

EFFECTIVE COMMUNICATION

Goelman, 2008 notes that active people prevent a team from work, because they try to lead too much, dominate, i.e. they lack the most important element of the communication intellect – ability to compromise.

This means that the quality of communication in any team is the main factor, affecting the quality of solutions made within a team as well as the work quality.



Barsauskiene, Januleviciute-Ivaskeviciene, 2005 state that we pretend to be attentive, we nod head, smile, though we are too much into our own problems and therefore we do not hear what the opponent says; this is called a **phoney listening**. Doing like this we do not respect the speaker and ignore him.

Other form of inability to listen is characteristic to people who love talking and are interested only in what they have to say therefore **allowing the opponent to speak only when they are tired**. Such people do not try to listen or to maintain the conversation; they use it as the aid of self-expression and prove to be better against others.

There is one more egoistic form of listening, characteristic to those who listen actively and attentively only when the topic of conversation is important for them personally. **Simulating listeners** are those who simply ignore unpleasant topics and hear only what they want to hear.

Barsauskaite, Januleviciute-Ivaskeviciene, 2005 separate the group **of suspicious listeners** who are individual with a low self-esteem and who accept each though expressed as a personal offense and start an immediate defence. Oppositely from the suspicious ones, the **attacking listeners** are looking for thoughts in the speech of the opponent that are different from their opinion and start criticising the opponent.

Therefore it is important to have an advance positive attitude towards an opponent. A friendly sense affects a pleasant communication.

The factor of friendliness is determined by three main characteristics:

- Care
- Politeness
- Acceptance of a person as he is

The best interlocutors are always sincere, sensitive and are interested in other opinion; they have abilities of showing that the opponent is important for them.