DEVELOPING INTERPERSONAL COMMUNICATION SKILLS

Writing is important, but it is the face-to-face contact that really makes the difference. “Communications is the No. 1 skills gap across . . . the United States.” LinkedIn CEO Jeff Weiner

LISTENING

The key to effective communication. Without the ability to listen effectively, messages are easily misunderstood, leading to communication breakdown and frustration.

NON-VERBAL

Interpersonal communication is much more than the words exchanged. Non-verbal communication includes the facial expressions, tone and inflection of voice, body language, appearance and physical distance. These signals can give additional information and meaning, intended or not, to the overall message.

VERBAL

If effective interpersonal communication was just about uttering the words, no one would have any problem, but in addition to saying the right words, they must be said clearly and calmly. The speaker must also remain focused and be polite while following basic rules of etiquette.

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