



COMMUNICATION SKILLS



Learning Objectives



**Identify things related to
communication**



**Have an analytical attitude and
actively engage in the group**

Definition of Communicaton

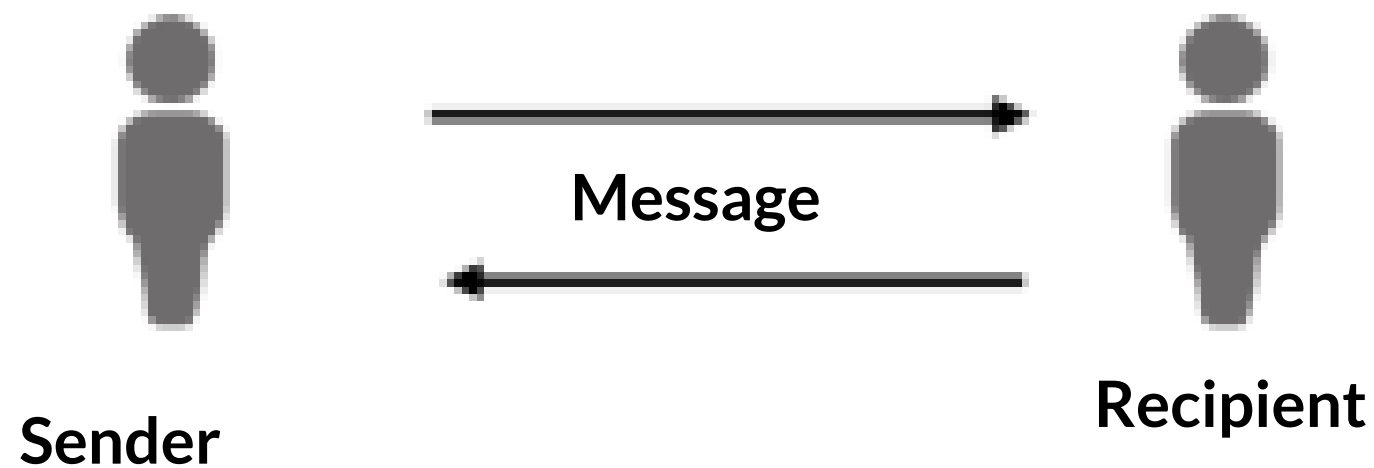
"A process of exchanging information from one party to another in which there is an exchange of thoughts, opinions, information and involves the feelings, attitudes and belief of the sender of the message."

