

MPU 2422
EVENT MANAGEMENT

communication SKILLS





DISCUSSION OUTLINE

What to Expect...

The Power of Conversation

Can You Hear Me?

I See You

Keys to Conversation

How to Kill a Conversation?



THE POWER OF CONVERSATION

Interaction between people is important

Conversation is not easy to some people. They might feel the social anxiety when interacting with others.

The best way to start a conversation - joining a group of people with the same interest and embrace it.

It becomes a safe space to share and express ideas/opinions.

FEELINGS

HUMANS VALUE INTERACTION

We desire group interaction and collaboration to fulfill social needs and without it, we usually become lonely. Loneliness can also lead to depression.

INCREASE SOCIAL EXPOSURE TO COMBAT

LONELINESS

Embrace social interaction to fulfill the needs for community which reinforces positive thoughts and feelings. It makes someone feel more engaged and accepted.

FEELINGS

EMPATHY IS THE MOST EFFECTIVE WAY TO RELATE TO OTHERS

A person is imagining themselves in the other person's position. It is an emotional connection - we will be more comfortable since we feel like someone cares.

DEMONSTRATING EMPATHY THROUGH BODY LANGUAGE

People mimic social cues (eg: facial expression & posture) as an empathy towards others.

ACTIONS

TAKE ACTION FOR EXPOSURE

Find a variety of opportunities to start conversations. Eg:
join a volunteer group to find people to speak to.

JOIN A GROUP THAT HAS THE SAME INTEREST

It is vital for a person to join a group they truly identify with and not just to force social interaction.

ACTIONS

BEING A RESPONSIVE LISTENER

This is a way to interact with members nonverbally if the topic is not something a person feels comfortable contributing to. (Eg: nodding, making eye contact).



BREAK



CAN YOU HEAR ME?

LISTENING - IT HELPS TO RECIPROCATE THE
EXCHANGE OF IDEAS IN CONVERSATIONS..

Active listening is one of the best ways to
demonstrate interest and concern while someone
is speaking.



Is hearing different than listening?

Listening requires more focus and goes deeper than just hearing someone speak.



Silenced

Silence is used as an invitation, a reprimand, a break, and sometimes an ending.

THE POWER OF LISTENING

“When people talk, listen completely. Most people never listen.”

— Ernest Hemingway

A good listener is highly valued by others - it shows someone understand their point of view.

It empowers people to continue sharing their ideas and interacting with other people.

Being attentive - solve complex problems, make difficult decisions, and steer clear of conflicts with others.

I SEE YOU

Making eye contact creates more intimate environment that can often encourage someone to be more open with their conversation partner.





FIRST IMPRESSIONS BY APPEARANCE

It is important for people to dress the way they want people to see them.

MAKING EYE CONTACT DURING CONVERSATION

Use nonverbal communication to connect with others and show that someone is truly paying attention to the speaker.

BREAK

KEYS TO CONVERSATION



INTRODUCTION

Directly introduce
themselves to the
group to gain
approval from others.



INVITATION

Waiting patiently to
establish your
presence - other
members invites you
into the conversation.



SMALL TALK

Starting simple
conversations with
people and building on
impromptu topics.



