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## REHAB

Rehabilitation and Integration into Society  
of Drug Addicted Adults and Their Families

Madde Bağımlısı Yetişkinlerin ve Ailelerinin  
Rehabilitasyonu ve Topluma Yeniden  
Kazandırılması Projesi



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# **Communication and Its Importance**

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# COMMUNICATION NEED

***If you have a message, you should accomplish the communication and interaction.***

***Interaction starts/takes place with the interaction***

***People are in communication with each others in every stages of daily life even without being aware of it.***



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# COMMUNICATION

- **85% of business success depends on communication.**
- **75% of business imperfections are caused by poor communication.**
- **In business, 80% of losses are due to poor communication.**



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# The importance of communication



- People **hate** from each other.
- They hate, because; they **are afraid of** each other.
- They are afraid, because; they don't **know** each other.
- They do not know, because; they don't have relationship **with each other.**
- There is no relationship with each other, because; **they live apart** from each other...

**MARTIN LUTHER KING**



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# Why do we communicate?

- **Knowledge**
- **Persuading**
- **Management**
- **Sharing**
- **Sharing of the Differences**
- **Entertainment**
- **Change**
- **Problem Solving**
- **Cooperating etc.**
- Sometimes, in order to express feelings of anger, irritation, resentment, etc...
- Or to humiliate the other person, to cut him down to size...?



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# Communication



- **Communication;**
  - in the form of a continuous message exchange of two persons or persons;**
  - **where the speaker sends a message,**
  - **the listener responds to this message;**
  - **this response is replied,**
  - **receipt of this reply is taken**
  - **the process of psycho-social interaction continuing thus and so**





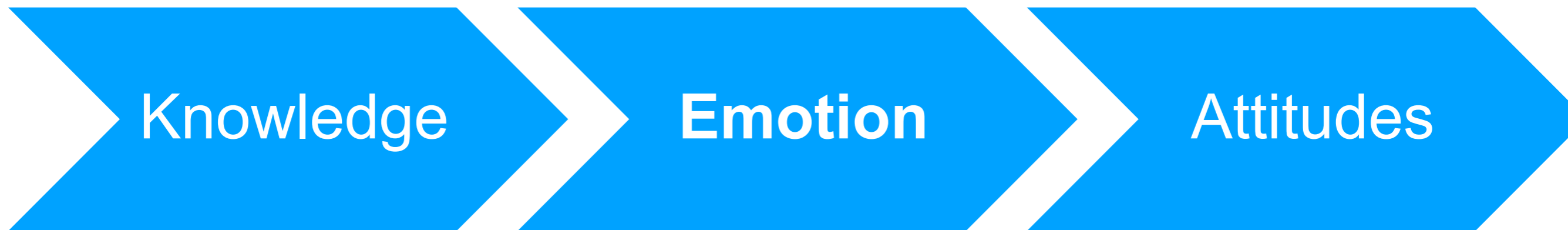
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# Target of Communication

Transferring the message to the other party  
correctly

Through communication;



are transmitted to the receivers with various channels.





# Communication medium

- **All of the components, having qualifications that can influence the communication process and being in communication status;**
  - **person**
  - **object**
  - **events**



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# Successful Communication Environment

**What is the message to be conveyed?**

**What is the best time?**

**Which is the most appropriate media?**

**Who is the best person?**

**Why is the communication in question necessary?**



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# Basic principles in communication