~Axley (1984): Webster's College Dictionary



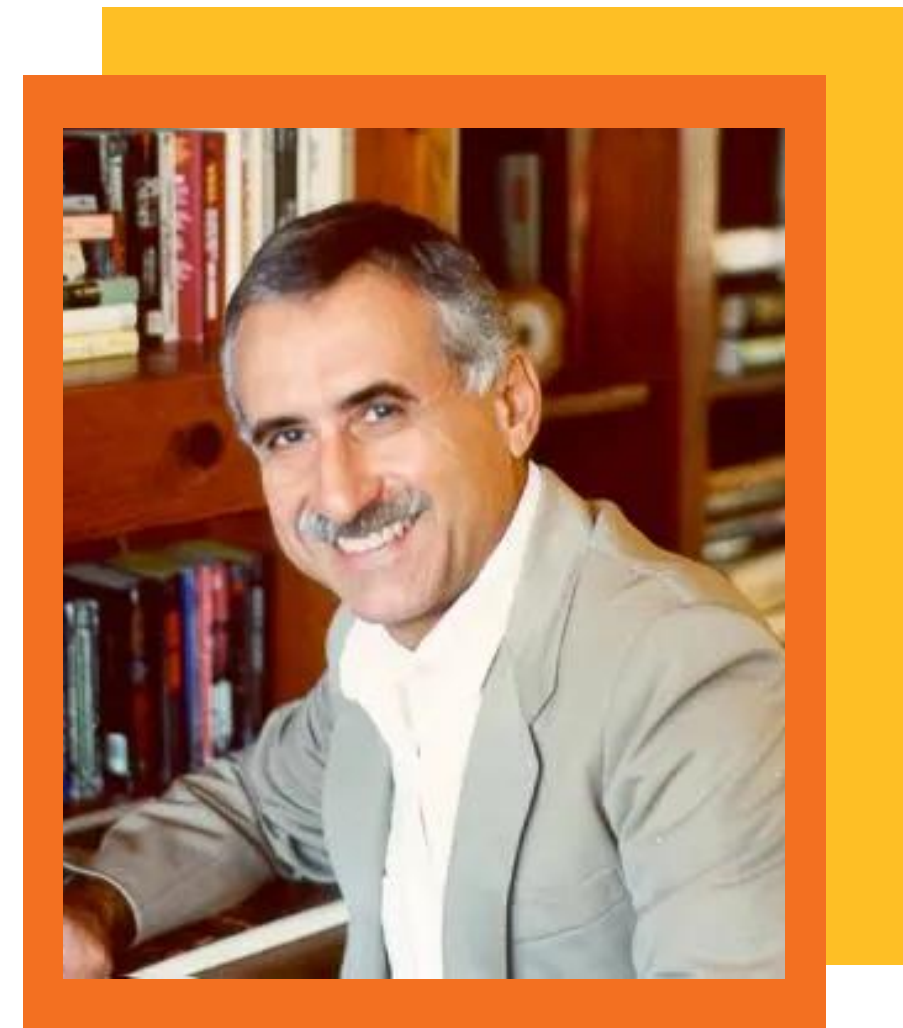
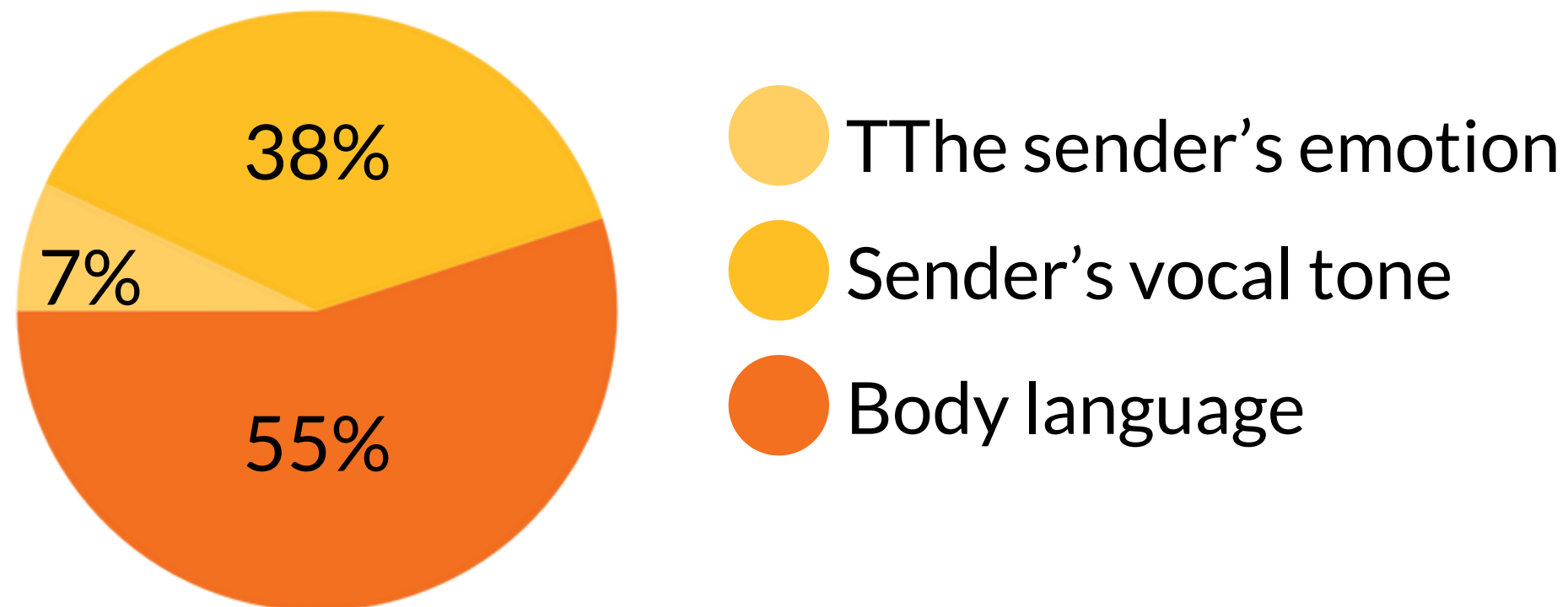
Effective Communication