***“WISE MEN TALK
BECAUSE THEY
HAVE SOMETHING
TO SAY; FOOLS,
BECAUSE THEY
HAVE TO SAY
SOMETHING” ~
PLATO***

HOW TO KILL A CONVERSATION

things that should not be done in a conversation



Adding negative
feedback

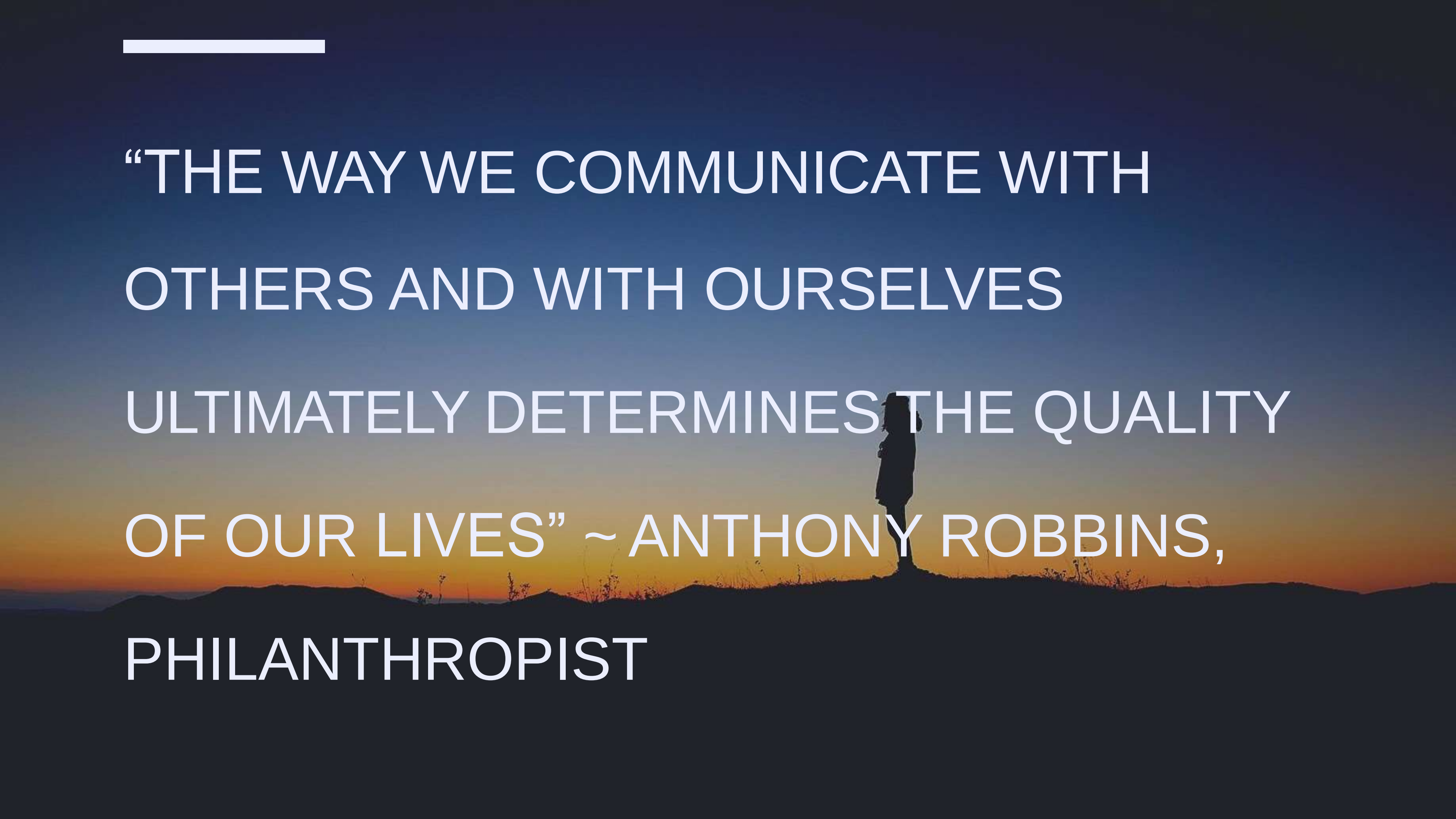


Constantly point
out the mistakes
a speaker makes.



Over
complimenting

“THE WAY WE COMMUNICATE WITH
OTHERS AND WITH OURSELVES
ULTIMATELY DETERMINES THE QUALITY
OF OUR LIVES” ~ ANTHONY ROBBINS,
PHILANTHROPIST

A silhouette of a person standing on a hill, looking out over a sunset. The sky is a gradient of orange and yellow, transitioning into a dark blue at the top. The person is standing on a dark, silhouetted hill. The overall mood is contemplative and inspiring.