

## **Learning Kit: *Interpersonal Communication***

Interpersonal communication takes place between two or more individuals. It's commonly thought that up to 60% of interpersonal communication is non-verbal – including body language, facial expressions, tone and even volume. Being aware of this, gives us the ability to check-in with ourselves when our words don't match our body language; and allows us to inquire when we notice this in others. Interpersonal communication requires us to actively listen to others -- not just their words, but their meaning and intent as well. Listening connects us to other people's thoughts and experiences – allowing us into their way of thinking; and is necessary for empathy and connection. Because communication often meets interference in the form of our own mental models, emotions and other distractions, learning to check-in on our perceptions can go a long way toward preventing misunderstandings. It has the added value of showing the other person you want to not only hear what they have to say, but you want to understand them as well.



### **Interpersonal Communication**

**LinkedIn Learning – 00:42 hours**



### **Communicating Nonverbally**

**LinkedIn Learning – 00:27 hours**



### **Communicating with Emotional Intelligence**

**LinkedIn Learning – 00:43 hours**



### **Listening: The Secret Weapon**

**Article- 00:05 hours**



### **Use SBI to Understand Intent**

**Article – 00:04 hours**