“When the recipient of the message understands the message conveyed by the sender and the recipient of the message can give an appropriate response or in accordance with the message conveyed by the sender.”



Effective Communication

- Professor Albert Mehrabian (Professor of Psychology) who conducts a research on communication, states that communication is influenced by the following aspects:

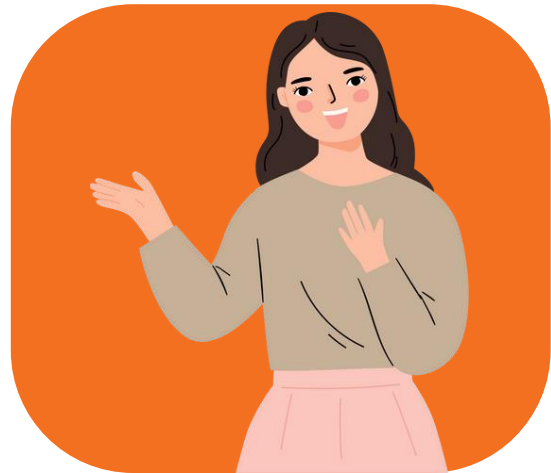


What is Healthy Communication?

"Communication that takes place in 2 (two) directions, is not manipulative, does not offend / demean each other. Healthy communication occurs when there is openness, mutual respect, a feeling of security and mutual listening."



How to Start a Healthy Communication?



Use the “I” statement.



Convey the message with clarity.



Do not put feelings aside.



Build trust.



Ask.

