



Communication in Mentoring

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Overview

- **What is communication?**
- **Components of communication**
- **Communication skills**

What is Communication?

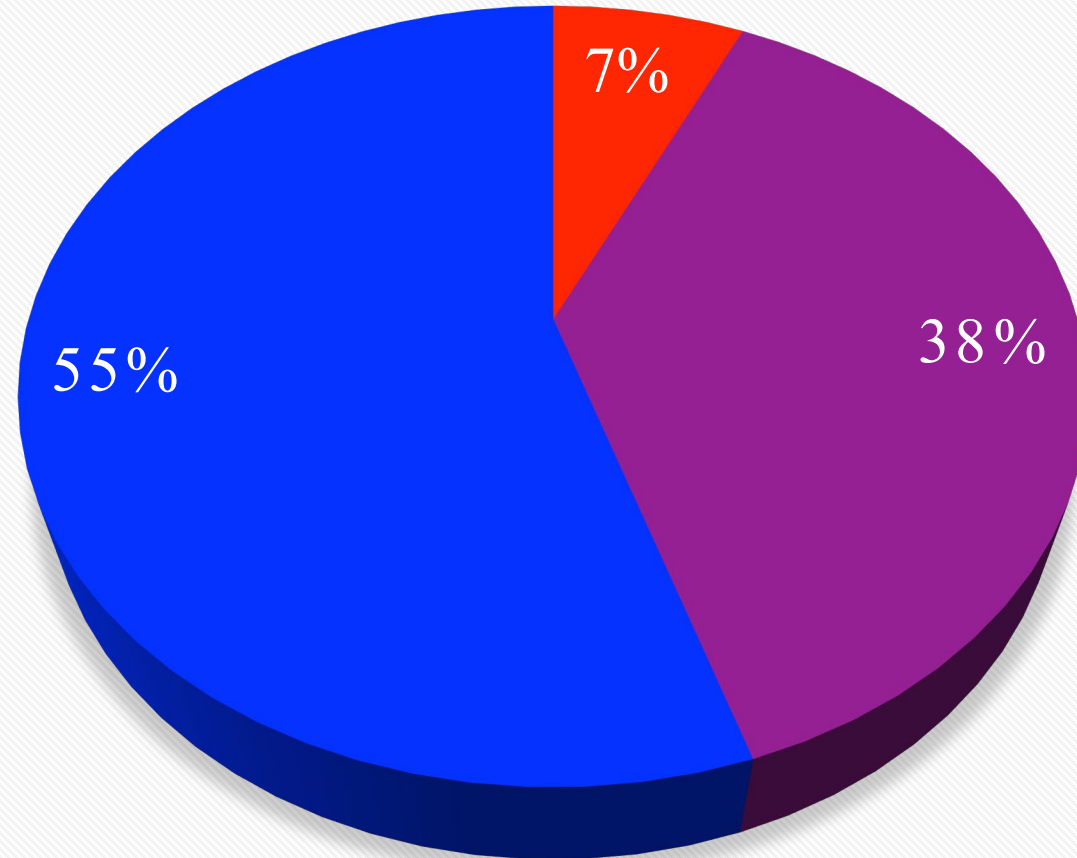
Information transfer

- Intended vs. unintended messages
- Bidirectional process
- Multiple information types
- Effective vs. ineffective
- Ongoing process
- Written vs. in-person

