Interpersonal Communication

Interpersonal communication is the process of sending and receiving information with another person where feedback is usually immediate. It is unavoidable, irreversible, complicated, and contextual. Here's what you can do to make it a mutually productive and positive experience.

1) **Smile and make eye contact:** Be friendly and upbeat. Maintain a cheerful attitude about work and about life. The positive energy you radiate will draw others to you.

2) **Express appreciation.** Be generous with praise and kind words of encouragement. Say thank you when someone helps you. Let others know that they are appreciated, and they'll give of themselves.

3) **Make messages clear:** Different people communicate differently. A clear and effective communicator avoids misunderstandings with coworkers, colleagues, and associates. Pay close attention to what you say and how you say it. Avoid misunderstandings and miscommunication as much as possible.

4) **Keep it simple:** Don't stray too far from the core messages that support the desired impression. Avoid getting into complex content that only you may "get."

5) **Control your body language:** Your body language, facial expressions, posture, movement, and tone of voice can help you emphasize the truth, sincerity, and reliability of your communication. Eighty-five percent of communication is non verbal - make sure you're sending the right message.

6) **Practice Active Listening:** Become an active listener. Demonstrate that you intend to hear and understand another's point of view. Restate, in your own words, what the other person has said. Ask questions. Let the person experience your sincere interest.

7) **Be assertive:** When you are assertive, you are emotionally honest because you express your thoughts and feelings in such a way that the other person feels valued and respected and also respects you. Those people who are able to express their feelings are more likely to be effective communicators than those who are not.

8) **Inject Humor:** People are drawn to a person that can make them laugh. Don't be afraid to be funny or clever. Use your sense of humor to lower barriers and gain people's affection.

9) **Be empathetic: Put yourself in the other person's shoes to help you** view situations and responses from that perspective. This requires you to be in touch with your own feeling.

10) **Avoid complaining.** Who likes a whiner? Save your venting for your journal or – if you absolutely must complain - rely on friends and family. Even then, keep it short and spare others your negative rant.

© 2021 Z University, Inc.
All Rights Reserved