COMMUNICATION WITHIN SOCIAL GROUP MENTORING

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LIGHT
INNOVATIVE METHODS AND PRACTICES TO FACILITATE SOCIAL INCLUSION

Communication

- It is a process which starts and ends in us.
- In order to communicate successfully we need to start from ourselves and to find “Myself”.

Communication

- It is meaningful interaction between two or more people
- It is sharing of the information in a way understandable for all participants of the communication.
- It means that all participants of the communication see the same picture.
- People talk, see each other and react to the words of companion.

During the communication

- Sharing the information.
- Sharing the knowledge.
- Sharing the activities (values, attitudes, arguments).
- Sharing the feelings and moods.
- Benefitting.

The important principles of effective communication

- Absolute respect
- Acceptance
- Empathy
- Authenticity
- Responsibility for the differences
- Harmonious and flexible attention

Standards in social group mentoring

- Address by name.
- Confidentiality.
- Openness , saying the truth.
- ,,Stop" right.
- Talking by one person at the same time.
- Talking in one's own name.
- ,,Here and now".
- Activeness.

Rules in social group mentoring

- Responsibility.
- Positivity.
- Steady participation.
- Collaboration, support and understanding.
- Trust.
- Capacity to solve the conflicts not to hide them

Most important characteristics when communicating with others:

- Involvement into the communication
- Listening skills
- Feeling of humor
- Internal balance

Rules in social mentoring

- Confidentiality
- Openness, saying the truth
- STOP right
- Activity
- One person speaks at a time
- “Here and now”

Rules in social group mentoring

- Responsibility.
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First impression

It is instantaneous evaluation of a person,

during the first 90 sec.

It could be -

- ***Attractive***
- ***Neutral***
- ***Unattractive***

The first impression:

- Happens unconsciously – not possible to avoid
- Refers to the stereotypes and attitudes
- Determines what is obvious
- Important details are missed
- Could be wrong
- Hardly could be changed
- Further communication depends on the first impression
- The novelty's and attractiveness mistakes are done
- Women and men notice different details

We could create good first impression by properly using nonverbal signals – tools of nonverbal communication.

Tools for the formation of good impression and making of the contact:

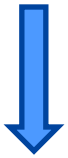
- **Appearance**
- **Voice characteristics**
- **Gestures, movements, body pose**
- **First phrases and welcome** (friendly, warm, good-natured)
- **Orientation to the opponent, observing the situation**
- **Attentiveness to the opponent and his/her needs**
- **Flexibility**
- **Questions**
- **Words and terms**
- **Manner of speaking**
- **Speed of communication**

For the effective communication we need:

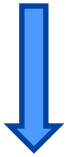
- **To know the main parts of communication process**
- **Know and possess both parts of communication:**
  - ***content***
  - ***feelings and body language***
- **Try to listen actively and ask questions**

Stages of communication

I. Preparation for communication: switching



II. Make a psychological contact



III. Exchange the content of communication:

listening and talking



IV. The end of conversation: suspension of the contact

Talking

1. Measure the time of talking and the amount of information
2. Speak in the language your opponents understand
3. Ask if they understand you correctly
4. Strengthen the desirable impression by appropriate nonverbal behavior

How to speak to be understood?

Important aspects of delivering of the information:

- Adapt speed and loudness of talking to your opponents
- Avoid ambiguous words
- Avoid slang or special professional terms
- Structurize the introduced information
- Avoid “no" and emotionally difficult words: prevent, problem etc.
- Clearly stress what is the most important

When conversation is going – it is important:

1. How could you **listen**? Do your opponents feel that you hear them well and correctly?
2. How could you **ask question** and answer other questions by yourself?
3. How could you **observe** body language of the opponent?
4. How could you **stay objective** when the situation becomes strained and ambiguous?
5. How could you **be good-natured** and make the others the same?
6. How could you **talk** that other person understands you correctly?

