



# *2-13: Effective Interpersonal Communication*

# *Interpersonal Communication*

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- Essential to all
- Foundation for everything an instructor does
- Verbal and nonverbal components

# *Characteristics*

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- Casual language
- Casual nonverbal clues
- Frequent changes of the speaker and listener roles
- Spontaneity

# *Six Basic Elements*

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

# *Purposes*

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- Learning
- Relating
- Influence
- Playing
- Helping

# *Verbal Component*

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- 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

# *Verbal Component*

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- Cultural concept of words
- Slurs, innuendos, name calling, and inappropriate jokes and comments are no longer accepted or tolerated

# *Improvement Guidelines*

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



# *Improvement Guidelines*

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- 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*

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

# *Components Of Listening*

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

# *Improving Listening Skills*

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