

Basics of effective communication for volunteers

РЕПОЗИТОРИЙ БГМУ

***Objective:** development of social and psychological resources of the individual necessary to build effective communication in the situation of "volunteer-guest»

Tasks set for volunteers:

- *increasing the ability to establish contact in different communication situations;
- *mastering the skills of effective listening;
- *practicing the skills of understanding other people, building relationships between people;
- *activation of the process of self-knowledge and self-actualization;
- *formation of tolerant behavior among participants
- *improvement of skills for complete communication

Training in communication?

- * Questioning the previous results, you can improve your skills.

Richard Blundel

- * If you have a good hammer in your hands, everything starts to look like a nail.

Folk wisdom

Stages of communication between a volunteer and a guest

- * Phase 1. GREETING, SELF-PRESENTATION
- * Phase 2. FAMILIARITY, CONTACT
- * Phase 3. THE SOLUTION TO BUSINESS PROBLEMS
- * Step 4. THE COMPLETION OF COMMUNICATION

Greetings

- * Good day (morning/evening), good night!
- * Welcome to the Belarusian land! How was your trip?
- * Greetings!
- * Welcome!
- * I am glad (a) to welcome you!
- * Have a nice day!
- * We hope you enjoy it!
- * We hope you will be satisfied!

STEP 1. CONTACT

"Meet on clothes»

Objectives Of Phase:

establishing trust with the Respondent
attracting and maintaining his attention to information
formation of adequate social attitudes to each other

By achieving:

verbal and non-verbal tools
Respondent's greeting
compliment

Desired result:

the Respondent is positive
the Respondent is ready to accept the information
adequate style of interaction

THREE ASPECTS OF PERSONALITY:

- * **Parent** – is our system of life stereotypes, perceived in childhood or formed as a result of education, a system of ideas about how to behave in a given situation. The parent is the area of need.
- * **Child** – the sphere of emotions, humor, creativity, self-esteem, love, etc. Child is the area of "want".
- * **Adult** – the sphere of knowledge, information, independent decision-making, sober analysis. An adult is an area of "maybe reasonable."

Basic rules and mechanisms of attraction:

BASIC LAW OF ATTRACTION

- *Make gifts to the Child and do not tease the Respondent's Parent.

RULE 15 SECONDS

- *The basis of the Respondent's attitude to us is laid in the first 15 seconds of communication with him.

BE A GOOD LISTENER

- *Talk about what the Respondent is interested in.

THE RULE OF THREE ADVANTAGES

- *To make a favorable impression on the Respondent, it is necessary at the beginning of the conversation and at the end of it to give him three "pluses".

Possible advantages:

SMILE

A sincere friendly smile is the way to the Respondent's heart.

COMPLIMENT

Indirect-boasts not the man himself, but what is dear to him.

"Minus-Plus" – first comes a small "minus", and then-enormous "plus."

Comparison with something closest to the compliment maker:

"I would like to have a son like You...»"

Compliment-critique – form is a compliment, but by the content of criticism:

"It's thanks to You..." - the answer formula.

NAME OF RESPONDENT

The Respondent's name is the sweetest and most important sound in any language.

THE SUGGESTION OF SIGNIFICANCE

Formula : "I would like to consult You ...»"

ATTITUDE EFFECTS

*ATTITUDE

*Unconscious readiness of the person to arrive in a certain way.

1. THE EFFECT OF PRIMACY

*The first information about a new person is more important than the next.

*"15 second rule»

2. THE EFFECT OF NOVELTY

*About a well-known person is interesting only new information

3. BOOMERANG EFFECT

*Obsession breeds rejection.

4. HALO EFFECT

*Uncritical perception of the person.

Algorithm of contact at the first meeting with the guest:

1. Smile
2. Visual contact
3. Greeting (complimentary): "I am glad to welcome You", etc.
4. Performance ("I'm a volunteer. My name is ...»)
5. Information on own functions and duties ("I have been entrusted.... I'm ready to help You ...)
6. Compliment (flatter the guest)

STEP 2. OBTAINING CONSENT

«Two ears and one tongue are given to us in order to listen more and speak less»

Objectives Of Phase:

Development of skills to argue the need and importance of participation in the interview

Developing the ability to get consent to an interview

By achieving:

The technique of "information intelligence»

Technique of argumentation and obtaining consent

Desired result:

The skills of "information intelligence»

Reasoning skills and obtaining consent to interview

STEP 3. INTERVIEWS. EQUIPMENT HEARING

- * Who speaks, that sows; who listens, that collects a harvest. Buast.

Objectives Of Phase:

- * development of listening skills of the Respondent., motivating him to answer
- * reducing the communication distance between the interviewer and the Respondent

By achieving:

- * play situations-judgmental statements
- * focus on Respondent and information

Desired result:

- * effective listening skills
- * management of the communicative situation
- * gain the confidence of the Respondent

TYPES OF LISTENERS:

1. «Appraiser»

Constantly judges what is said depending on personal preferences.

2. «Commentator»

For this type it does not matter, but "why" it said.

3. «Compassionate»

Overly sympathetic. all agree the listener.

4. «Diagnostician»

Compelling listens.

5. «Hare»

Evading the conversation, the listener.

6. «Understanding»

He listens and hears exactly what is said, and understands the feelings and inner world of the interlocutor.

Types of hearing

- * "Polite" hearing
- * Defensive hearing
- * Offensive hearing
- * Selective hearing
- * Neutral understanding hearing
- * Empathic listening
- * Active listening

Psychological state of the interlocutor

1. CONFIDENCE, CONSENT:

relaxed fit of the head, often with a backward tilt of the head to the side;
open, direct eye contact, open and free smile;
wide comfortable posture, often foot to foot

2. INTERNAL INVOLVEMENT IN THE PRESENTATION OF HIS IDEAS:

straightening one or both palms, opening towards the partner from the bottom up.

At this point, it is important not to interrupt the interlocutor, to give him the opportunity to talk.

3. READINESS ACTIVITY:

forward tilt, head cocking;

the body goes into a straight fit on the edge of the chair, hands on hips;

support on the table with wide arms

At this point most effectively and quickly to ask questions

STEP 4. THE END OF THE INTERVIEW

Objectives Of Phase:

- * development of skills to properly complete the interview and leave a positive impression

By achieving:

- * A complementary conclusion, the wish
- * Farewell

Desired result:

- * The complementary skills of completion, farewell

The algorithm of the completion of the interview:

- 1. Verbal and nonverbal signals to complete (to say that you ask the last question, to put an end, to close the questionnaire)**
- 2. Smile, eye contact**
- 3. Thanks, compliments and positive wishes**
- 4. Farewell**

Influential phrases

- * **How can we make a difference**
- * You will be satisfied...
- * We guarantee you...examples of compliments
- * You are a very interesting person
- * You are a completely unique person
- * You are observant
- * You're very kind
- * You are tactful (delicate)
- * You quickly navigate
- * You "brought" us warmly (the sun)
- * You're dressed for the weather...
- * Today sunglasses are very useful
- * We hope you will like it (that you will be satisfied)

Model of actions in a problem situation

- * Stay calm, friendly (relaxing breath)
- * Strive to understand the needs(desires) of the second party
- * Determine the algorithm of actions (the ability to decide on their own/resort to help)
- * To rely on a strategy of cooperation, concessions (adaptations), use "powerful words, phrases»
- * To clarify whether the person was satisfied with how the issue was resolved or need any more help

Examples of compliments

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