

**Djilali Bounaama University**

**Faculty of Social and Human Sciences**

**Social Science Department**

**Module: English**

**Level: First Year Master (All groups)**

### **Tools of communication**

#### **- Paraphrase : إعادة صياغة**

Paraphrase is a free modification of the sentence, which develops and modifies the content of the original, while retaining its essential meaning. The communication paraphrase is repeating in own words what has been told by the sender.

Paraphrase is a very useful tool because:

- It is a way to make sure that we understood the gist of another person.
- It facilitates remembering content of the conversation.
- It is a signal of interest in the conversation and builds contact.
- It creates an atmosphere of safety
- If we find that we have understood the words of the sender incorrectly, paraphrase would give a chance to correct it.

Paraphrase begins usually with sentences like the following:

"Do I understand that you..."

"If I understand well..."

"From what you said, I understood that..."

"Do you mean that..."

"If I understand you correctly, you think that ..."

"I understand that ..."

"In other words..."

#### **- Asking : السؤال**

Asking the right questions is at the heart of effective communications and information exchange. By using the right questions in a particular situation we can improve a whole range of communications skills, such as: gathering better information and learning more, building stronger relationships, helping others to understand.

#### **Open and closed questions**

- A closed question usually receives a single word or very short, factual answer. The answer is usually "Yes" or "No".

Closed questions are good for:

- Testing your or the other person's understanding
- Concluding a discussion or making a decision
- A misplaced closed question can disturb the conversation and lead to awkward silences, so they are best avoided when a conversation is in progress.

- Open questions elicit longer answers. They usually begin with what, why, how. An open question asks the respondent for his or her knowledge, opinion or feelings. "Tell me" and "describe" can also be used in the same way as open questions.

Open questions are good for:

- Developing an open conversation
- Finding out more detail

- Finding out the other person's opinion or issues

**Funnel questions:** This technique involves starting with general questions, and then homing in on a point in each answer, and asking more and more detail at each level.

- Funnel questions are good for:

- Finding out more detail about a specific point
- Gaining the interest or increasing the confidence of the person you're speaking with

**Rhetorical questions:** Rhetorical questions aren't really questions at all, in that they don't expect an answer. They are just statements phrased in question form. Rhetorical questions are good for engaging the listener.

- Using questions in communication: Questions are a powerful way of:

- Learning
- Relationship building
- Managing and coaching
- Avoiding misunderstandings
- Easing a heated situation
- Persuading people

- **Summarize:** التلخيص

A summary is a concise overview of the most important points from a communication, whether it's from a conversation, presentation or document. Summarizing is a very important skill for an effective communicator. A good summary can verify that people are understanding each other, can make communications more efficient, and can ensure that the highlights of communication are captured and utilized.

- When summarizing, consider the following guidelines:

- Φ When listening or reading, look for the main ideas being conveyed.
- Φ Look for any major point that comes from the communication. What is the person trying to accomplish in the communication?
- Φ Organize the main ideas, either just in your mind or written down.
- Φ Write a summary that lists and organizes the main ideas, along with the major point of the communicator. The summary should always be shorter than the original communication.
- Φ Does not introduce any new main points into the summary – if you do, make it clear that you're adding them.
- Φ If possible, have other readers or listeners also read your summary and tell you if it is understandable, accurate and complete.