

## Interpersonal Communication Skills Critical Components Review

### Interpersonal Process/Collaborative Relationship:

Remember to establish and maintain:

- A collaborative process
- Active involvement among all participants
- A trusting climate
- Non-judgmental discussions, encouraging new and different ideas
- Group consensus
- Decision-making rules
- Roles and responsibilities

### 7 Key Interpersonal Communication Skills:

- 1) Active and Attentive Listening:
  - a. Complex activity, more than just 'hearing'
  - b. Effective consultants listen more than they speak. (Don't talk too much!)
  - c. *Context, Cues, and Selectivity* impact listening skills
  - d. Blocks to listening include: Rehearsing, Mind Reading, Judging, Filtering, Solutions, Being Right, Comparing, and Dreaming
- 2) Summarizing:
  - a. Pull together key points
  - b. Pause to reflect, confirm, and/or modify discussion points
- 3) Questioning:
  - a. Effective consultants ask more questions than make statements
  - b. Question Types: *Open, Closed, Information Gathering, and Clarifying*
- 4) Paraphrasing:
  - a. Evaluates understanding of what is said
  - b. Restatement of the message, not exact words
- 5) Delivering/Presenting Information and Ideas:
  - a. Consultant is a collaborator (not an expert)
  - b. Provide ideas/strategies, not answers
  - c. Model effective interpersonal communication skills and behavior
  - d. Encourage active involvement of all participants
- 6) Integrating Information:
  - a. Synthesizing data/information from various sources into coherent picture
  - b. Reviewing ideas generated
- 7) Empathizing:
  - a. Conveys understanding, not necessarily agreement