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