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Inclusion & Self-determination

MODULE 3.1

Communication



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- Process in interpersonal interaction that enables the exchange of information, ideas, and emotions
- Takes place between two or more people
- Communication is a skill → therefore it can be learned

Definition “Communication”





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Effective Communication

- The effectiveness of communication is determined by how well a conveyed message is received and understood by the other person
- The quality of communication has a decisive impact on a supportive and harmonious relationship
- Challenges and conflicts can be resolved more constructively and can even lead to an improvement in the relationship





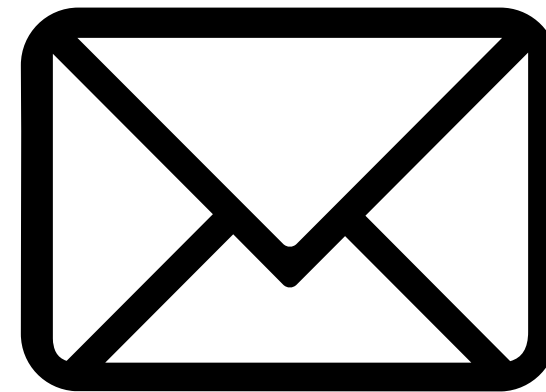
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Sender–receiver model

Sender

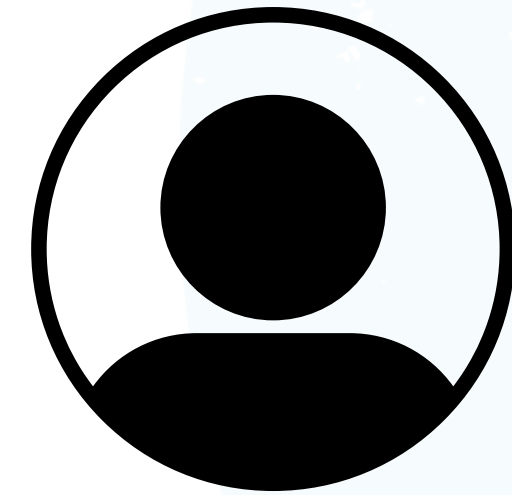


- Wants to communicate something
- Encodes their message into recognizable signs



→ the message

Receiver



- Must decode the perceptible message



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Sender–receiver model

- The sent and received message usually match → communication is successful
- The receiver can provide feedback on how the message was understood
- This allows the sender to verify whether their intention was correctly received
- This feedback is called feedback

→ A single message can contain multiple messages at the same time





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The four sides of a message

Example: "You haven't finished your drink yet."

Factual Content

- Factual information
- Example: The glass is not empty yet.

Relationship

- Statement about how someone perceives a relationship and how they relate to one another
- Example: I take care of you

Self-Disclosure

- Information that a person reveals about themselves, e.g., their understanding of their role or their emotional state
- Example: The caregiver shows: I am concerned

Appeal

- The sender's goal—what they want to achieve in the receiver
- Example: Please drink a bit more



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- Method of conducting a conversation
- Goal: improvement of mutual understanding
- Empathizing with the other person's thoughts and feelings
- Understanding the other person's perspective without premature judgment
- Understanding a point of view without having to adopt it
- Promotes understanding of behavior that may initially seem illogical
- Challenge: focusing on listening rather than on one's own counterarguments

Active Listening





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Active Listening

Basic principles

Empathy: putting oneself in the other person's position and emotionally relating to them

Congruence: alignment of verbal and nonverbal signals (e.g., facial expressions matching what is said)

Unconditional acceptance: affirming and respecting communication partners





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Active Listening

Level 1: Showing attention

- Eye contact, open body posture, brief responses ("hm," "yes")
- Signals interest and attention
- Important: authentic, not mechanical

Level 2: Understanding content

- Summarizing key statements in one's own words
- Checking for understanding
- Focusing on central points

Level 3: Reflecting feelings

- Putting the other person's emotions into words
- Expressing assumptions ("I get the impression...")
- Allowing and respecting corrections



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- Method for respectful communication
- Focus on one's own emotions and needs rather than on accusations
- Goal: avoiding harm in communication
- Clear distinction between observation and interpretation
- Observations are described as neutrally and objectively as possible
- One's own evaluations and conclusions are explicitly expressed as such
- This creates transparency and reduces misunderstandings

Nonviolent Communication





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Nonviolent Communication

1 Observation

The situation or the other person's behavior is described as objectively as possible.

2 Feeling

One's own reaction to the described situation or behavior is named.

3 Need

The needs arising from the feelings are described.

4 Request

Finally, a request is made to the other person. Unlike a demand, a request can be understood as an invitation to find a shared solution.



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- Nonverbal communication includes all forms of communication without spoken language
- It helps clarify meaning, especially when verbal messages are unclear or open to interpretation
- More than half of a message is conveyed through nonverbal communication

Nonverbal Communication





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Eye contact

Facial expressions

Gestures – body movements
during communication

Pantomime – communication
through body movement and
posture

Appearance – external
characteristics of a person,
e.g., clothing, hairstyle, etc.

Tactile communication –
communication through touch

Proxemics – spatial distance or
proximity to another person

Nonverbal Communication





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Alternative forms of communication

- Augmentative and Alternative Communication (AAC): support for people with absent or limited spoken language
- Goal: enabling and improving communication
- Alternative communication:
 - A substitute for spoken language
 - For people without spoken language
- Augmentative communication:
 - Supports existing spoken language
 - Facilitates understanding and communication





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Alternative forms of communication

Body-based forms of communication

- Body-based forms of communication: facial expressions, gestures, eye contact, body movements, and vocal sounds
- High social acceptance, as they are used by all people
- Of central importance for individuals with limited spoken language
- Signs: a recognized visual form of communication (e.g., German Sign Language with its own grammar)

Aided forms of communication

- Non-electronic forms of communication
 - Use of objects, photos, drawings, graphic symbols, and written language for communication
- Electronic communication aids
 - Also: speech output devices
 - Either digitized speech (e.g., talking buttons) or synthesized speech (e.g., tablets, computers)



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Alternative forms of communication

Easy Language

- Specifically for people with disabilities and learning difficulties
- A simplified version of the standard language
- A subcategory of accessible information
- Goal: making information easier to understand
- Use of simple words, short sentences, and a clear structure
- Language levels A2 to A1

Plain Language

- A simplified version of everyday or colloquial language
- “Citizen-friendly” language
- Language level B1
- Shorter sentences, simpler sentence structure
- Avoidance of foreign words, technical terms, and metaphors
- Goal: to inform and reach as many people as possible
- Also suitable for people with low reading proficiency



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Dr.in Julia Fischer | Lisa Risch