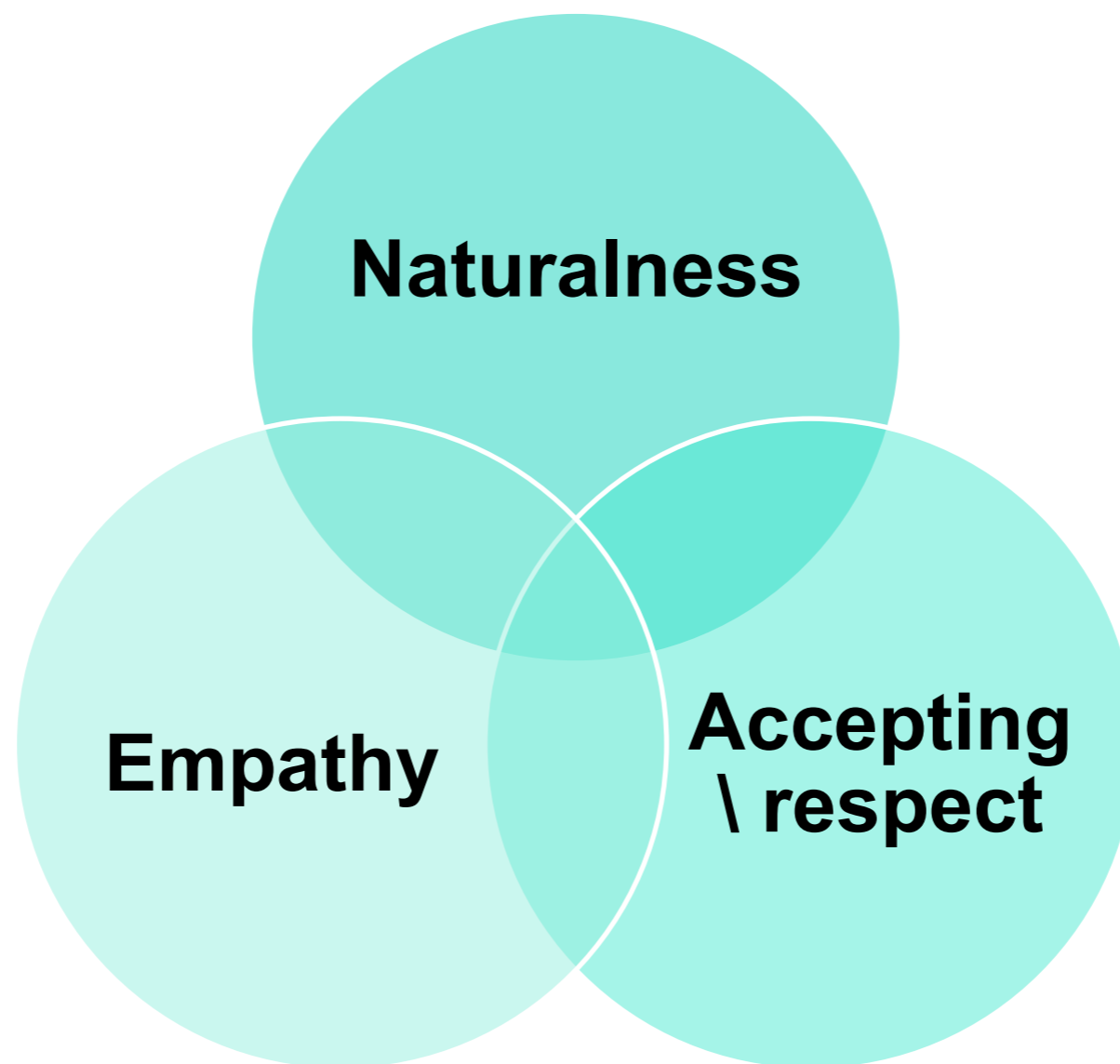
- **Identification-Recognition:** (Giving information-getting information-two way communication)
- **Honesty:** Being realistic-giving correct information
- **Persuasiveness:** Take precautions to ensure healthy communication.
- **Being patient** To work **continuously** and be persuasive
- **Common Responsibility:** Verilecek mesajın sahip çıkma
