



香港恒生大學
THE HANG SENG UNIVERSITY
OF HONG KONG



學生事務處



寬滙@恒大
Enrichment@HSUHK



Effective Communication Relationship



Good communication is an important element in interpersonal relationships building.

To communicate effectively, it is not just rely on using words, but requires whole-hearted devotion.



Active Listening is an important element in the communication process.

Level 1 - Completely Disregard

Just being in the same space, but not listening

Level 2 - Pretend to be Listening

Only the content of the speech is received, and the "Message" conveyed by the tone of voice and body language is ignored.

Level 3 - Selective Listening

Selective listening is **when you focus your attention on some specific information**. It involves consciously or unconsciously choosing to listen to what is relevant to you and ignore what isn't. This is especially harmful in communication as it can lead to confusion and conflict.

Level 4 - Active Listening

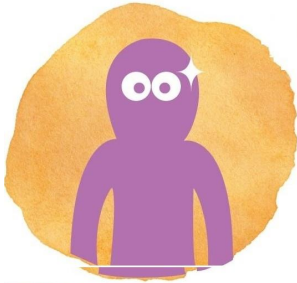
Hear What People Are Really Saying -

Listen attentively, make a conscious effort to hear not only the words that another person is saying but, more importantly, the **complete message** being communicated, **understand what they're saying, respond and reflect on what's being said, and retain the information for later.**

Level 5 - Empathetic Listening

Empathetic listening is a **structured listening and questioning technique** that allows you to develop enhance relationships with a **stronger understanding** of what is being conveyed, both intellectually emotionally. Listening empathically entails making an **emotional connection** with the other person therefore you can give a more **heartfelt response, support and encouragement** rather than advic criticism.





Eyes

Eyes not only convey messages, but also allow you to receive underlying message of the communication.

According to the rule of Mehrabian (1971), in the delivery of a message, 7% of meaning is communicated through spoken word, 38% through tone of voice, and 55% through body language, such as gesture, facial expression, glance, etc. The body language will reflect the self-confidence, paying attention to the other or not, and indicating the inner thoughts, etc.

mouth

We need to adjust our content of communication and style of communication when facing different people and according to different situations.

- Paying attention to the volume, speed, and pitch of your speech.
- In different occasions, adopt appropriate words can express your respect for the other person.
- Use open-ended questions, with “what, how and why”, such as can you tell me what you think? How do you handle your difficulties? Why do you choose to attend this class?
- Making good use of “I Message” to express your idea, such as I think..., I wonder..., I would like to....



Heart

We often using our brain to analyse a communication, while neglecting to communicate with people with our hearts.

Heartful or attentive communication is trying to understand more about the other party and care about their feelings. It starts with respect, care,

and encouragement, and thus **NOT** judgemental.



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Communication is an art and there is no specific set of equations.
To have good communication with others, you need to communicate
with your whole heart plus a sincere attitude.

Appointment can be made / requested in various ways, you may

- Call us at 39635174 /39635593
- Come to us at M612 Main Building HSUHK Campus
- Send us an online request form: <https://forms.office.com/r/5JQvWikWtr>

(Your request will be confirmed from our counselor via phone or email within the next 3 working day)

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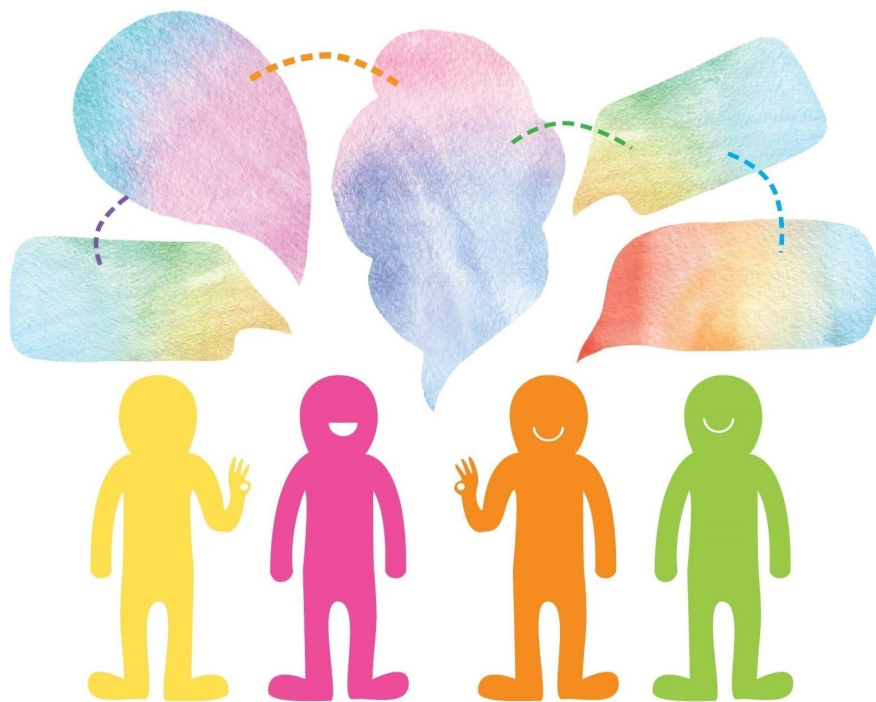


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人關係
際篇

良好溝通



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良好的溝通是建立人際關係的重要元素，而溝通不單用口，而是需要用「全人」去達至良好的溝通。

“耳”

聆聽是溝通的重要元素，而聆聽有以下5個層次：

第一層次：完全漠視，只是在同一空間中，但沒有去聆聽。

第二層次：假裝在聽，只接收到說話的內容，沒有理會語調及非言語的溝通。

第三層次：選擇性傾聽，選擇一些個人認為重要的重點，而有機會忽略或誤會對方的整體意思。

第四層次：積極的聆聽，以開放的態度去聆聽，把注意力放在對方身上，專心地、耐心地、細心地聆聽對方。

第五層次：同理心的聆聽，設身處地去理解對方的意思和感受，不加以批評聆聽不僅是用耳朵，要達至聆聽便需要用眼、用心、用專注去理解。





“眼”

眼睛不僅會說話，
它更可以讓你接收溝通的信息。

傳遞信息的影響力中，說話的內容佔7%；38%是語調，55%來自非言語的溝通，如身體的姿勢、臉部表情及手、眼的動作都表達了個人的信心、對對方的重視、心底的想法等。

“口”

對不同的對象和在不同的場合，
便有不同的說話技巧

- 注意說話的速度、高低、音量。
- 在不同的場合，用詞適當是表達尊重。
- 多用開放式問句，如「你的意思是什麼？」、「告訴我多一點」等。
- 善用「我的訊息」去表達自己的想法，如我覺得…、我想…。



“心”

很多時我們的溝通只著重用腦袋去分析，而忽略了用心去溝通。用心的溝通是由寬容、尊重、關懷、鼓勵開始，了解對方的感受，不需要作批評。



溝通是一門藝術，沒有一套特定的方程式，要有良好的溝通便需要用全人全心去溝通。

聯絡我們 查詢及預約

辦公室：M612

聯絡電話：39635174 / 39635593

辦公時間：星期一至五上午9:00至下午6:00

- 備註**
- 本服務所搜集的個人資料的面談內容絕對保密
 - 費用全免，歡迎查詢及預約

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