

Understanding Communication



Lesley Morrissey

Book Four
HANDS ON MANAGEMENT
Managing Yourself Series

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Written by
Lesley Morrissey

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About the Author



Lesley Morrissey is CIPD qualified and has worked as a training manager, human resources manager and management training consultant.

She has worked in the UK and overseas with a diverse range of nationalities and with managers of many levels of expertise. Without exception, her practical approach to solutions has been received with enthusiasm by trainees and companies with who she consults.

A great believer in 'getting what you expect', Lesley helps people to focus on what they want and then create a path to success.

Practical and pragmatic approaches to real world results are a particular focus for Lesley's development

strategies. “Does it really work?” is the benchmark all these techniques focus on. In the end the success of anything is in the results achieved.

Lesley now runs Inside News Limited specialising in Reputation Marketing.

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How to use this book

This book aims to be a practical guide for you. There are many exercises that you will want to do – and should do to get the most out of what you will learn. You remember much more about something when you've actually done it for yourself, rather than when someone has told you how to do it!

There are places in the book where you can write notes and carry out the exercises. You'll recognise them when you see this sign:



By all means use these spaces to make this book truly your own.

If you have purchased an electronic copy you will need to print some, or all, of this out – or have paper handy. I find that it is a wonderful way to recycle the backs of old letters, printouts and photocopies that would otherwise have been thrown out!

If, like me, you have been indoctrinated at birth that defacing books is sacrilegious, then have a pad of paper at the ready!

If you simply read and don't take action you'll find the useful lessons will quickly fade and this will

become another of those books that gather dust (or fill up your computer hard disk).

If you've bought this book because you want to improve your skills and your life - make this one count and take action!

What's it all about?

Communication is something we all do, but most of us have no real idea if we are good at it, not so good at it, or if people wonder what we're on about most of the time.

Providing we have all our faculties we all learn the four major communication methods – listening, talking, reading and writing. We also learn the art of body language, but usually without knowing we have learned it or really understanding how it works for us.

Most of us use all five of these skills unconsciously once we have got past the learning to speak, read and write stages and apply them without much conscious thought unless we have a particularly important speech or presentation to make.

The cycle that a communication follows from the moment the sender decides to communicate right through the process of forming and sending the message and the receiver deciphering the message and understanding its content before making some sort of response is littered with opportunities for things to go wrong.