- **Openness:** Not to cause suspicion and feeling of confidence
- **Repeat and Continuity:** Permanency of the given message



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# Prerequisites for healthy communication





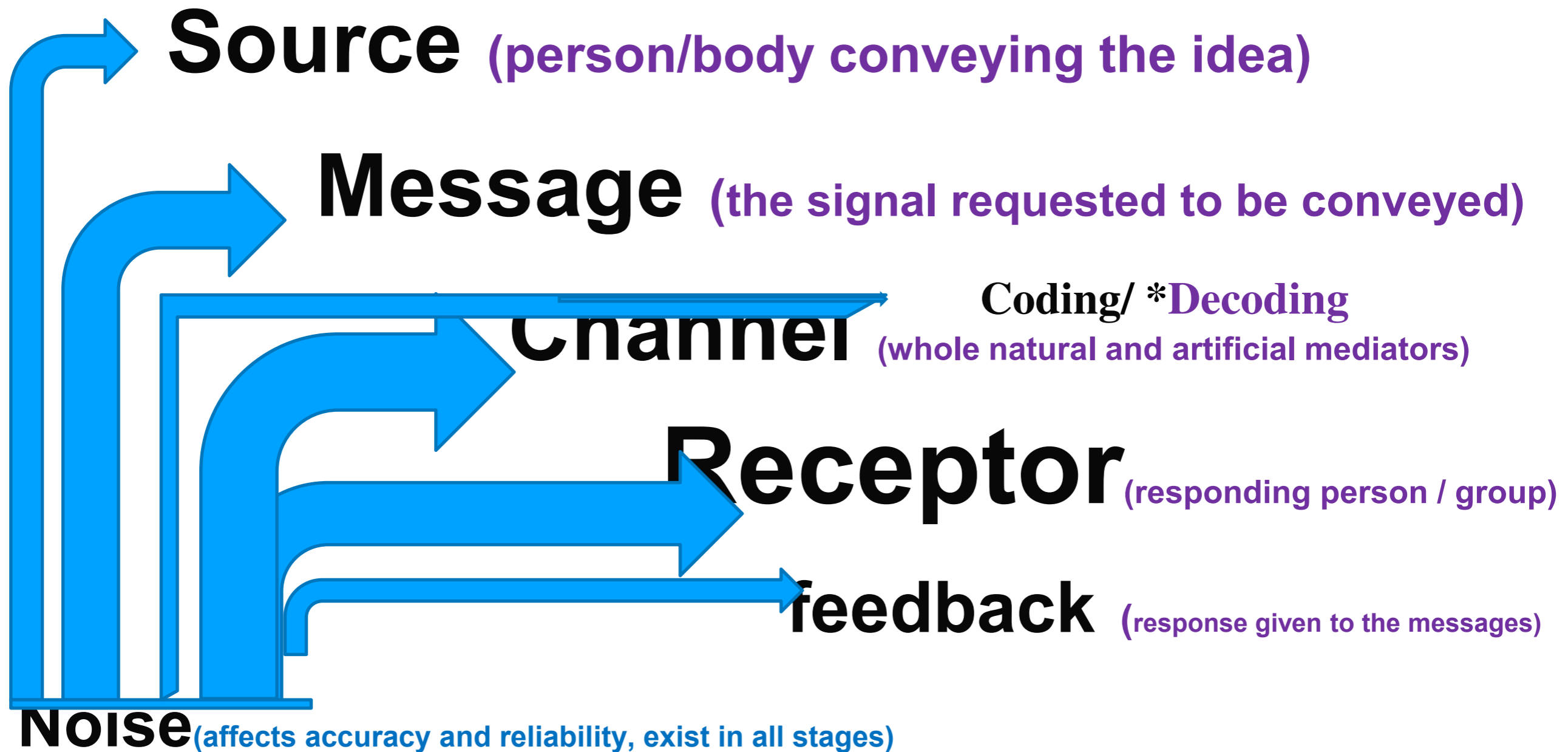
The greatest man  
is the one who is  
capable of putting  
himself in the  
greatest number of  
people's place.  
*Jane Adams*