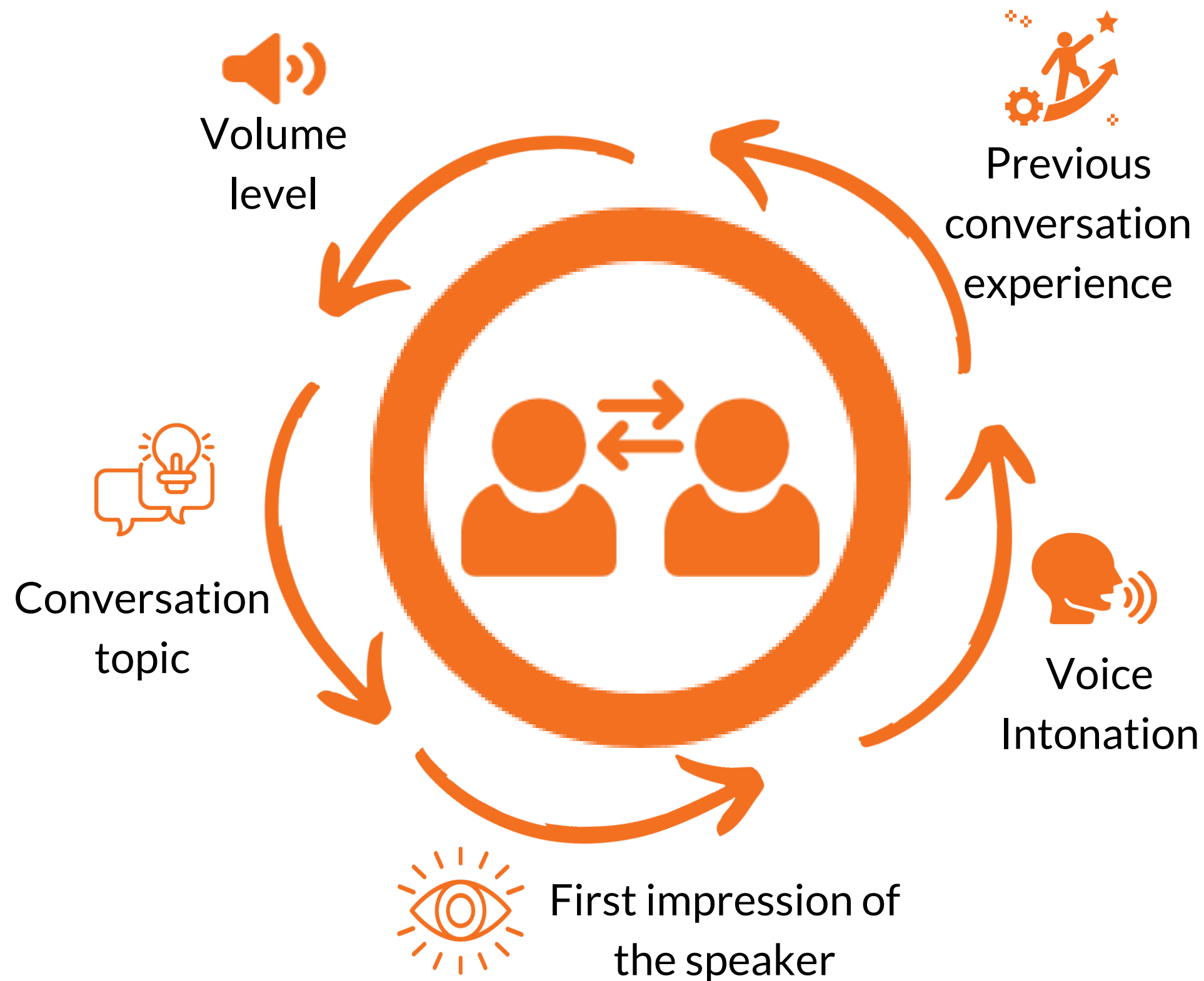


Speak with appropriate tone



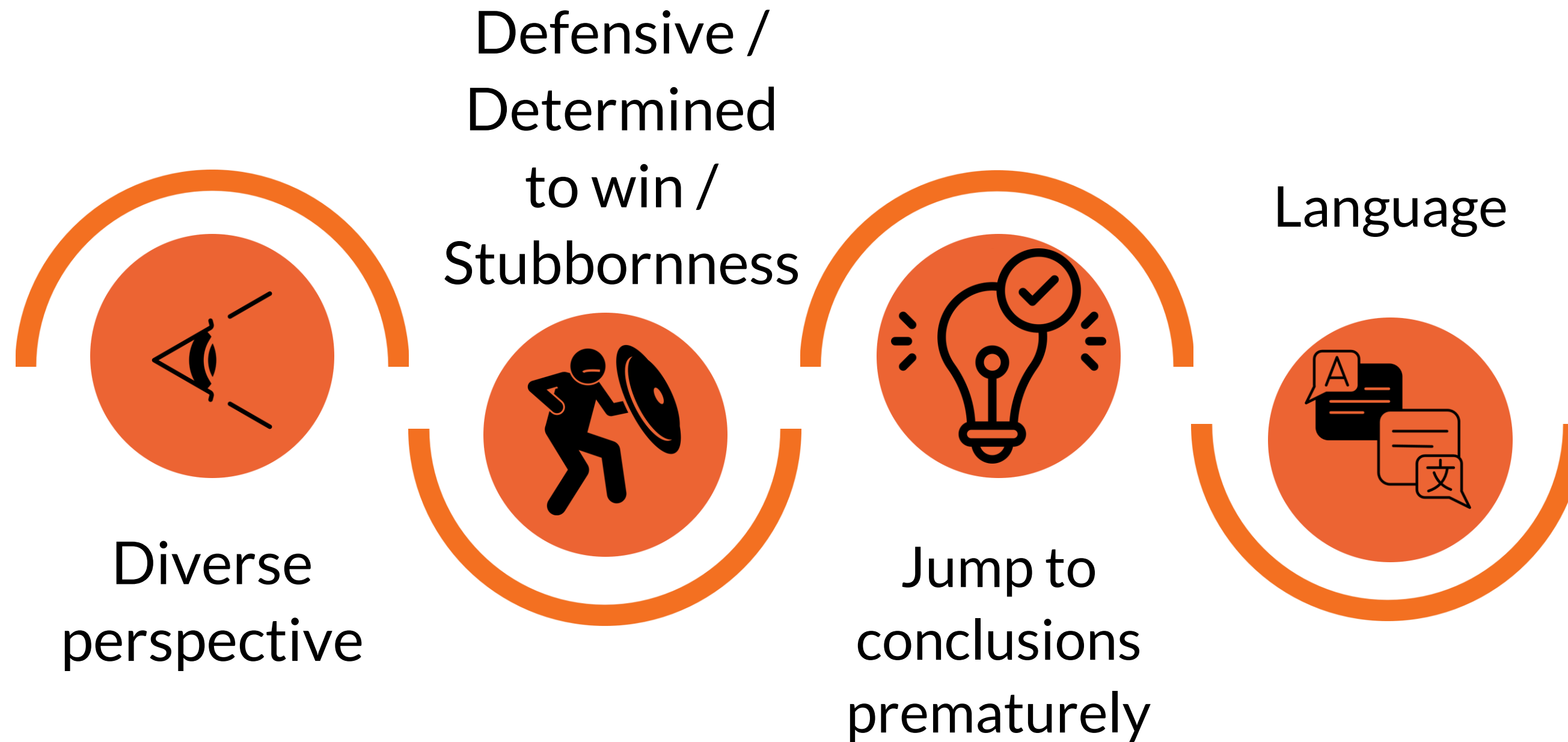
Don't hesitate to say sorry.

Impairment in terms of communication



In the communication process, interference is very likely to occur. This makes us need to be mindful of the method selection, relevant words to the message, considering the recipient's