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
"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"
- How do you communicate what you think?
- How does it feel to be truly listened to?
LISTEN I HAVE SOMETHING TO TELL YOU
Practical Exercise

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

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<th>Information questions</th>
<th>Examples</th>
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<td>Type</td>
<td>Specification</td>
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<td>Alternative questions</td>
<td>&quot;Are you going left or right?&quot;</td>
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<td>Narrative questions</td>
<td>&quot;Go ahead and tell us...&quot;</td>
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*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...?").

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<th>Tactical questions</th>
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Partner Sharing: Interviewing

Interviewing each other and evaluating the performance.
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?
Communication skills are vital to the increase of strength of Kosova Women because they offer a way of promoting and protect human rights and women's rights.
The Lake
Questions