

# Lecture Overheads

## Components of Interpersonal Communication:

### Listening and Giving Feedback

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Communication for Managers

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# How can you listen well?

- Behavior #1: **Accuracy**
  - Discriminate facts from opinions
  - Analyze facts to understand message
- Behavior #2: **Support**
  - Give attention to the other person
  - Show involvement verbally and nonverbally
  - Help other person feel comfortable

# Nonverbal Communication Variables

- Facial expressions, gestures, posture (kinesics)
- Perceptions and use of space (proxemics)
- Paralanguage (sounds by not words)
- Use of silence
- Eye contact (oculesics)

# Giving feedback is tricky

- Giver and receiver must have
  - consensus on the receiver's goals
  - constructive motives
- Be concrete and specific
- Discuss something the person can act on
- Don't withhold negative feedback if relevant
- Timing is important

# Feedback, cont.

- The giver should add his/her own observations and feelings
  - Be descriptive, not judgmental
  - Restrict feedback to things you know for certain
  - “I feel angry” vs. “That was inappropriate”

# Develop your capacity to *Reflect in Action*

- Hit the “pause button”
  - How does the interaction make you feel?
  - How and why do you interpret as you do?
- Suspend your assumptions
- Consider how your actions are coloring the situation
- Use self-observation to bring about self control

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