

Tips for Healthy Communication

Communication is the mutual transfer of feelings, thoughts, manners and attitudes, news, and messages among people. Communication is inevitable when two people come together. Usually, communication involves a sender and a receiver. The message transmitted by the sender passes through a mental filter while being perceived by the receiver, in other words, the message is mentally decoded by the latter. For this reason, perceived messages are based on both what the sender transmits and the receiver's personal interpretation of them. Each person's way of perception and interpretation of the message differs depending on their past experiences, their personalities, and personal sensitivities. In **healthy communication**, both parties understand each other at the best possible level and can express themselves in the most comfortable manner.

How to Maintain Healthy Communication

- Listening is more important than talking in communication. To listen to someone effectively, you should:
 - Postpone the thoughts that keep your mind busy and try to focus only on what is being said.
 - Take a break if you are engaged in an activity that prevents you from listening. (For example, don't listen to the other person while looking at your phone screen or watching television.)
 - Make eye contact with the person you are listening to, if it is a child, get down on the child's level, lean in and make eye contact.
 - Use your facial expressions, head movements and words (such as hmm hmm, yes) describing that you are actively listening.
 - If you think you do not understand the person you are listening to very well, try to summarize what they have said. (For example; "Please hang on a moment—If I am understanding correctly, you say Right?")
 - Try not to interrupt and listen entirely to what the person has to say.
 - Ask questions. You can ask questions when you don't understand what they mean or when you want them to explain more clearly.
 - Try to listen attentively without making any judgements even if what they are saying may seem irrational to you. It is very important to have patience to let the other person express their feelings and thoughts while you don't judge.
 - Try to tolerate long-lasting pauses.
 - Express that you care about their feelings. Let the person know that you are trying to understand.
- If you are hesitant to speak about a topic you think is important, rehearse your speech for an effective communication. If necessary, rehearse it by writing down what you have to say.
- Try to express what you want to say clearly and precisely. Indirect manners of expression and implications may cause the other person to misunderstand you.
- If you think that you have been exposed to a disturbing attitude by the other person, tell them at a suitable time, without too much delay, that their attitude disturbs you.

- Use your words to express your feelings and thoughts to the other person. The more you can explain them verbally, the less your attempts at expressing them through action will be.
- Tell the other person about your needs.
- Try talk to them about your own perceptions and feelings instead of blaming, criticizing, or judging the other person (For example, instead of “You make me very angry, you can say “I feel angry when you act this way).
- Do not try to read the other person’s mind, if you are in hesitation, ask them questions. Remember, you can be wrong in your perceptions.
- Do not blame yourself for another's negative behaviour without considering there may be different reasons for the way they are acting.
- Instead of engaging in a dialogue when you are deeply angry, explain your problem to the other person after calming down a bit.
- A healthy communication requires mutual respect. Respect the other person’s boundaries by taking into consideration their sensitivities or warnings about behaviours or approaches that make them feel upset.
- Act naturally when communicating. Expressing yourself as sincerely and openly as possible makes it easier for others to better understand you.
- If you think you experience difficulties in communicating with others and want to get support to improve your communication skills, you can make an appointment with our Psychological Support Unit. Just send an e-mail to psikolojikdestek@altinbas.edu.tr or fill out the application link below for an appointment.

<https://forms.office.com/Pages/DesignPage.aspx#FormId=omXv1JwHFkWL1e5uOyzkVvxjmkWO8fVNqIzN5MNVa5BUQUszN0RRR1VDQkpSQjIJUVBRQ1I2U1pBSi4u>

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