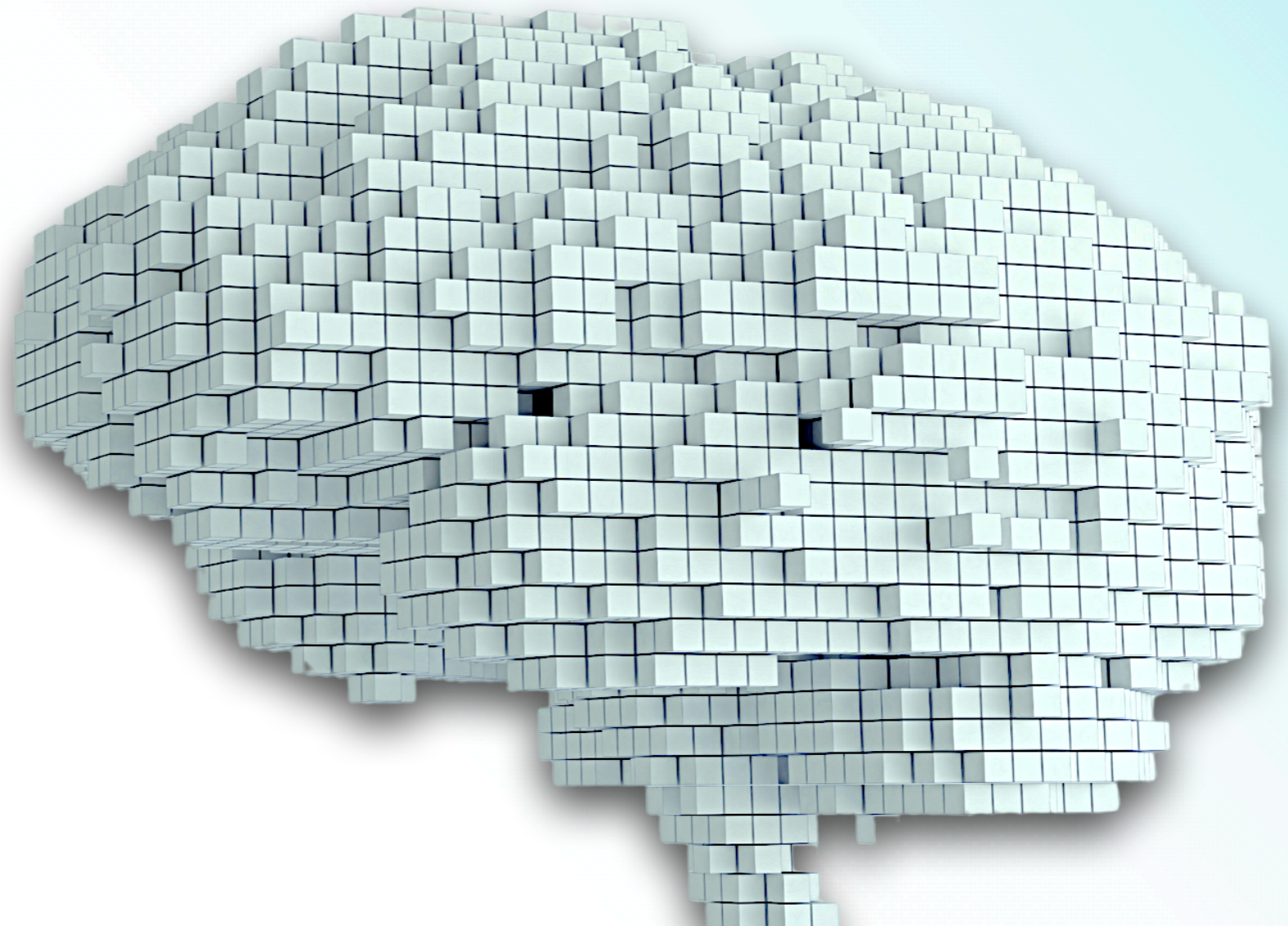


RE-THINKING COMMUNICATION

Miruna Ursache
Refraiz



Let's break that ice!

Briefly introduce yourself to the other participants, while adding a fun fact.

Additionally, share a miscommunication story that occurred at work and impacted professional relationships and/or the business environment.



Let's break that ice!

Discuss and agree on the most intriguing story
- **the winner!**



Verbal communication

Our state of mind affects it.
What to do?

The energiser

4 - 4 - 8



Non-verbal communication

Our faces and bodies speak and, ideally, we know what they say.



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Paraverbal communication

It's not about **what** you say,
but **how** you say it.

Emotions can change the sense
of our message.



The miscommunication story

Going back to the miscommunication story, which communication type was affected by the miscommunication
how could have such situation been prevented?

Communication is personal

How did your upbringing affect the way you communicate?



Communication is personal

Make a list of your likes/dislikes and see how many of each you have.

Make a list of your stress factors and see how many relate to the past and future and how many to the present.

The better you get to know yourself, the better your communication and subsequently, your relationships, will be.

