



# Communication Workshop

## Learning Outcomes:

In this workshop participants will:

- Enhance **Interpersonal Communication**
- Learn about social **Written and Unwritten Rules**
- Understand **Role Definition**
- How to leverage **Emotional Intelligence**
- How to overcome **Barriers to Communication**

## What is Communication?

The act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts and feelings, to someone else.

Verbal impact of communication only accounts for 7% of your overall message. Bulk of communication comes across in our appearance and body language, comprising 55%. Tone, speed and inflection of our voice make up the remaining 38%.

Many people do not realise that almost every facet of our personality is revealed through our appearance, body language, gestures, facial expressions, demeanor, posture and movements.

## Foundations of Social Interaction

### Written Rules

Rules are authoritative statement of what to do or not to do in a specific situation, issued by an appropriate person or body.

For example:

- Company dress code policy

### Unwritten Rules

Unwritten/Unspoken rules are behavioral limits imposed in societies that are not voiced or written down. They usually exist in unspoken and unwritten format because they form a part of the logical argument or course of action and implied assumptions.

For example:

- Don't mention bathroom activities in public
- Don't ask how much money someone makes
- Help an elderly person cross the street
- Hold the door open for the person behind you

### How Do We Interpret Rules?

We interpret rules based on our previous experiences with them. The understanding is that when we live in a society, we share the same/similar values and our experiences are the same. That however is not true all the time. Especially when you think of the GTA with the diversity of so many cultures, race, social class, socio-economic barriers and geographical locations. In this case, our shared experiences are limited which results in how we interpret unwritten rules as not always being the same.



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## Roles in Society

Roles and status describes the position a person occupies in a particular setting. We all occupy several statuses and play the roles that may be associated with them. A role is the set of norms, values, behaviors, and personality characteristics attached to a status.

Role conflict is one of the biggest challenges presented to communication. That is because when your roles conflict, you are not sure which roles takes precedents and the unwritten rules of communication becomes difficult to interpret.

## Emotional Intelligence

- Self Awareness
- Self Regulation
- Motivation
- Empathy
- Social Skills

## Barriers to Communication

- Stress
- Lack of focus
- Inconsistent body language
- Negative body language

## How to Handle Stress

- Exercise regularly
- Self-care routine
- Eat healthy
- Be realistic and optimistic
- Organize well
- Have social support system
- Sleep well
- Challenge dysfunctional thinking by creating positive thoughts
- Coping strategies

For **Booking Inquires**, please contact (416) 856-601. If cost of the workshop is a barrier, please contact Nabeel Rahman at [nabeel.rahman@positivethought.ca](mailto:nabeel.rahman@positivethought.ca)