Attentive behavior?

Attentive behavior

- leaning forward without joining hands and crossing feet;
- look into the eyes of the opponent about 60% of conversation time;
- agreeing bowing and confirming: “I am listening”, “hm”, “yes”, “really”;
- smiling;
- sitting near the other person;
- mentioning other person’s name as soon as possible during the conversation;
- open questions;
- summarizing the thoughts told by other person;
- returning to the thoughts told by other person;
- showing the understanding, confirmation that you understand how the other person is feeling and that you try to be in his/her position;
- open confirmation that you agree with your opponents and explaining why;
- cultivation of the ideas of your opponents;
- do not judge other person;
- before saying that you do not agree explain why;
- acceptance that you do not know answer or that you have made a mistake;
- openly explain your opponents what you plan to do;
- be sincere, tell the same story in visual and verbal behavior.

Inattentive behavior ?

Inattentive behavior:

- Reclining in the chair, joined hand, crossed hand and feet;
- Looking at the person less than half of the conversation time;
- Quiet listening when no questions are asked without trying to continue the conversation;
- Interrupting your opponent;
- Apathetic face;
- Sitting in front of a person (this evokes the hostility so such method of sitting is usually used during official negotiation)
- Do not mention other person's name;
- Do not summarize or do not check if the opponent understands you;
- Continual repeating of routine or standard things;
- The negotiation of other person's opinion;
- Continual objecting to other person's opinion;
- Searching for a defects in opponent's suggestions;
- Criticizing, declaiming;
- Not agreeing without telling why;
- Setting at the defense position do not accepting your mistake;
- Mystery and hiding the information;
- Discrepancy of verbal and visual behavior.

To suspend the contact properly you need:

- Observe is your opponents ready to finish the conversation:
  - Do not suspend the conversation too suddenly
  - Do not protract the conversation
- Talk in the manner which helps to keep a nice feeling at the end of conversation;
- Summarize agreements;
- Say thank-you for the conversation to your opponents;
- Wish your opponents something nice;
- Leave the “open door” for the communication – “see you!”

The threat emerged for the good relationships if you notice:

- Angry glare, sulky face.
- Strained hands: opponent firmly press her fists or some things in the hands.
- Crossed opponents hands between her
- Red face or neck (it could be allergic reaction or the sign of heavy neurotic tension). Ask: “Do you feel well?”.
- Unfriendly, categorical voice tone.
- Opponent retreat from you, turns her side to you or turns her head away.

The threat emerged for the good relationships if you notice:

- Frequent blinking, trying to hold the tears.
- Opponent unusually talks a lot or is absolutely quiet (unusually short answers).
- Opponent objects, argues, attacks or accuses directly.
- Opponent suspended conversation and went away without saying nothing

This should be the signs for you to correct your behavior!

The conversation ended in deadlock?

Remember these rules:

- Know how to prove, confirm your conclusions by convincing arguments
- Respect other's opinion even if you do not agree with it completely
- Do not be angry. Anger and irritability– bad allies in the conversation and they will not give you anything excepts the dissatisfaction.
- Listen carefully, do not interrupt, try to understand opposite evidences and find important arguments to deny them.
- Try to look at the problem by the eyes of your opponent, to be in her place.
- Be ready for the compromise. Compromise is the main method to reach the common solution.

REMEMBER!

- *The name of other person* is very important as it gives him/her meaningfulness.
- We mostly resent the *inattentiveness*.
- *The lack of attention and goodwill* affects trust in each other negatively.
- Only *true compliments* affect, they could be expressed in any time – it is showing the respect at the same time.

