

INTERPERSONAL COMMUNICATION WITH YOUTH

By: Dwayne Nelson with Mississippi
Department of Mental Health

What is Communication ?

- ❑ The sending and receiving of messages between at least one person to another.
- ❑ A message must first have an encoder (a person who is trying to convey a clear message.)
- ❑ There must be a decoder to decode the message being conveyed.

Keys To Building Clear Communication

- ❑ Building healthy relationships
- ❑ In building those healthy relationships there must be dignity, respect, and honesty which will equal trust.
- ❑ People do not care how much you know until they know how much you care.

Paraverbal Communication

- ❑ Our tone dictates 38% of how we communicates with each other.
- ❑ Our body language is 55% of our communication.
- ❑ The actual words that are spoken only represents 7% of communication.

The Goals of Communication

- ❑ Listen
- ❑ Hear
- ❑ Be able to understand

The Affects of Paraverbal Communication

- ❑ The tone sets the mood and direction of how a conversation will develop.
- ❑ It determines the atmosphere.

Volume

- The situation is appropriate for the level of conversation.

Cadence

- The speed and pitch of your voice can affect communication with someone.

Proxemics

- ❑ The area around the body consider to be an extension of self.
- ❑ This would include personal property and effects.
- ❑ Factors that may include personal space:
 - Race
 - Gender
 - Age
 - Culture
 - Religion
 - Size

Kinesics

- Facial expressions really express how we feel about a situation.

Empathic Listening

- The active process in listening to what another person is saying.

Precipitating Factors

- These are factors that affect communication but do not have anything to do with you personally:
 - Low self-esteem
 - Educational level
 - Transference

Rational Detachment

- The ability to rationally detach from a situation and not take the defiant behavior personally.

The End