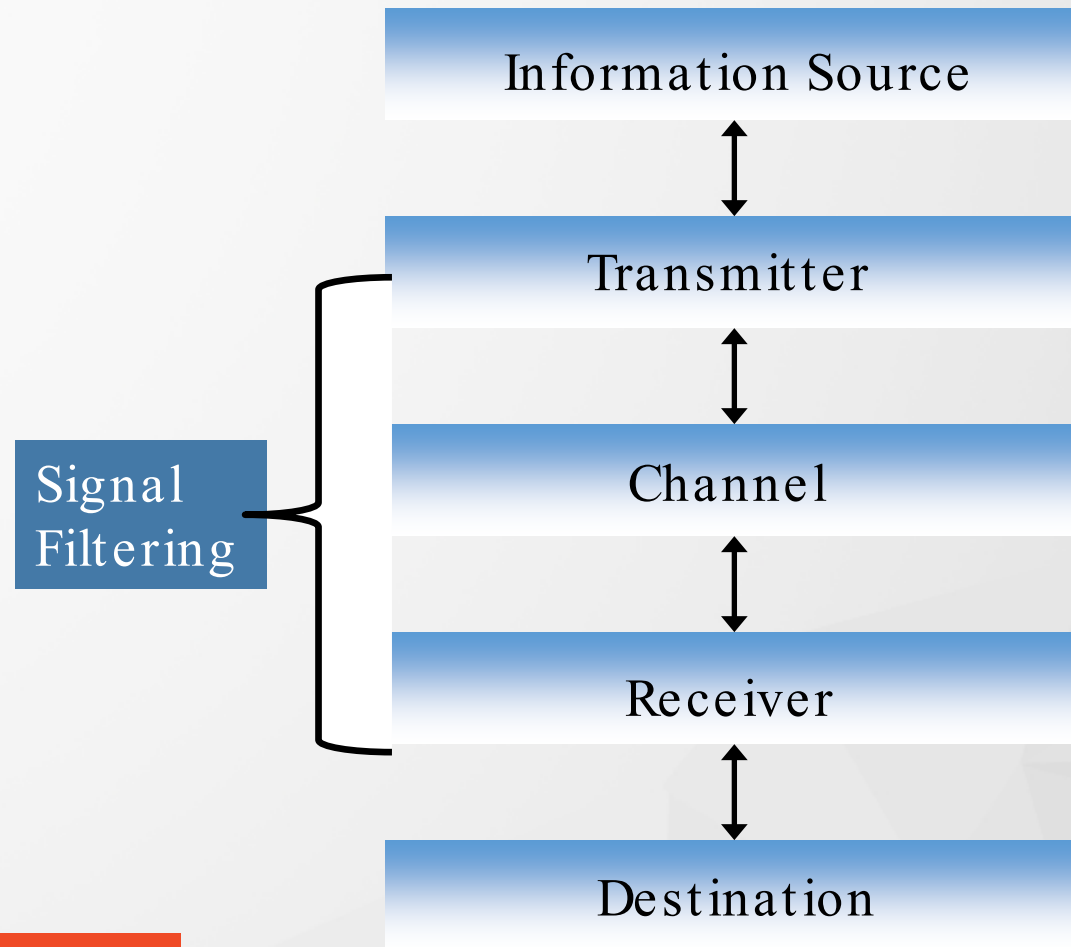
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- The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw

Mehrabian's 7-38-55 Rule



Process of Communication

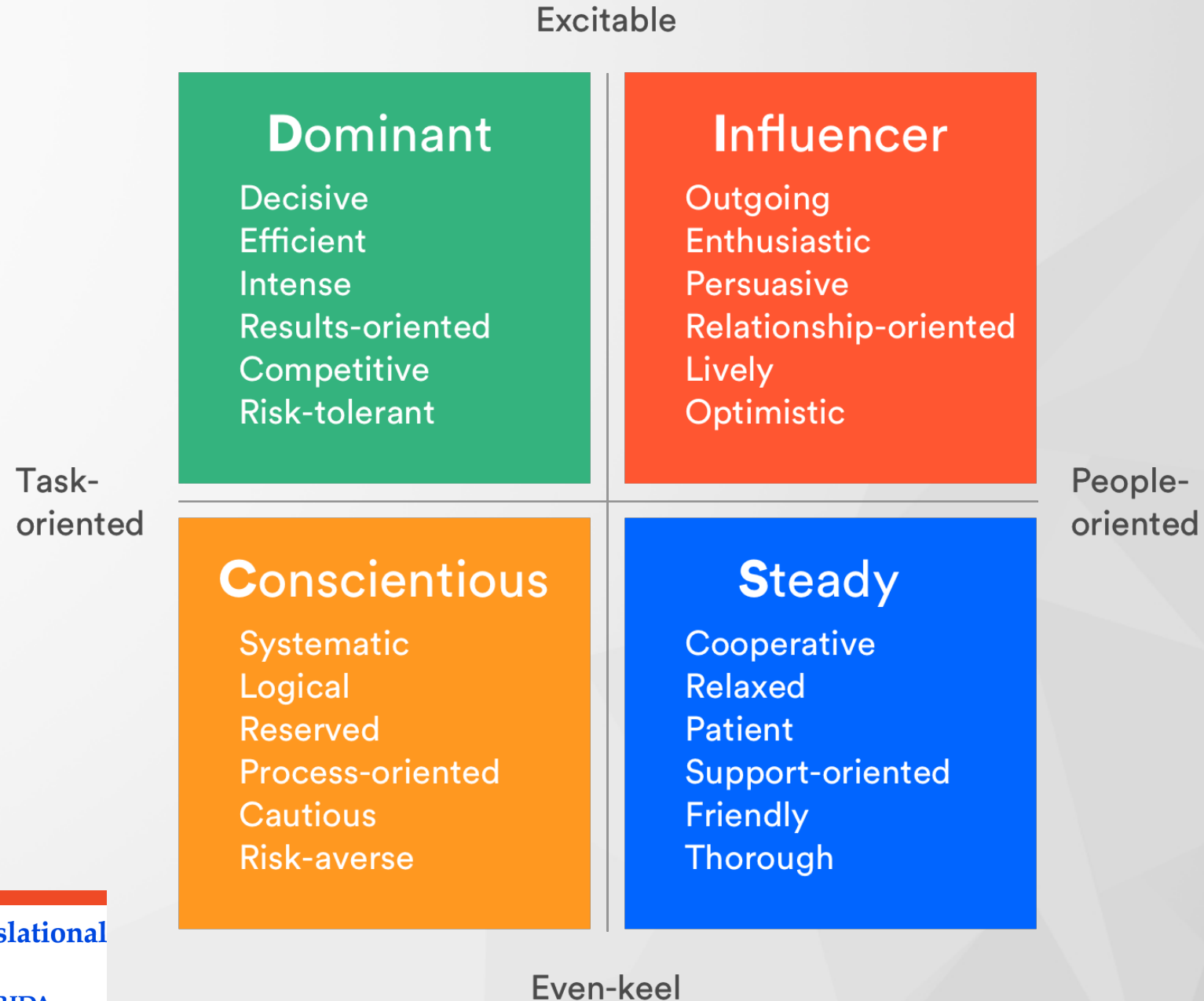


Communication and Mentoring

Communication is the most potent active ingredient in the mentoring relationship.

While effective communication will not guarantee a successful mentoring relationship, poor communication will guarantee failure.

Communication Styles



Components of Effective Communication

- Information to exchange
- Motivation/desire to understand the other
- Active listening
 - Eye contact
 - Facial expressions
 - Posturing/orientation
 - Responding/reflecting
 - Empathizing
- Clarity and concision

Listening Continuum

Type of Listening	Frame of Reference
Ignoring	Within Your Own Frame of Reference
Pretend Listening	
Selective Listening	
Attentive Listening	
Empathic Listening	Within the Other's Frame of Reference

Barriers to Listening

- **Distraction (internal or external)**
- **Stress/Emotional interference**
- **Defensiveness**
- **Bias**
- **Your Own Agenda**

Communication in Mentoring

- Recognize different communication styles
- Make an effort to actively listen and communicate openly
- Have difficult conversations when needed
- Communicate with a goal of understanding the other person's perspective (empathic listening)
- Communicate about your communication

Summary

- **Effective communication is critical to successful mentoring**
- **People have different communication styles**
- **Communication skills can be learned**
- **Active listening is key**
- **Communication should be an intentional focus in the mentoring relationship**