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# Basic Elements in Communication



**Coding:** converting the message into a form suitable for transmission

**Filter:** exists at all stages, occurs after noise



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# SOURCE / TRANSMITTER (Features)

Ones knowledge and skill about the subject

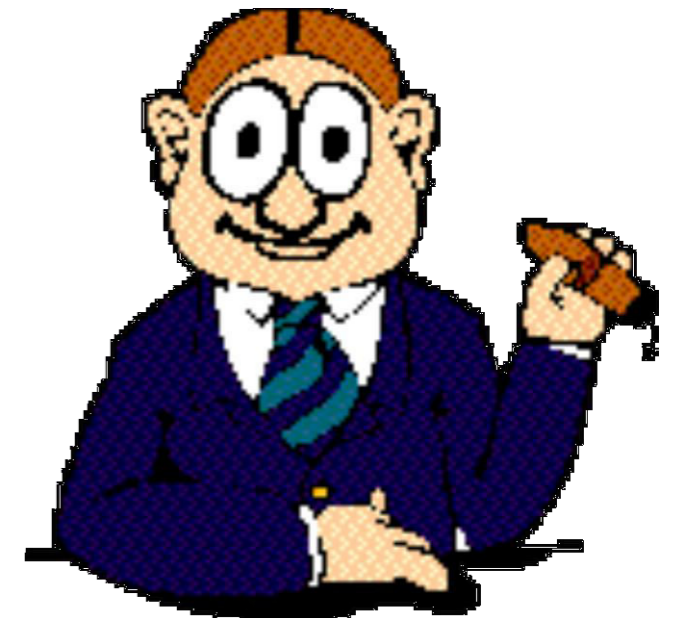
Attitude towards subject and receiver

Communication skill

Recognition

Self-confidence

Personality structure





# SOURCE (Features)

Being Reliable, prestigious, attractive and powerful

Aspect of belief and value judgments

Social role and status

Socio-cultural life, point of view and difference of opinion

Being willing to communicate with the receiver

Being a receiver if needed





# Features Required to be present on the person -I-

**Good use of the language.**

**Having general culture: Area information**

**Paying attention to dressing: clean and appropriate for the environment**

**Should love the people: Tolerance and affection**

**Should not mingle private problems with works**

**Proprieties, the way of behaving in positive ways in the community must be known very well (continued)**



# Features Required to be present on the person -I-

**Must comprehend the events quickly, evaluate and criticize himself and the events,**



**He must be prudential, spirited, and have great imagination.**



**His self-confidence must be perfect, must trust the people too.**



**The mass to deal with should be well known and should be tried to be understood.**



**The stance and attitudes must be humanly and must have the ability to represent the organisation.**



**Personal visits should be preferred over phone calls**



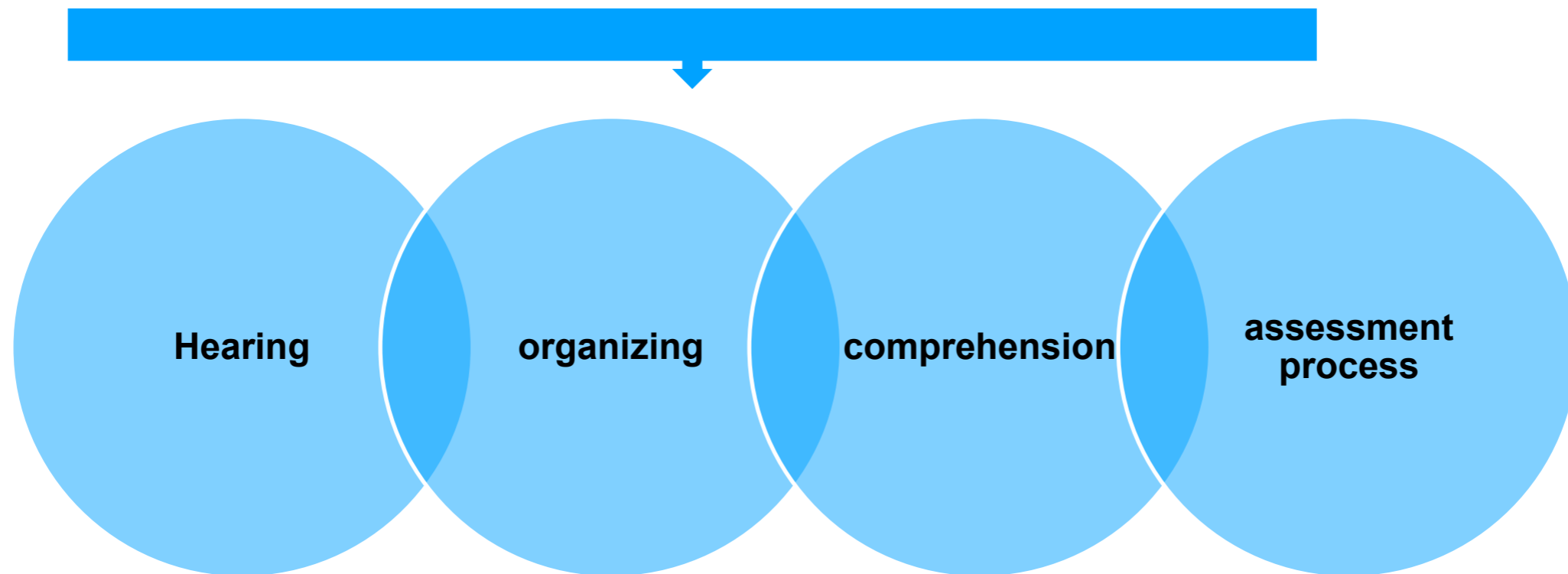
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# PERCEPTION (FILTER)



- Assessment styles of sender and receiver for the messages reached to them

**Perception is;**



**of the persons' knowledge related to their environment**



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# MESSAGE (Features)



- **Must be open**
- **Must be clear**
- **Must be transmitted in time**
- **Must follow convenient route**
- **Impact Limit must be assessed well**
- **Must be Supported by behaviours**
- **Must not Produce Additional Meaning**

## Qualifications

Meaningfulness

Trueness

Reality

Openness and  
Intelligibility



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**The message should be structured so as to attract the attention of the target audience**

