

# INTERPERSONAL COMMUNICATION



# Learning Objectives



Understanding effective interpersonal interaction and practicing active listening



Have an attitude of mutual respect



Practicing interpersonal communication and active listening



# What is Interpersonal Communication?

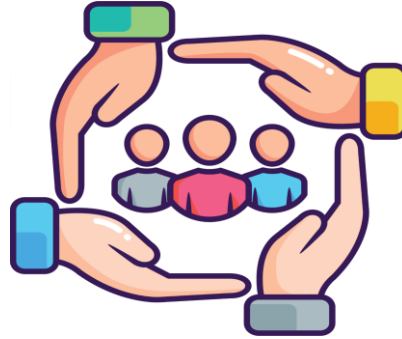
Interpersonal communication refers to the interactions between two or more individuals where information is shared, and the participants alternate between speaking and listening roles.



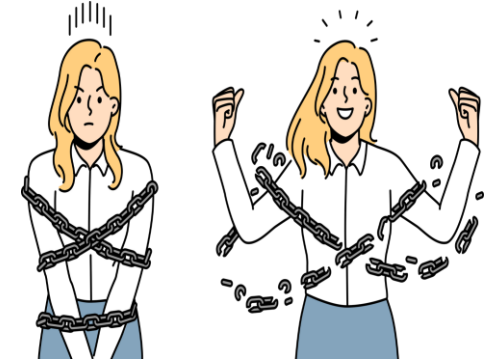
# The Necessity of Enhancing Interpersonal Communication



Enhance social connections



Improve teamwork



Strengthen mutual trust



Improve negotiation and conflict resolution



Enhance professional achievement

**A study conducted in a region of Indonesia revealed that 24 out of 47 students experienced challenges or obstacles in interpersonal communication.**



1. Lack of response from the counterpart



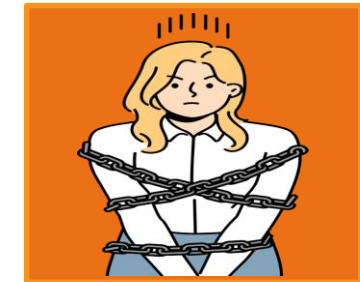
2. Absence of positive feedback



3. Feeling nervous



4. Fearful of making eye contact



5. No self-confidence

# How to Build Interpersonal Communication

1. Cultivate empathy



3. Utilize proper non-verbal communication



2. Active listening



4. Choose the correct wording



# How to Build Interpersonal Communication

5. Value diversity



7. Receive feedback



6. Exercise communication skills



8. Consistency and practice



***HEARING***

***VS***

***LISTENING***



# HEARING VS LISTENING



## *“hearing”*

It happens when we identify the sounds in our environment. For example, acknowledging the sound of school bells, overhearing friends converse in the cafeteria, overhearing people talking.



## *“listening”*

It happens when we interpret the words spoken by another person into comprehension.





# Definition of Hearing and Listening

- **Hearing: a physical process that occurs unconsciously and passively in interpreting sound through the ear so that it does not require understanding.**



- **Listening: An active and conscious skill that involves understanding and focusing on what is heard so as to elicit a response to the message conveyed.**

# Benefits of Being an Active Listener

1



Fully comprehend  
the topic or  
problem



3

Understand  
other party's  
message



2



the friendship  
atmosphere  
becomes more  
peaceful as conflict  
are prevented

# How can one develop active listener?



Maintain eye contact



Avoid interruptions



Paraphrase



Pay full attention to grasp the complete meaning



Use nonverbal cues

**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)

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Korea International  
Cooperation Agency

**KDS** Korea Institute for  
Development Strategy

**RE:BACH**  
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