

# SOFT SKILLS FOR EFFECTIVE COMMUNICATION

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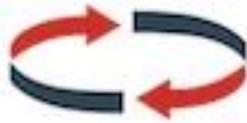
# SOFT SKILLS



TEAM SPIRIT



SELF-CONFIDENCE



COMMUNICATION



EMPATHY



ASSERTIVENESS



PERSONALITY

creativity

critical  
thinking

emotional  
intelligence

# SOFT SKILLS

- are a set of non-technical skills that are considered necessary for every person in everyday life
- include how you interact with the people around you, your colleagues, and ultimately yourself
- create new perspectives and opportunities for career improvement, because today growth is necessary not only as a specialist, but also as a person



# FORMULA OF EFFECTIVE COMMUNICATION STEPS

- **S (space)** – the concept of a personal space in which a person feels comfortable when interacting with different people.
- **T (take turns)** – this is a rule that requires speaking in turn, because communication is an equal process in which everyone should be able to express themselves.
- **E (eye contact)** – the need to make eye contact, which facilitates effective communication. After all, this is how we not only show respect for a person, but also have the opportunity to observe his facial expressions and understand emotions.
- **P (polite)** – it is a polite, friendly and open manner of communication that is extremely attractive. They like to communicate with polite people and establish friendly relations.
- **S (stay on topic)** – requires staying on topic (not changing it) while the discussion is ongoing.

*The less you speak,  
the smarter you seem.*



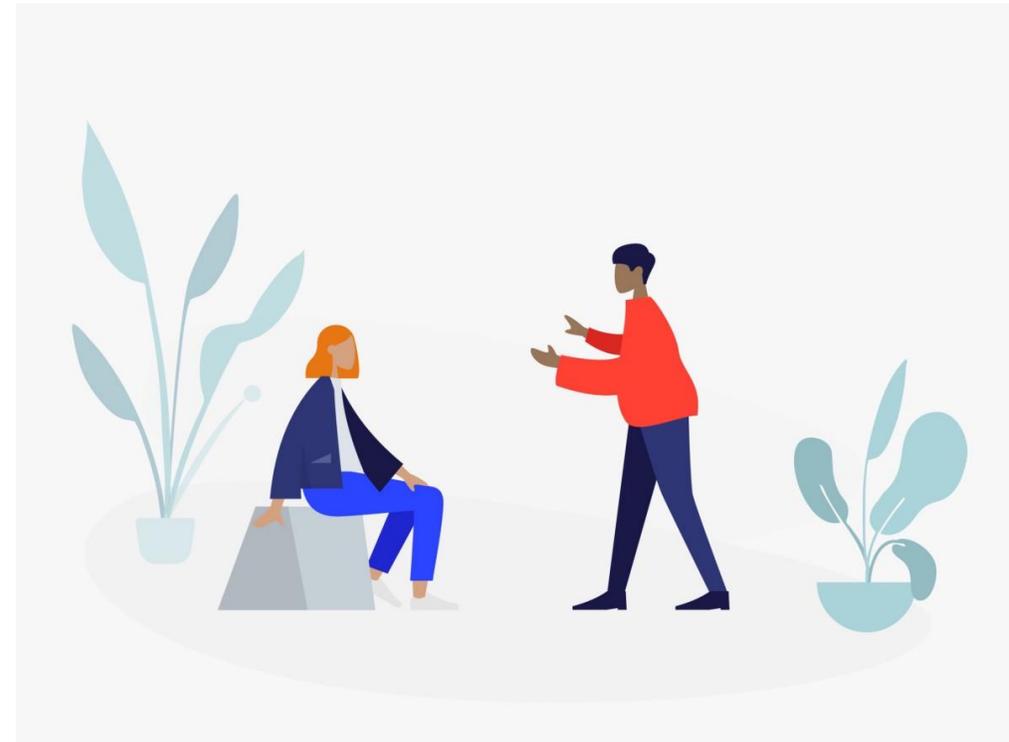
# RULES FOR EFFECTIVE COMMUNICATION



- **Listen.** Fight the urge to speak and *really listen* to other people. You can go so far as to ask clarifying questions.
- **Body Language.** The best thing you can do to have fantastic communication skills is to **keep your body open**. Open your arms & keep your legs uncrossed.
- **Facial Expressions.** Relax the muscles of your face and allow your face to **take on natural expressions**. Smile when you are greeting people. Allow your face to react with emotion when you're listening to people.
- **Repeat & Rephrase.** It's always a good idea to confirm the messages of your partner.
- **Learn to Lead.** Authority & warmth need to emanate from you. That means absolutely no whiny voices, no upspeak, & no glottal fry.