**Message; must be given, by its meaning, with the signs that express the life experiences of the target audience**

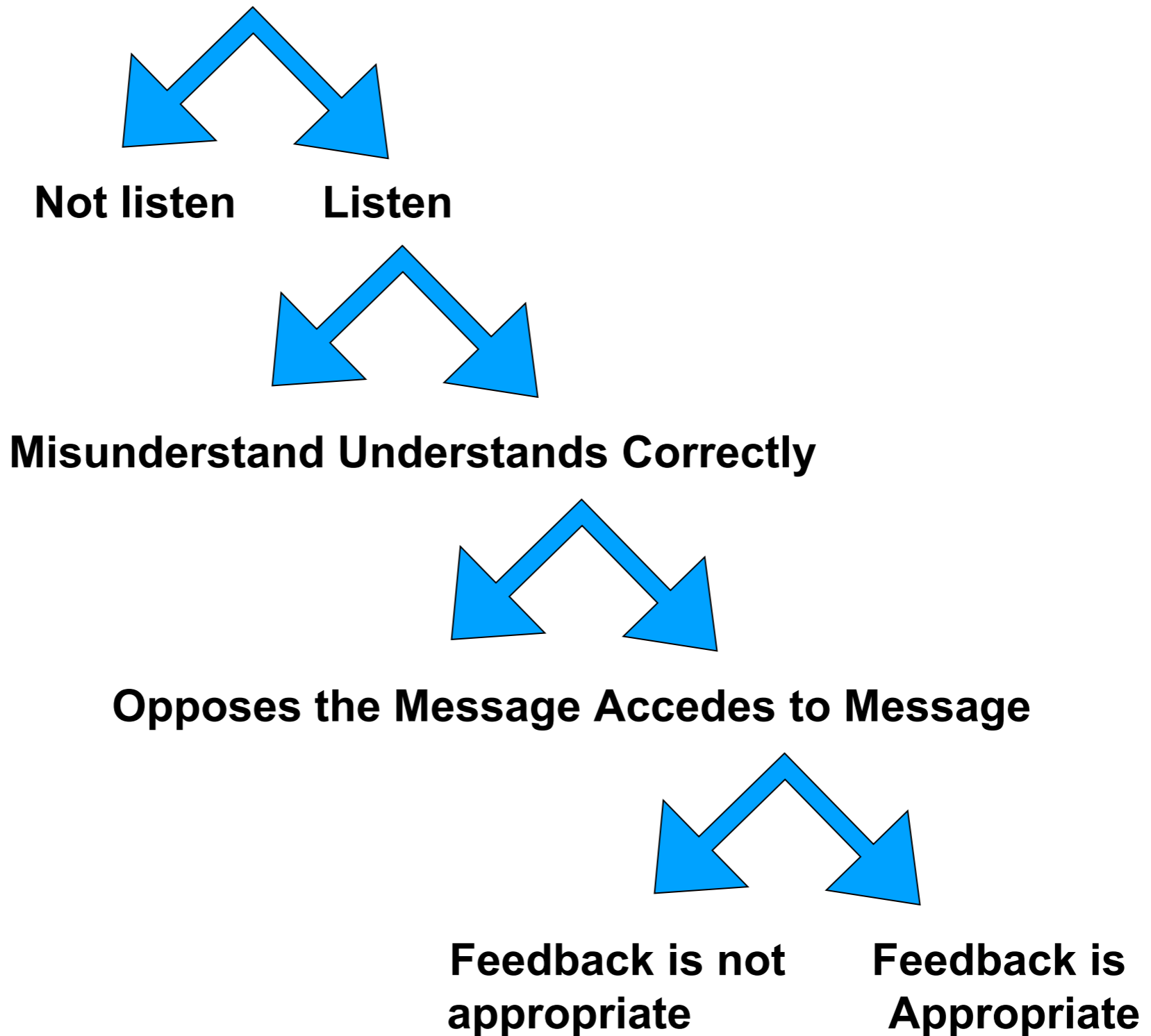
**The message must arouse need at the target, suggest something and be guiding**



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# Relationship of the Message Sent and The Receiver





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# RECEIVER



- **Must Be ready to perceive**
- **Be willing to take the information**
- **Should not be selective** (attitude towards the subject / source)
- **Be willing to be a source**
- **Be willing to communicate with the source**
- **Self-confidence and personality**



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# FEEDBACK

## Evaluated in 2 groups

### Effective feedback

- ✓ Help the people
- ✓ Specific and detailed
- ✓ Expressive
- ✓ Useful and relevant to the subject
- ✓ Comes on time
- ✓ It is the Expected information
- ✓ Valid
- ✓ Emphasize the subject
- ✓ Dwell upon the behaviour
- ✓ It is Observation-weighted

### Inactive feedback

- ✓ It is degrading
- ✓ It is General
- ✓ It is irrelevant
- ✓ It is evaluative
- ✓ It is untimely
- ✓ It is oriented to defend the person
- ✓ It is devoid of the reality
- ✓ Emphasizing the person
- ✓ Dwells on the cause of behaviour
- ✓ It is estimation and interpretation-weighted





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**What he  
revealed,**

Every person has three  
personality:  
**possessed**  
**is thrust upon**



*Alphonse Karr*





# Erasmus+ **COMMUNICATION CONFLICTS**



- ✓ **Active conflict** (What the bad guy says is bad ...)
- ✓ **Passive conflict** (Dialogue estrange ones ...)
- ✓ **Existence conflict** (I thought that...)
- ✓ **Totally refusing** (Never... The only way ... The biggest team ...)
- ✓ **Biased conflict** (I've already made up my mind ...)
- ✓ **Intensity conflict** (You are right but...)
- ✓ **Partial perception conflict** (Did you say also this ...)
- ✓ **Detention conflict** (Don't you understand..)



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# Communication Obstacles

**There are differences between what you understand,**

- **thought/**

**wanted to say/**

**supposed to say/**

**said/**

**What the other party wanted to hear/**

**heard/**

**wanted to understand/**

**supposed to understand.**

Therefore, there are at least 9 possibilities for people to misunderstand each other.



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# Self-Knowledge of Parties in the Communication

Parties show three attitudes in entering and not entering in communication:

Acceptance

Denial

Indifference.



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**TRY TO UNDERSTAND  
FIRST**

**THEN, TO BE  
UNDERSTOOD.**



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# MEANS FOR COMMUNICATION:

- Knowing Yourself
- Talking
- Hearing and Listening
- Understanding
- Appreciating



# The first condition of healthy and effective communication is to recognize ourselves first



- Our personality
- Our weaknesses
- Our Strengths
- Our responses
- Our intention
- Empathy ability
- Our expectations
- Our way of expressing our feelings
- Our communications with ourselves

• **I accept myself**



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- Much more important than what we say is how we say it.





