

Communicating / Listening / Negotiating

➤ 5Q BEFORE YOU START

Write me 5 questions for self evaluation before the self studying person

1. I do know how to listen. I am always attentive and receptive.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
2. When I meet someone for the first time I try to make a good impression.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
3. I use modulation and voice volume to reinforce what I say.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
4. I understand the importance of mastering myself and always practice it.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
5. I always take care of what I say because I know that even walls have ears.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.

Question	Answer	Punctuation
1	a	1
	b	2
	c	3
	d	4
2	a	1
	b	2
	c	3
	d	4
3	a	1
	b	2
	c	3
	d	4
4	a	1
	b	2
	c	3
	d	4
5	a	1
	b	2
	c	4
	d	3

Results:	15 – 20 points	You understand well the complexity of communication, listen and express yourself correctly, without falling into overacting.
	10 - 15 points	You understand the complexity of communication well but sometimes the excessive control you exercise gives a sense of falsehood.
	5 - 10 points	You understand communication mechanisms, but you need to make an effort to better understand others.
	0 - 5 points	You need to make more effort in your communicative acts. Many times knowing how to communicate consists, above all, in knowing how to listen.

➤ Definition (what is it?)

What Communication / Listening /Negotiation is:

Communication is the act of communicating or communicating, it is understood as the process by which information is transmitted and received. For a communication process to be carried out, the presence of six elements is indispensable: that there is an issuer, someone who transmits the information; a receiver, someone to whom the information is addressed and who receives it; a contact through a communication channel, which can be very varied: the air through which the sound probes circulate, the paper that supports written communication, the voice, etc. Also, that there is an information or message to be transmitted; a code or system of signs common to the receiver and the sender, where the message is encrypted, the signs can be non-linguistic (symbols, signals and icons) and linguistic (scripts, sounds, associated concept, meaning, etc.); and finally, that the message has a referent or reality, to which it alludes by means of the code.

Listening is to give one's attention to sound or action. Listening involves complex affective, cognitive, and behavioural processes. Effective processes include the motivation to attend to others; cognitive processes include attending to, understanding, receiving, and interpreting content and relational messages; and behavioural processes include responding with verbal and nonverbal feedback.

Negotiations are formal discussions between people who have different aims or intentions, especially in business or politics, during which they try to reach an agreement.

➤ Develop your skills

(Theory, activities, games, etc)

PRODEST video:

<https://www.youtube.com/watch?v=JZZ9VQwLzJ8&list=PL2sNmiaYkR5qWxVfwj4kT4qzYowQ9yxtS&index=1>

More sources about *(your topic)*:

Game: [Communication skills activities](#)

Video: [Communication skills – Teh 6 keys of powerful communication](#)

Article: [Top ten effective negotiation skills](#)

(you can use links or written text, copied from the web as you prefer)

Evaluate your progress:

5 questions for self evaluation after the self studying (can be the same, similar questions as before self- studying, so than we will see the progress in learning)

1. When I speak, I do it in a timely manner and express myself correctly. My words have a noticeable effect on others.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
2. I interact well with people because I understand all the elements involved in the conversation.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
3. I can remain silent on purpose, because I exercise excellent control over every word I speak.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
4. I do not react emotionally when I feel trapped or they provoke me.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.
5. I am very effective when it comes to persuading people to understand my point of view or to do what I want.
 - a. No, never or almost never.
 - b. Usually not.
 - c. Sometimes.
 - d. Yes, always or almost always.

Question	Answer	Punctuation
1	a	1
	b	2
	c	4
	d	3
2	a	1
	b	2
	c	3
	d	4
3	a	1
	b	2
	c	4
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Contact us:

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