



Erasmus+



EFFECTIVE COMMUNICATION
A SUCCESSFUL FUTURE LIFE
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ETHIC IN COMMUNICATION

„Communication is everyone's panacea for everything”

Introduction

Ethics is a science which deals with the principles of good and bad and the norms for deciding and acting according to them.

Ethics has its basis in the human morality and cannot be ordered by laws and rules. Therefore the participant in communication is the one who forms the ethics. By respecting general values the participant involved in communication will always act ethically towards other participants.

Ethics is always beneficiary for all the participants. Here belongs also the respect of all human rights because in this way we do not cause injustice upon the communicational partner.

The ethical quality of intuitive decisions always depends on the level of personal moral development of the speaker because it enables a good judgement.

Ethical communication is of great importance for school's activity. We are aware of the fact, that not all participants in communication are equipped with communicational skills to the same degree. Therefore it is important to get acquainted with characteristics of good communication and ethics. Also, it is important to learn from each other and through professional training.

At work, in school, communication is the most frequent between teachers and pupils. Therefore, it is of utmost importance that a teacher is professionally qualified and mature for ethical communication. In that way we set pupils a good example. Furthermore, we inform and teach students about this topic through various activities at school.

“First learn the meaning of what you say, and then speak”

Values help us to regulate the relationship with ourselves, others and the society. The ways of carrying out them indicate the personal endeavour of school workers, pupils and parents.

Values are the basis for cultural behaviour in school and various activities, rules and ways of problem and conflict solving. The ways of working with values need to be adjusted to the age of pupils. Values need to be introduced to real-life situations.

In order to communicate effectively the following principles of good cooperation in school should be followed:

- Mutual respect, honesty and justice
- Active cooperation and patience
- Respect personalities of all the communication partners
- Regard of individual differences
- Interests and needs of communication partners
- The unity of acting
- Active inclusion of all communication partners
- Positive attitude, avoiding quarrelsome situations
- Keeping smile
- Avoid judgments and prejudice
- Thinking about the consequences of your words and deeds
- Being on time and exposing your thoughts in a clearly defined way

Ethical communication leads to:

- forming of good interpersonal relationships,
- solidarity and care of communication partners,
- respect of diversity,
- development of moral values,
- acceptance of responsibility for our behaviour,
- valuing our own behaviour and behaviour of others,
- satisfaction and effectiveness.

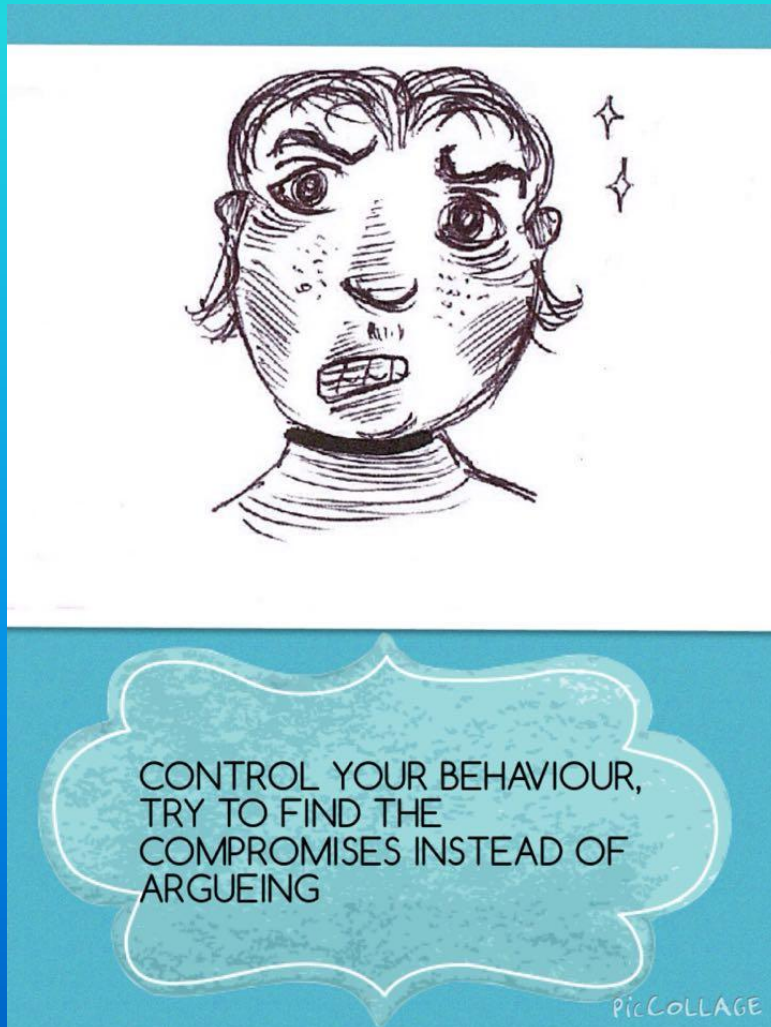


Remember not to eat while talking!