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- ✓ We look at "what one says" in linguistic communication
- ✓ And "how one says" in paralinguistic communication.





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# Knowing yourself

- To know the strengths and the aspects that are open to development,
- Recognising emotions,
- Use awareness as a guide to thought and behaviour and
- To be able to express oneself clearly
- To recognize their strengths and weaknesses,



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# Speaking



• ***Communication is the mirror of a person, his words are definitely regarded.***

- The meaningful relationship depends on the good use of the language

Features required to be contained in the talk for effective communication:

- Audibility
- Speech must be fluent.
- It should not be too fast or too slow.
- The voice of the speaker should not grate on the ear and should not bother.
- Pronunciation must be smooth.
- Vocabulary should be comprehensive and there should be no word shortage when talking
- Speaker must be constructive and alive.
- Eloquent and effective speech affects communication positively



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HUMAN  
LISTENING  
IS MORE IMPORTANT  
THEN SPEAKING.



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**" If we are not understood**

**it is our fault,**

**If we do not understand**

**It is the fault of the person we face. "**

**If we want to BE UNDERSTOOD  
properly,**

**We should UNDERSTAND properly  
at first..**



# Listening- Types of Listening

- 1. Ostensive listening (as if listening)**
- 2. Selective listening (conveniently misunderstand)**
- 3. Fixed audiences (emotional approach)**
- 4. Defensive audience (takes the words against himself)**
- 5. Trapping listener (waits for an opportunity)**
- 6. Superficial Listening (understands as he wishes)**
- 7. Active listening (willing )**



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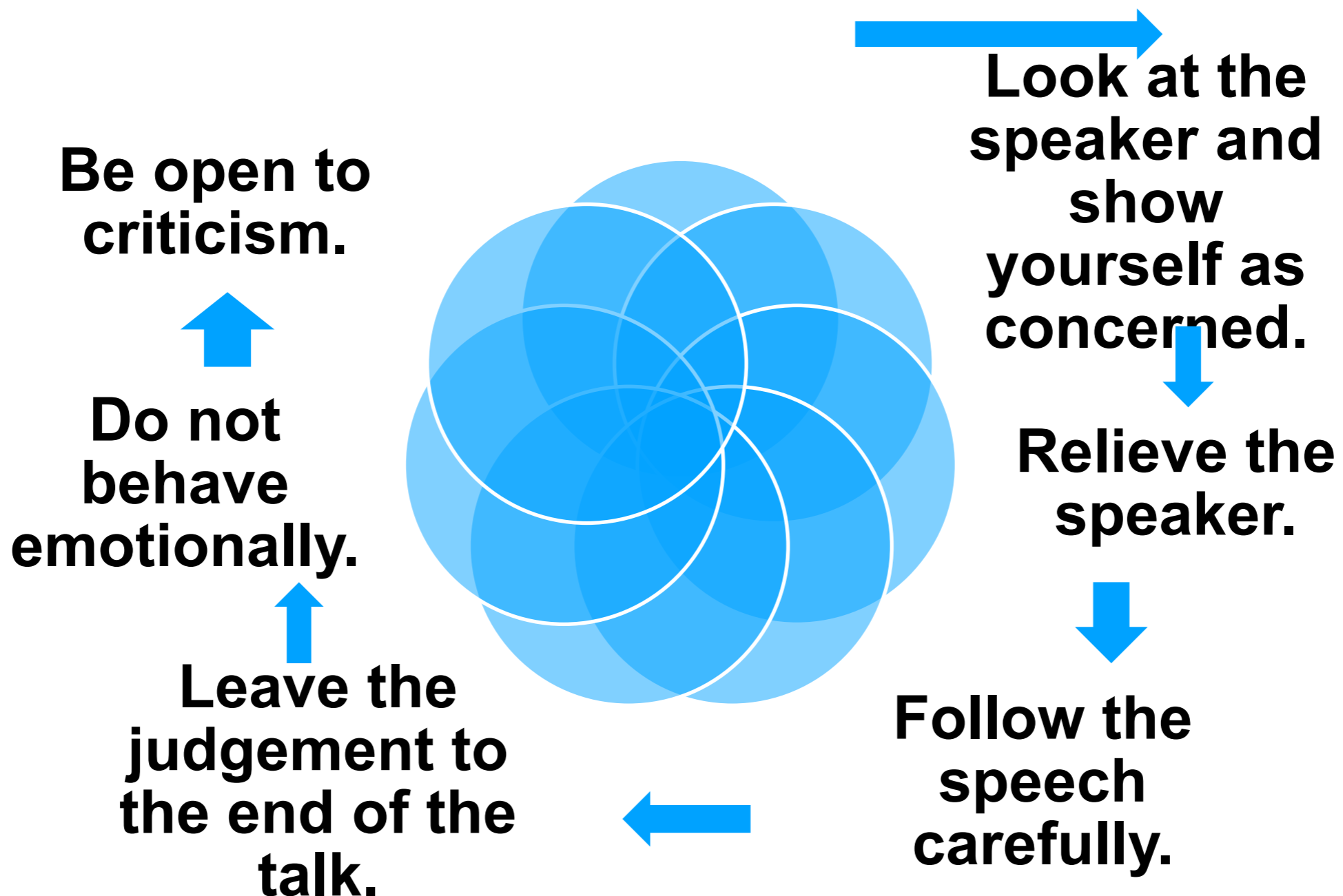
# LISTENING AND TO MAKE LISTEN

