Components of Interpersonal Communication:

Listening and Giving Feedback

Communication for Managers

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How can you listen well?

• Behavior #1: **Accuracy**
  – Discriminate facts from opinions
  – Analyze facts to understand message

• Behavior #2: **Support**
  – Give attention to the other person
  – Show involvement verbally and nonverbally
  – Help other person feel comfortable

Nonverbal Communication
Variables

• Facial expressions, gestures, posture (kinesics)
• Perceptions and use of space (proxemics)
• Paralanguage (sounds by not words)
• Use of silence
• Eye contact (oculesics)
Giving feedback is tricky

• Giver and receiver must have
  – consensus on the receiver’s goals
  – constructive motives
• Be concrete and specific
• Discuss something the person can act on
• Don’t withhold negative feedback if relevant
• Timing is important
Feedback, cont.

• The giver should add his/her own observations and feelings
  – Be descriptive, not judgmental
  – Restrict feedback to things you know for certain
  – “I feel angry” vs. “That was inappropriate”
Develop your capacity to **Reflect in Action**

- Hit the “pause button”
  - How does the interaction make you feel?
  - How and why do you interpret as you do?
- Suspend your assumptions
- Consider how your actions are coloring the situation
- Use self-observation to bring about self control