

Effective Communication Techniques for Building Good Interpersonal Relationships

- Ineffective communication usually occurs when there are barriers in the transfer of messages, which can lead to misunderstandings.
- Effective communication allows both the sender and the recipient to express their thoughts, share their feelings and clarify misunderstandings.
- Ideal attitudes in communication:
 - ✧ **Respect:** show your respect by paying regard to other's point of view and feelings. Do not look down on others even you have different opinion from them.
 - ✧ **Kind:** let others feel at ease in a conversation and not be offended.
 - ✧ **Sincere:** express genuinely what you truly think in attitude and behaviour.
- “**B.E.S.T.**” --- Verbal & non-verbal forms of communication
 - ✧ **B**ody: Head movements, gesture, posture, body movement, etc.
 - ✧ **E**yes & Face: Eye contact, facial expressions, etc.
 - ✧ **S**ay: Contents, choice of wordings, clarify if in doubt, etc.
 - ✧ **T**one & Voice: loudness, speed, intonation, pitch, etc.
- Look for the tone, voice, content of speech and body language when listening. These can help understand peoples' feelings and provide appropriate responses.
- Key points for listening:
 - ✧ Avoid making hasty judgments.
 - ✧ Do not interrupt others' speech. This hinders the expression of a complete idea.
 - ✧ Pay attention to the main points of the others' speech and grasp the core messages.
- When others feel that their feelings are understood, it can promote communication and achieve good interpersonal relationship.