- The difference between speaking speed and listening comprehension capacity must be jointly filled by the source and the recipient
- **Listener should direct his thought to the subject**
- **Speaker should support listeners through his behaviours**



# Basic Principles to Become a Good Listener-1

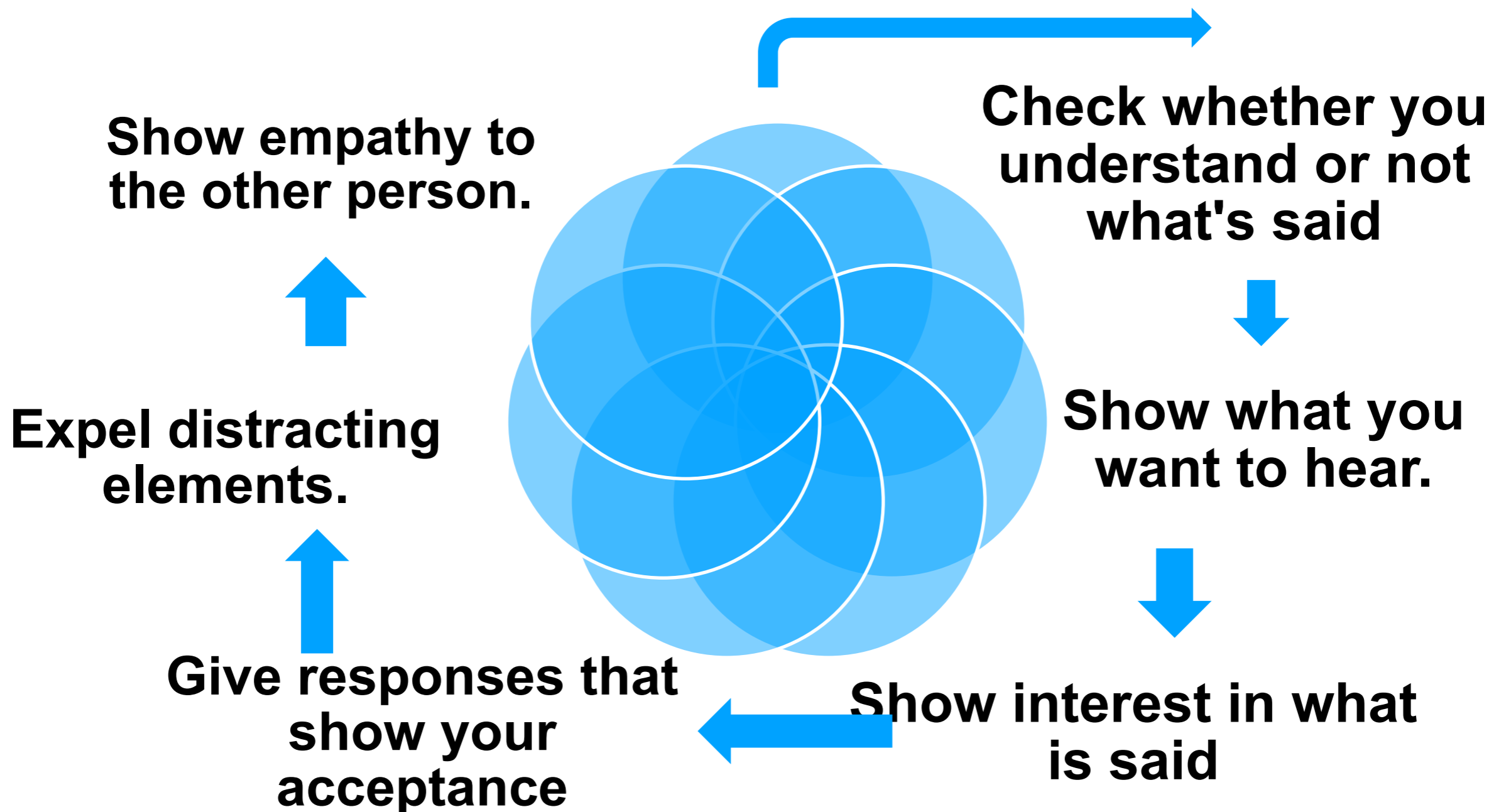
Keep quit





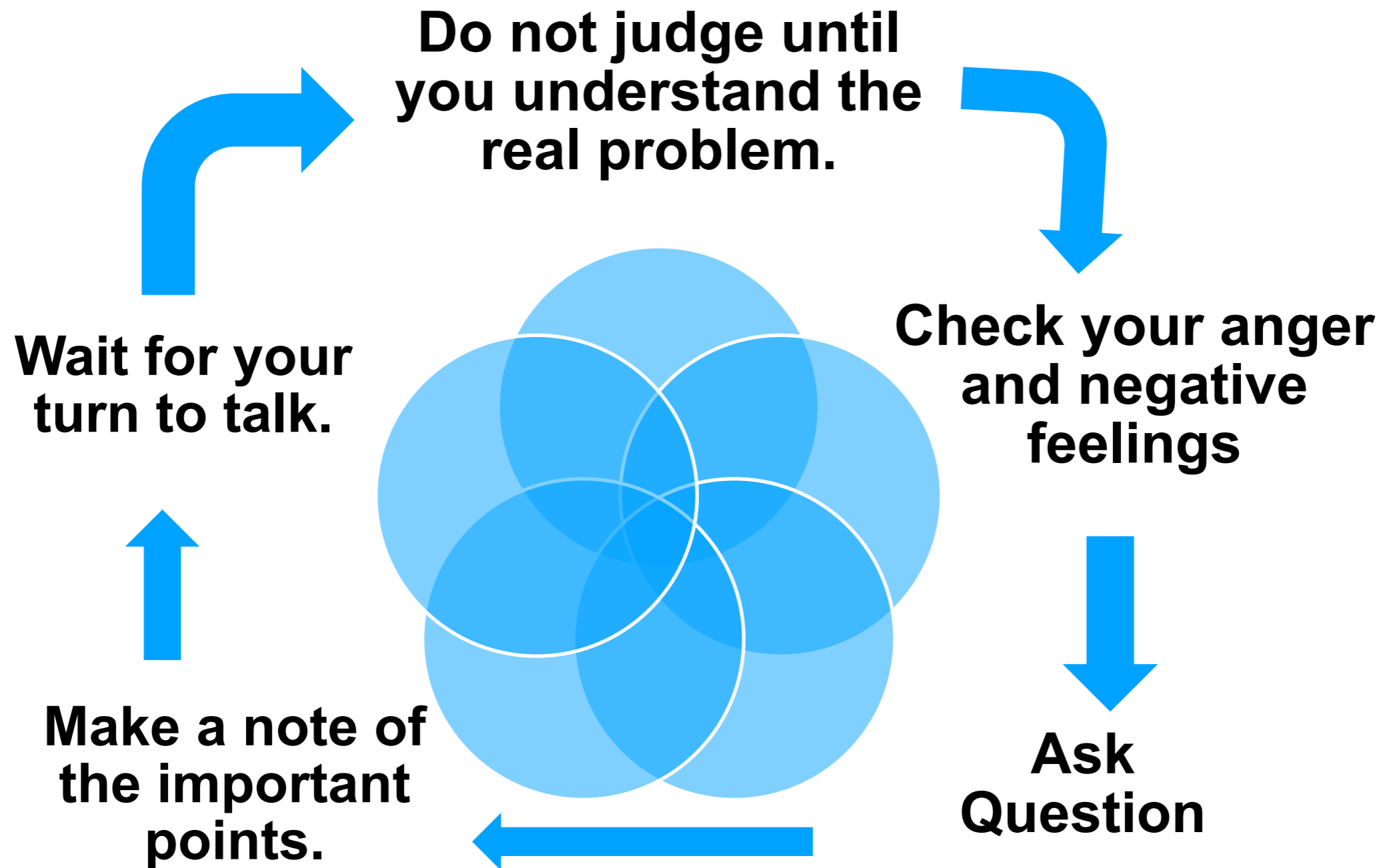


# Basic Principles to Become a Good Listener-2





# Basic Principles to Become a Good Listener-3





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**You can not understand  
the power of people  
without knowing the  
power of words.**

**(Confucius)**



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# Comprehension

- **Comprehension depends on listening to the other side well and focusing the attention.**
  - **One of the most important aspects of the communication process in order to understand correctly is feedback (reflection).**
  - **An emotional approach and the love is of great importance in understanding the other party.**
- **We can better understand the people we care about and the people we love.**
- **Because understanding is directly proportional to intimacy and sharing the feelings of the other party.**



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# To Appreciate

- **One of the most important ways to communicate with people is to appreciate them and respect them.**
- **Every person wants to be valuable, liked and appreciated by others.**
- **Valuable people have interest in and communicate with the other party.**
- **The person who finds the interest and love he seeks does not leave the interest and respect shown to him unanswered.**



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# Six Investments in Emotional Bank Account

- **Understanding the person**
- **To pay attention to small details**
- **To keep the promises given**
- **Clarify the expectations**
- **Being in personal integrity**
- **To Apologize**

The shortest communication between two people is the smiling.