character (age, gender, and educational and cultural background).

Challenges to Communication Skills

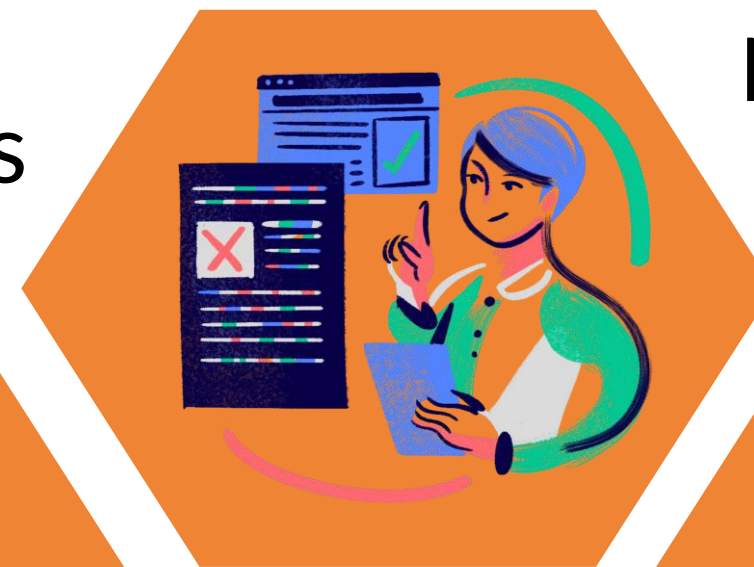


Ways to Enhance Communication Skills



Consider who
you're
speaking to

Walk in
other's shoes



Focus on the
message, minimize
disrespectful
comments

State the facts
plainly, without
exaggeration



What is Poor Communication?



