ONE PAGE SUMMARY

Lifestyle & Hobbies › Emotional Intelligence › Communication

Beginner lessons for Communication

Mastering Communication: The Key to Emotional Intelligence

DEFINITION

> Communication is the process of sharing information effectively. It involves both speaking and listening skills to connect with others.

KEY CONCEPTS

Active Listening

Active listening means fully concentrating on what the speaker is saying, rather than just hearing their words.

Nonverbal Cues

Nonverbal cues include body language, facial expressions, and gestures that convey messages without words.

Empathy

Empathy is the ability to understand and share the feelings of others, enhancing communication.

Clarity and Conciseness

Being clear and concise means expressing your thoughts in a straightforward manner to avoid confusion.

Feedback

Feedback is the response you give or receive during communication, helping to improve understanding.

EXAMPLES

→ Nodding while someone speaks to show you are listening.

→ Using 'I' statements to express feelings, like 'I feel upset when...'.

→ Asking open-ended questions to encourage deeper conversation.

MEMORY TIPS

★ Remember the acronym 'ACE' for Active listening, Clarity, Empathy.

★ Visualize a conversation as a dance, where both partners must be in sync.

★ Use the phrase 'Listen to understand, not to respond' to reinforce active listening.

COMMON MISTAKES

✗ Interrupting the speaker before they finish.

✗ Assuming you understand without asking clarifying questions.

✗ Focusing on your response instead of listening to the other person.

QUICK RECAP

Effective communication is essential for emotional intelligence. Focus on active listening, clarity, and empathy to connect better with others.