



SKILLS

basic
skills in
working
life

Erasmus+

Basic Skills in Working Life

Making lifelong learning and mobility a reality

TEvent - Portugal
CITEVE, 16-20 October 2017

CONTENT

Part of the content used on the following training: Interpersonal communication - Assertive communication, developed by CITEVE in the project: certified modular training.

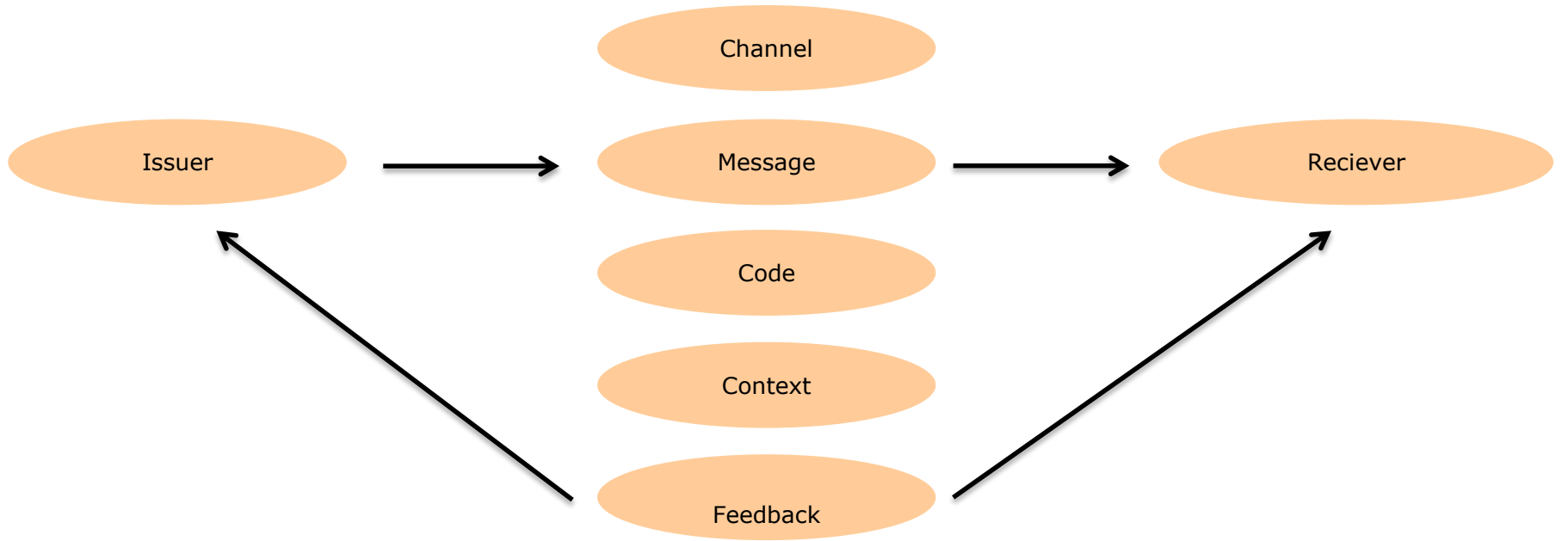
- Identify and characterize the elements involved in the communication process;
- Recognize the importance of verbal and non-verbal language in a Communication process;
- Characterize the principles of face-to-face communication;
- Identify the notions: Self-Concept; Self-Esteem and Self-Confidence;
- Individual Attitudes, Communication Facilitators and strategies in interpersonal communication.

FOR STARTERS



COMMUNICATION PROCESS





ISSUER

- the one who sends or transmits the message -
is the starting point of any message

RECEIVER

- the one to whom the message is addressed
- It is important that he/she understand the message

MESSAGE

- The content of communication
- A set of meaningful signs

CODE

- the set of elements with meaning, accepted by the sender and receiver

CHANNEL

- all the support that serves to transport the message
- The most common channel is air, but there are other means such as: the letter, the book, the telephone, the radio, the Internet, the television, among others.

CONTEXT

- the set of variables that influence communication

FEEDBACK

- the receiver's response to the message sent by the sender

VERBAL AND
NON-VERBAL LANGUAGE



PROXEMIC COMMUNICATION

- the way people place themselves spatially in relation to other people. Refers to the transmission of information through the space arrangement.

KINETIC COMMUNICATION

- transmission of information through the body and limbs.

PARALINGUISTIC COMMUNICATION

- transmission of information through the way of speaking (tone of voice, timbre, speed, ...)

FACE-TO-FACE COMMUNICATION



PASSIVE BEHAVIOUR

- A behavior in which communicators avoid expressing opinions, wishes and feelings by easily submitting themselves to others.

AGRESSIVE BEHAVIOUR

- The communicator usually aims to defend his or her rights at the expense of the rights of others.

MANIPULATIVE BEHAVIOUR

- The communicator uses language as a disguise, to achieve self-interest.
- The manipulator achieves his objectives almost without asserting himself and in a way that others collaborate almost without realizing it.

ASSERTIVE BEHAVIOUR

- Uses an affirmative communication style that implies clarifying the rights of each one and accepting their legitimacy, without treading the rights of others.

SELF-CONCEPT;
SELF-ESTEEM
AND SELF-CONFIDENCE



SELF-CONCEPT

- It is the person's perception of self.
- It is what each one thinks and knows of itself.

SELF-ESTEEM

- Self-esteem corresponds to the degree to which one likes to be as he or she is.
- Self-esteem is, in a way, related to self-concept: the devaluation of the former contributes to unfavorable or negative self-knowledge.

SELF-CONFIDENCE

- To be trustworthy, it is important that the person recognizes the perception he has of himself, that he likes to be as he is, and can affirm himself in his frame of reference.

COMMUNICATION FACILITATORS



TALKING

- Clarity in language;
- Transmit the essential;
- Say very much in a few words;
- Use a Mixed Language.

DIALOGUING

- Image clarity;
- Valuation of points of agreement;
- Openness to others.

LISTENING

- Availability to listen;
- Show interest, understanding and respect;
- Interpret words correctly;
- Observe body language.

ASKING

- Open Questions;
- Positive Questions;
- Suggestive Questions.

CONCLUSION





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