Rules of communication

- ✓ We communicate in order to exchange the objective information and to understand it
- ✓ We communicate in order to share the experience
- ✓ We communicate in order to exchange the thoughts not only to express our opinion
- ✓ During the communicating we agree that the opponent is unique and different from you, thinking in her unique and unrepeatable way
- ✓ During the communicating we agree that that the opponent is equal member of the conversation, because only then the common trust and respect is possible

Rules of communication

- ✓ During the communicating we are open. This means that we always say what we think about the issue we are talking about not what has to be said
- ✓ The opponents participate in the group actively, otherwise the conversation is not authentic but “the monolog dressed in dialogue“
- ✓ When communicating with the mentees we pay as much attention as possible in that minute

Communication skills needed for the mentor

- ✓ **Active listening**- ability to show the interest and preparation to listen, to give and receive feedback
- ✓ **Rephrasing** – ability to express other's thoughts in your words and to show that you are listening carefully and understanding
- ✓ **Letting to talk out**– to encourage to talk about problems, feeling and ideas freely
- ✓ **Encourage to throw down challenge** – to encourage mentees to analyze and understand their problems, to search for a solutions, to understand the necessity to change.

The types of questions

1. Open (open-end) questions
2. Closed question
3. Yes/no question
4. Directive question
5. Reverse (changed direction) question
6. Check question
7. Complex question

1. Open questions

- These are questions which show the direction of interests, but they could be answered differently. They are very valuable for researching or searching for the information. Use the open questions as often as you can, because they give you much information about the mentee and show how she understands things.
  - When checking the motivation, for example we could ask: how were you feeling about that? The degree of openness could be different.
- Open question usually (but not always) starts with words “how” or “why”. Remember, if you ask an open question, the answer will not be correct or incorrect. We have to be open ourselves in order to accept different types of behavior. Do not judge if it is not the answer you expected or it does not correspond to your opinion.

2. Closed questions

- Closed questions direct the answer to the exactly defined area.
- They are very suitable for the collecting of information.
- We could ask for ex.: „When have you applied for the job?"
- Closed questions usually start with:
  - *words*: what? when? where? how?
  - *or phrases:* how much? how long?

3. Yes/no questions

- Yes/no questions are closed questions, which, how their name says, are answered only by yes or no.
- They are useful for the collecting of the information but not for the analyzing it.
- In practice the mentees could expand the answers yes/no if the form of the question does not strictly requires that.

4. Directive questions

- *The directive question tries to direct the mentee* to or further from concrete answer. We could ask: I think you were satisfied by that, weren't you? Or: I do not think you liked that, did you?
- The directive question shows the mentor's view and suggests the desirable answer, that is why the answers could be unreliable or even wrong.
- As the technique of asking questions they are not very valuable so they should be avoided.
- Directive questions are useful only when you know your opponent very well and know that she wants to share some thoughts with you but does not know how to start.
- Directive questions often, but not always, end with additional phrase like : don't you? ... were you? ... could you?. There could be some judging words in them like „bad", „good", „successful" etc. Your question, of course, could be open, but become directive only because of the voice tone: ... and it ended with that?

5. Reverse (changed direction) questions

- Reverse questions are directed to you, for ex.: what type activities, in your opinion, I should participate in (asks the mentee)? The mentor could answer, but it would be more useful if you would redirect it back to the mentee in such way: what type activities would you like to participate in? if you redirect the questions instead of answering, you let the mentee to take the responsibility of the mentoring process and motivate her to make decisions by herself.
- So, if it is possible, better ask than tell.

6. Check questions

- Check questions are started with proposition revealing to the mentee something about yourself and adding the check question at the end asking the mentee to answer to the same question about herself.

Example:

- I like to knit in my free time,
- what are you doing during your free time?

It is an appropriate way to find out common interests especially in the beginning getting acquainting with the mentees.

7. Complex questions

- To ask more than one question at the same time one after another usually is not useful and could bewilder an answering person.

  Example:
  – What type of job would you like to have?
  – How much times have you applied for a job?
  – Did you try to search for a job through your friends?
  – Or would you like to start your own business?

  It is better to ask one question at the same time thus for mentor thus for mentee.