional Intelligence

Thinking & Feeling

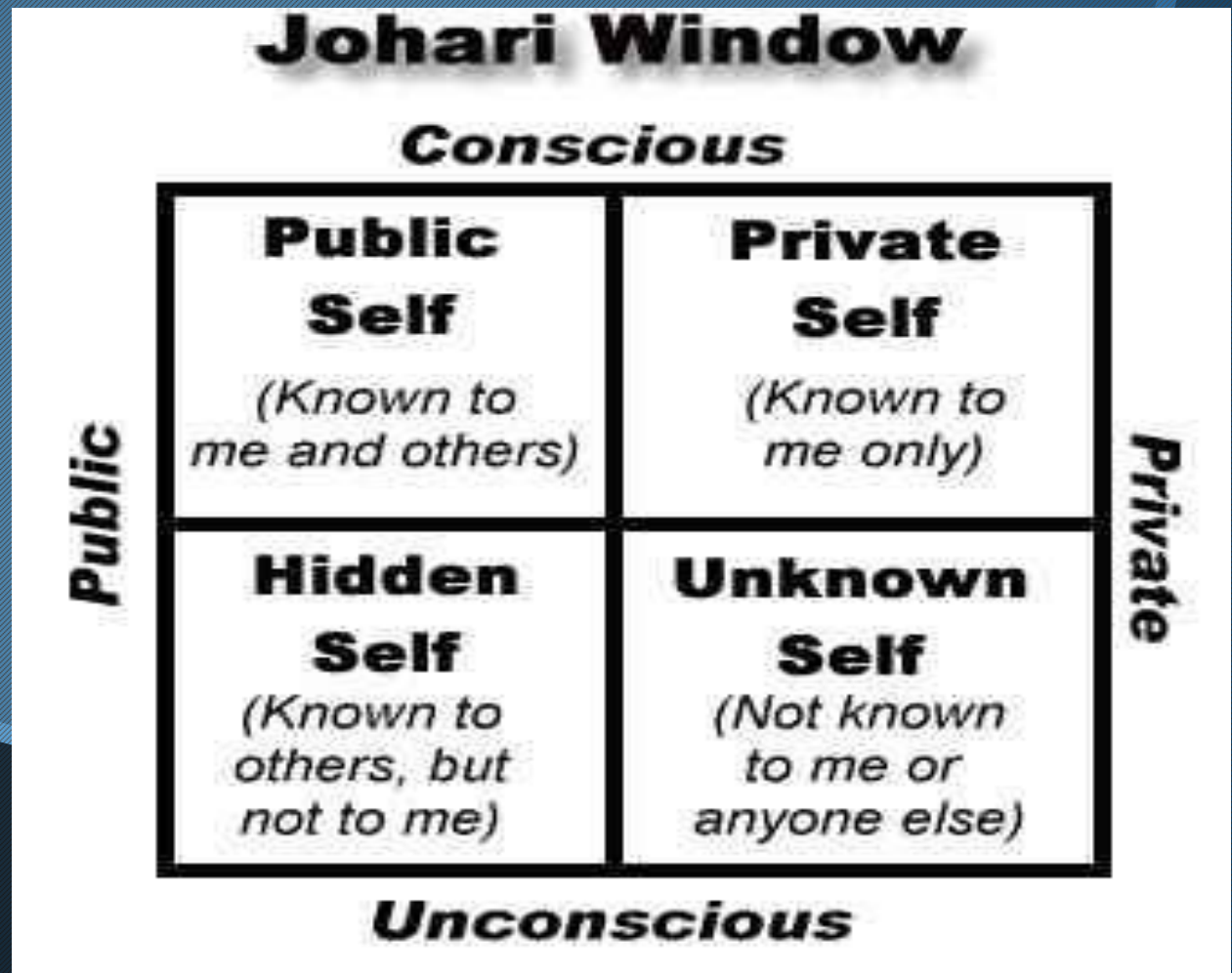
BODY LANGUAGE

“ IF YOUR BODY COULD
SPEAK
WHAT WOULD IT SAY?



