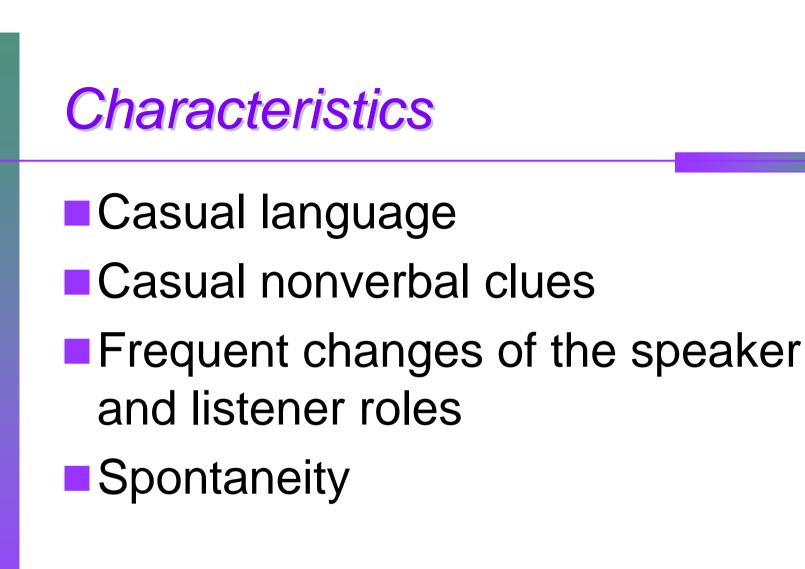
#### 2-13: Effective Interpersonal Communication

# Interpersonal Communication Essential to all Foundation for everything an instructor does Verbal and nonverbal components



#### Six Basic Elements

- Sender
- Message
- Medium or channel
- Receiver
- Feedback to the sender
- Interference





- Select words that accurately symbolize the image you are trying to convey
- Always be aware of your audience or the listener
- Avoid technical language and fire service jargon



Cultural concept of words

Slurs, innuendos, name calling, and inappropriate jokes and comments are no longer accepted or tolerated

#### Improvement Guidelines

- Engage in dual perspective
- Take responsibility for personal feelings and thoughts
- Show respect for the feelings and thoughts of the other person

#### Improvement Guidelines

- Try to gain accuracy and clarity in speaking
- Be aware of any special needs of the receiver
- Avoid speaking or addressing a problem while angry or emotional

#### Nonverbal Communication

- Eye contact
- Facial expression
- Gestures
- Poise
- Posture
- Personal appearance
- Touch
- Proximity

## **Components Of Listening**

- Most important communication skill
- An active process that includes
  - Attending
  - Understanding
  - Paraphrasing
  - Remembering
  - Evaluating

### Improving Listening Skills

- Practice
- Ask questions of the speaker
- Remove barriers to listening
- Recreate emergency scene conditions
- Work to overcome prejudice