



Accommodating a travelling life

# WEEKLY DIGEST N°9

JCS Training Program  
Communication

In this Unit you will learn useful skills to communicate correctly

## The ways people communicate

If we assumed that communication is only the words we speak or the words we hear we would be greatly mistaken. We communicate also by the way we dress, the way we behave, by facial expressions, by the subtle signs our body gives (body language). Not that words are not important. But we must ask ourselves if our words are properly understood by the other person, and if we understand correctly what the other person says. The quality of our communication depends on our ability to use the language understandable to the interlocutor and understand her language. In a conversation, it is good to keep checking if we understand each other well.





## HOW TO COMMUNICATE

When communicating we have to be active not only in speaking but also in listening. In fact, listening is more important than speaking. First of all, if we do not really listen to what the other person says what we say in response will not be adequate for the other person. Second – failing to show through our behavior that we are listening attentively we discourage the other person from communicating with us. We'll seem not interested enough to him, so why care? There are ways of showing our interest in a verbal and non-verbal manner. The manual cites the principles of the so called active listening and techniques helpful in showing it (paraphrase, clarification, reflection, constructive feedback). But let us not forget that our sincere interest must be there, in the first place.

## HOW NOT TO COMMUNICATE

There are also certain specific behaviors in communication which should be avoided, like underrating other person's problems, moralizing, ordering, advising. These stem from a wrong attitude towards the other person. Some of them may stem from a hidden refusal to treat the other with due equality. We have to keep an eye on ourselves to avoid doing it.

There are situations in which communication is possible only to a minimal degree. Let us not get discouraged. With a bit of distance and humor we may make the other person feel better or at least not worse as a result of our encounter. This will do us good and spare us frustration. There will still be some communication happening – through non-verbal ways. It is also important to know that even a seemingly disturbed person can communicate on certain matters quite rationally.