Personal is multicultural

“The oldest and strongest emotion of mankind is fear,
and the oldest and strongest kind of fear

is fear of the unknown”

(Lovecraft, 1927)

different = unknown = threat



TING - the lost art of active listening



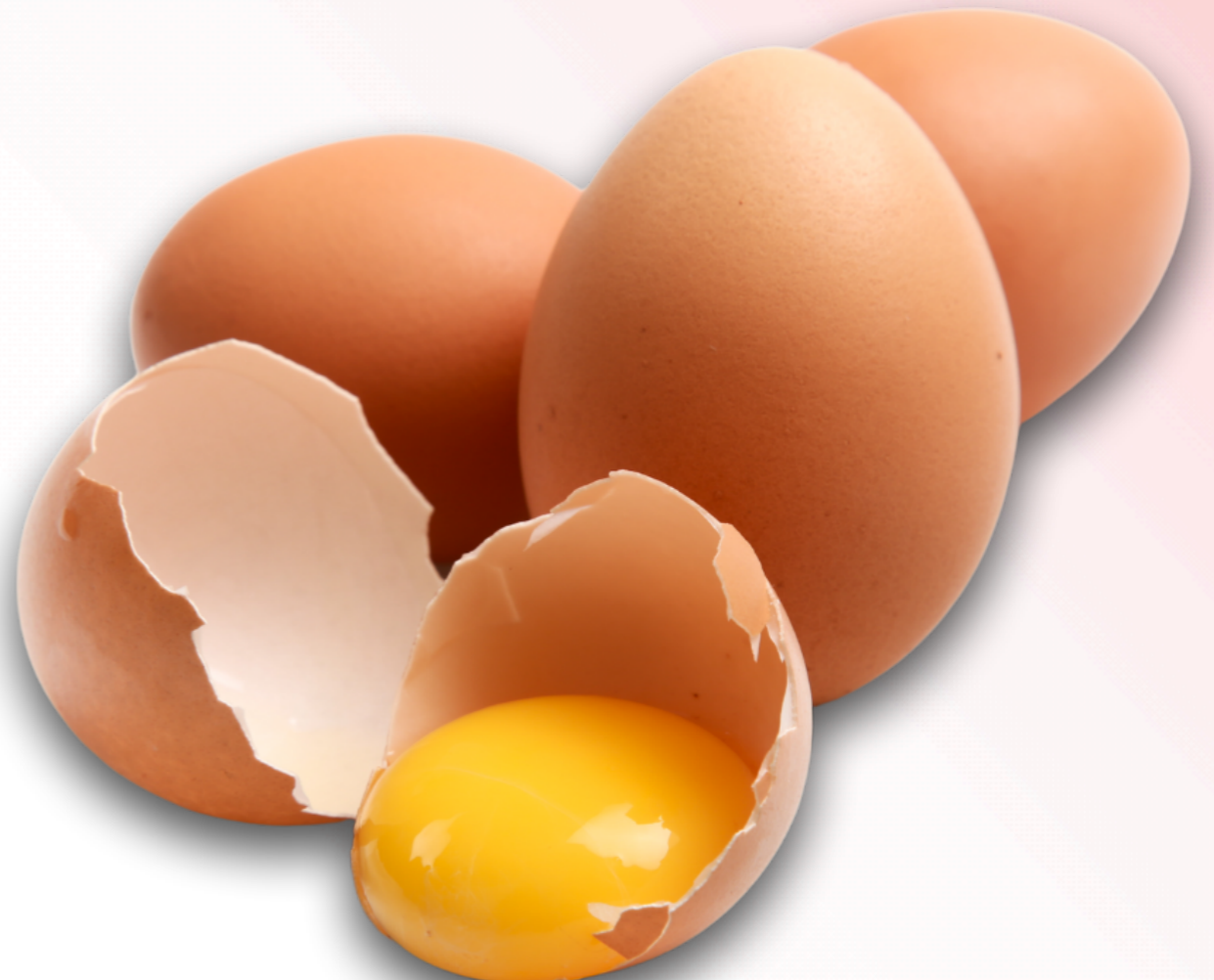
耳 到 心 到

Active listening is about paying attention to everything that you hear and see and, without judging.

The subtle art of feedback

The **eggs** game

The assumptionicides



N ECESSITY

E MPATHY

V ALUE

E STIMATED DUE DATE

R ESULT

NEVER

**UNDERESTIMATE
THE IMPORTANCE
OF EFFECTIVE
COMMUNICATION**

Communication filters

Internal

External

Temporary

Permanent

Cognitive distortions

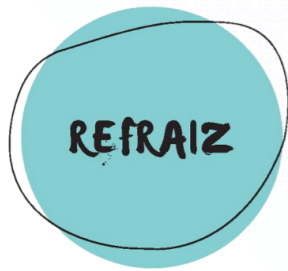
Purposes



The power of praise

We should always make sure to take some time and praise all our colleagues, no matter their professional experience and titles, for their efforts, behaviour, results.





How to enhance empathy

Be vulnerable

Be curious

Remember to actively listen

Praise empathy in others

Get involved



Learn a new language

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Thank you!

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