Interpersonal communcaiton

 [Name of the Writer]

[Name of the Institution]

Interpersonal communication refers to the exchange of emotions, thoughts, and information between two or more people either verbally or non-verbally (Bambacas & Patrickson, 2008). It is used for various purposes such as giving and collecting information and to influence the behaviors of others. This must be effective enough to achieve the desired objectives of the communication. People should improve their interpersonal communication skills to make it effective. One such skill is active listening. Three main elements are required for active listening. These are the presence of nonverbal behaviors, paraphrasing message without conclusion and use of open questions. One of the obvious nonverbal behavior is backchanneling. For example, the use of “mmh" or "yeah", which serves as an acknowledgment by a listener that he, is following the conversation. Moreover, for effective interpersonal communication, the message is required to be paraphrased without conclusion. Then there are open questions that make interpersonal communication effective. These questions give confidence to the speaker to further intricate his thoughts (Jahromi et al., 2016).

With active listening, the aims of interpersonal communication are achieved. Organizations use this to improve their daily functioning. Managers must have active listening skills that will enable them to communicate effectively with their subordinates. Similarly, subordinates should also practice active listening to make their relationships better with their managers and to easily comply with their instructions. Same should also be practiced in healthcare settings. With active listening, interpersonal communication will be improved and there will be fewer errors. Patient’s safety will also be improved in this way (Jahromi et al., 2016).

However, people do not inherit this skill like other communication skills. They have to learn and develop this skill with time. Organizations are required to train their employees to develop skills of active listening. For this, they can develop different strategies such as providing training through their leaders (Quail, Brundage, Spitalnick, Allen, & Beilby, 2016). In this way, they can take advantage of active listening.

References

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