JOHARI WINDOW

“ Joseph Luft
“ Harry Ingham
“ 1955 USA



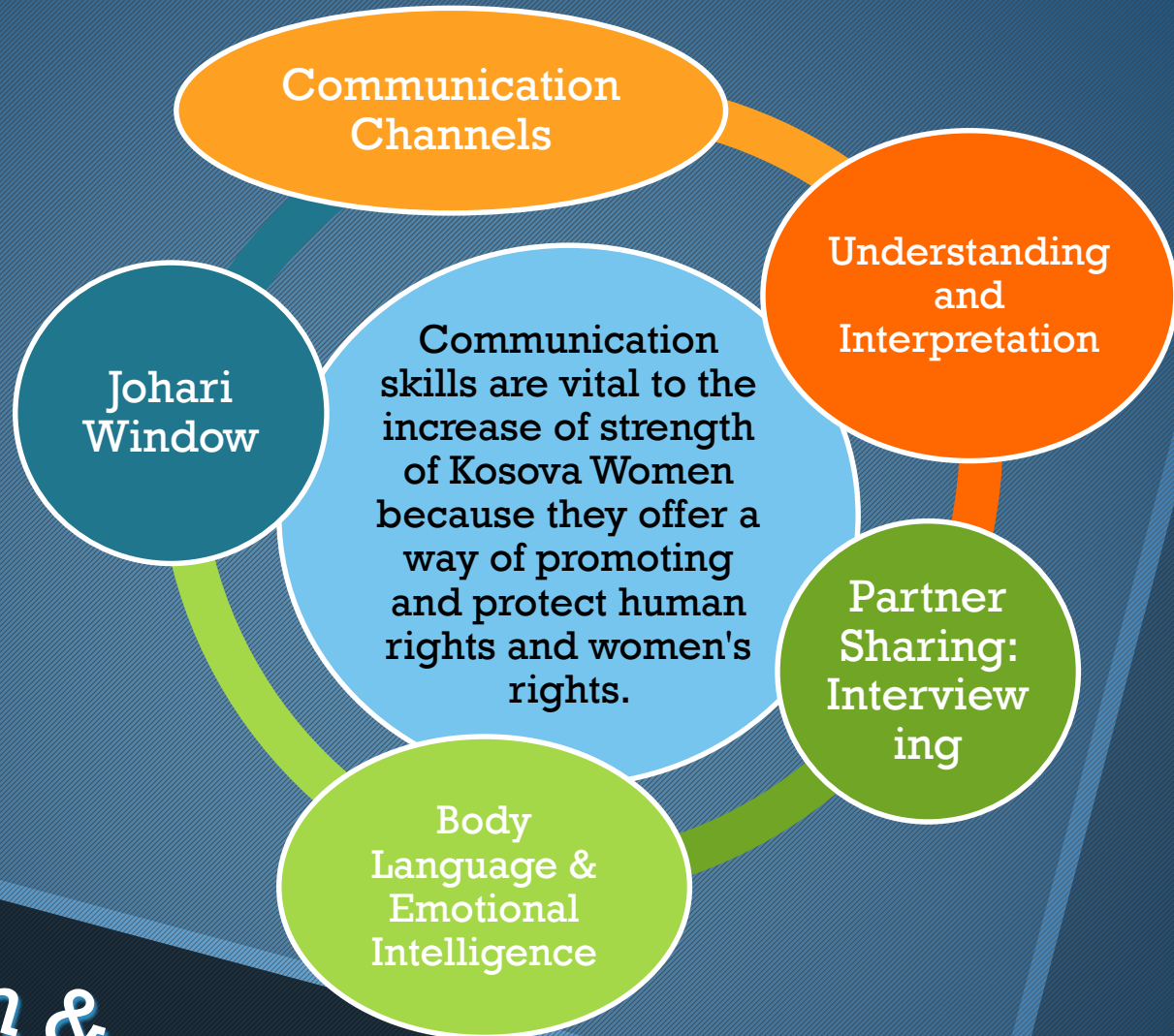
PRESENTATION SKILLS

What is your message?
When it is taking place?



Where it is taking place?
Who is your Audience
How are you delivering
your message?





Conclusion & Review

Meditation & Visualization

“The Lake



Questions