# RULES FOR EFFECTIVE COMMUNICATION

- **Kindness Counts.** There are many ways in which we can hurt people using our communication skills.
- **Be Concise.** We lose people's attention when we are too wordy.
- **Deliver bad news** with love and understanding.
- **Introversion Impacts Others.** Avoiding speaking to someone may inadvertently hurt their feelings. Say, "I never know what to say at these functions." or tell a prepared anecdote to start the conversation.
- **Eye Contact.** Eye contact is essential for establishing and maintaining successful relationships.
- **Be articulate.** Record yourself speaking before meetings to see how you come across. Take note of conciseness, tone of voice, & pauses as these all impact your ability to be articulate.



# ACTIVE LISTENING TECHNIQUES:

Be an  
**ACTIVE**  
listener!

Make  
**EYE**  
**CONTACT**

**FOCUS ON**  
what is being  
said

**FACE**  
the speaker

**TELL THE SPEAKER**  
if you understand  
or don't understand

**REPEAT**  
**BACK**  
what  
you  
heard

**NOD**  
your head

**ASK** questions

Wait for the  
speaker to  
stop **BEFORE**  
**SPEAKING**

Keep  
**HANDS** and  
**FEET STILL**

**IGNORE**  
distractions

- **silence**
- **kidding** ("huhu", "uh", "yeah-yeah", "well", chin nodding, etc.)
- **echo** (repetition of the last words)
- **mirror** (repetition of the last phrase with a change in some words)
- **paraphrase** (representing the content of the partner's statement in other words)
- **prompting** (exclamations and other expressions that encourage the interlocutor to continue the interrupted speech: "Well, and...", "So what's next?", "Come on, come on", etc.)
- **clarifying questions** (questions like: "What did you mean when you said "heuristic"?)")
- **leading questions** (questions like: "What?", "Where?", "When," "Why?"), which expand the scope of the speaker's narrative
- **assessment, advice**
- **emotions** (reactions such as: "Uh", "Ah", "Wonderful", "What about you?!", as well as laughter, unperturbed facial expression, etc.)

# HELPFUL HINTS FOR ACTIVE LISTENING:

- L** = Look interested - get interested
- I** = Involve yourself by responding
- S** = Stay on target
- T** = Test your understanding
- E** = Evaluate the message
- N** = Neutralise your feelings

# “I” STATEMENTS

## ‘You’ statements:

“You always leave your mess lying everywhere.”

“You don’t care about me or my feelings.”

“You didn’t text me like you said you would!”

“You embarrassed me at dinner the other night, like you always do.”

“You never tell me how you’re feeling.”

## ‘I’ statements:

“**I feel** frustrated when I come working place and it is messy.”

“**I feel** frustrated when my feelings aren’t heard or acknowledged.”

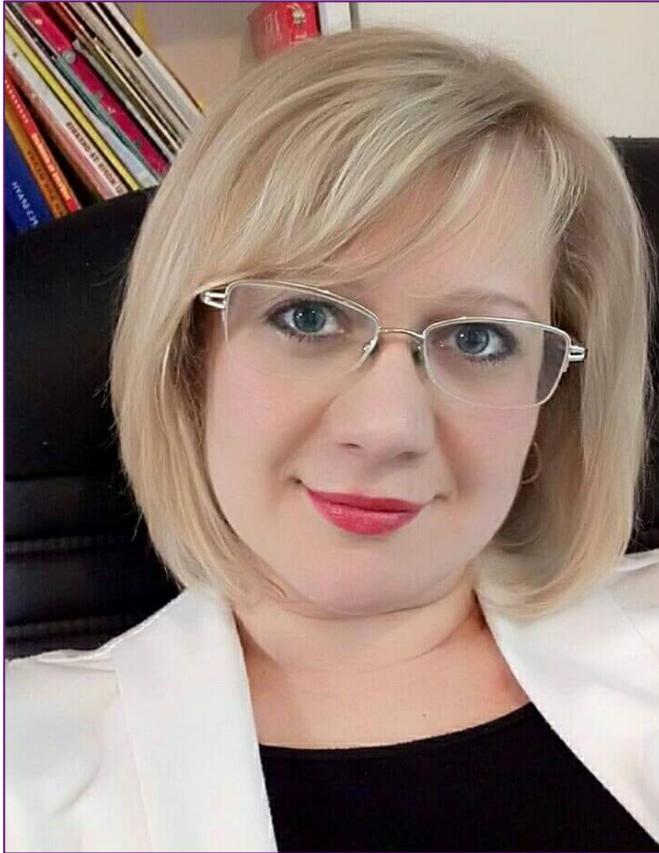
“**I feel** worried when I don’t hear from you, and I just want to know that you’re ok and safe.”

“**I felt** really embarrassed the other night in front of our friends when this topic came up, because...”

“**I would love** to know how you’re feeling about this.”

## Change these You-statements on I-statements

- “You don't help out enough. You just expect me to clean up after you.”
- “You are always working. Work is more important to you than family.”
- “You are so frivolous. You just think money grows on trees.”
- “You don't care about our project. You are inconsiderate. You never make tasks on time.”
- “You are always on your phone – reading, texting, emailing. You care more someone or something else than what's right in front of you.”



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