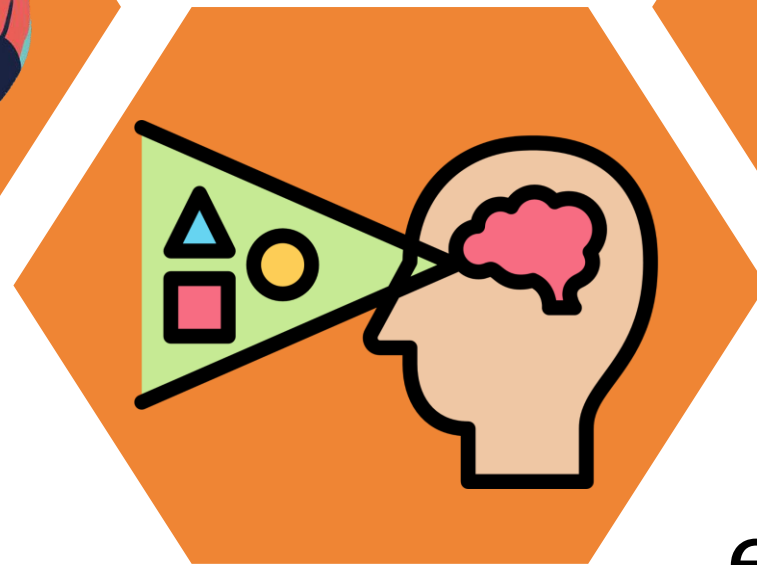
“Ineffective and inefficient communication in conveying messages.”



Why does communication become ineffective and inefficient?



Lack of
communication
skills



Contrasting
perceptions and
interpretations



Lack of
empathy and
understanding



Lack of time
and attention

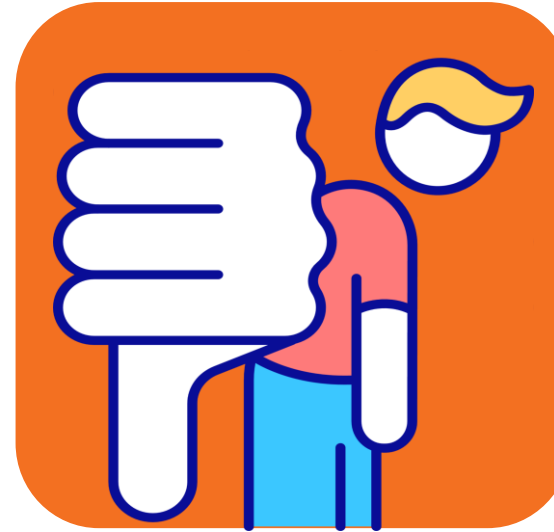


Lack of
emotional
management

The Consequences of Ineffective and inefficient Communication



Appearing to look
down on the speaker



Lower yourself to
the other person



Overstating the facts



Aggressive
personality



Selfish

The Consequences of Ineffective and inefficient Communication



Passive-Aggressive



Insecure



Passive



Mocking



Often offers critiques



World Vision

INDONESIA

Wahana Visi Indonesia bermitra dengan World Vision yang mendukung KOICA PMC Project yang bertujuan untuk meningkatkan Rehabilitasi Sosial bagi Remaja Rentan di Indonesia yang di inisiasi oleh Korea Institute for Development Strategy (KDS). ReBach Internasional dan World Vision Korea dan didanai oleh Korea Cooperation Agency (KOICA)

KOICA

Korea International
Cooperation Agency

KDS Korea Institute for
Development Strategy

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World Vision



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