In order to communicate in ethical way it is also important the equality of communication partners. In the educational process it is of utmost importance for the teachers and other workers at school to respect the personality and individuality of students and also their religious beliefs, human dignity and the right to privacy.

“Nothing lowers the level of conversation more than raising the voice”

Chapter 1



Ethics in communication among project partners

- ✓ partnership is clear and open communication based on mutual respect, understanding, and information sharing.
- ✓ Teach and learn from each other.
- ✓ Work in a collaborative manner with colleagues at school and project partners
- ✓ Be sensitive to the need for confidentiality where appropriate;
- ✓ Base your relationship with partners on mutual trust and respect
- ✓ Avoid starting, spreading, or discussing gossip and hearsay about partners
- ✓ Avoid being critical of your partners
- ✓ don't be afraid to ask questions or to ask for help
- ✓ If you intend to make promises, you had better be prepared to keep them, no matter what the cost
- ✓ Do not get into arguments. Discuss things with partners rather than argue

- ✓ If you don't agree with something, think your response through and don't be argumentative or judgmental in what you say.
- ✓ Before you tease or joke with a person, make sure you know how they are going to take it. Everyone is different in this aspect. Take into account another person's feelings before you poke fun.
- ✓ Collaboration is vitally essential among partners
- ✓ When others are joyful, rejoice with them; when troubled or in mourning, be sympathetic. Make sure each person around you knows that you value them and know that they are important.
- ✓ If you have a brilliant idea that you know works well with partners then share it with those around you.
- ✓ Make sure each person around you knows that you value them and know that they are important.

PAY
ATTENTION
TO YOUR
PARTNER



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"Communication leads to community, that is, to understanding, intimacy and mutual valuing."

Chapter 2

Ethic in communication among teachers and parents



DON'T ONLY
SPEAK, LISTEN TO
OTHERS OPINION

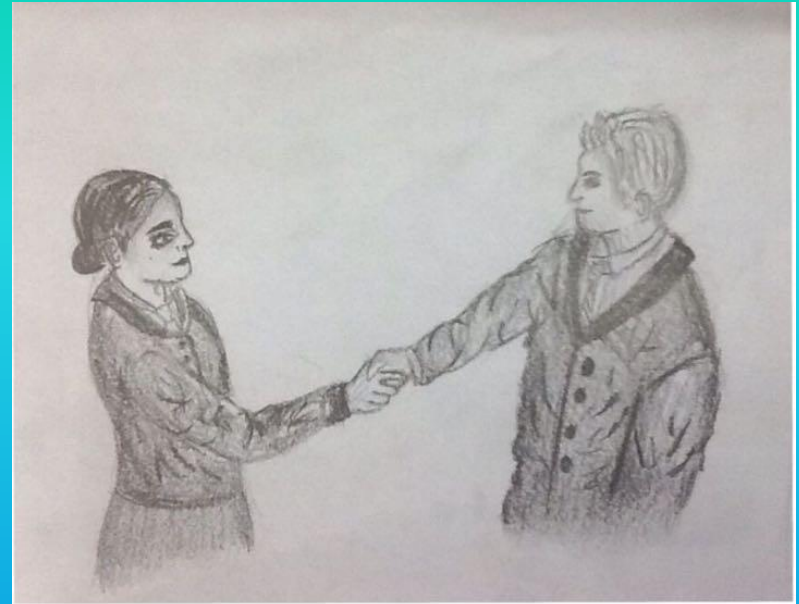
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The biggest communication problem is we do not listen to understand. We listen to reply.

- Think before you speak - start with positive and then speak about the problem
- Listen before jumping into conclusion
- Teachers need to explain the strengths and weaknesses of their students so that parents will understand the message and be receptive rather than defensive.

This is especially important when the teacher conveys a difficult message about the student's misbehavior or learning problems. The message must be delivered clearly and with tact.

- The best way to avoid misunderstandings with parents is to have ongoing, clear lines of communication from the beginning. The more you keep them informed about classroom news and include them in school happenings, the more they'll feel like a part of the team.
- Begin the school-year by explaining how and when you'll keep in touch with parents. Let parents know that you value their questions and concerns and would never minimize them by responding "off the cuff" or "on the fly."
- Always listen to parents carefully. Try not to interrupt – think about how much you would dislike it yourself.
- Appreciate parents' critics and thank them.
- Personally meet as many parents as possible.



KEEP GOOD
MANNERS

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"Any problem, big or small, within a family, always seems to start with bad communication. Someone isn't listening."

Chapter 3

Ethics in communication among students



TRY TO BE
EMPATHETIC

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Verbal part

Do :

- Tell the truth - to build confidence
- Address the partner by name
- Customize the vocabulary to the partner
- Let her/him finish speaking
- Be on top of things
- Accept substantial and constructive criticism
- Show empathy

Do not:

- Do not abuse
- Do not be vulgar
- Do not take criticism personally
- Do not ironize
- Do not provide information about other persons

Nonverbal part

Do:

- Customize tone, volume and speed of speech to the situation and communication partner so that speech remains neutral and our communication partner gets no space for misinterpretation of the content
- Respect the personal zone and personal space of the others
- Monitor your posture - not to stay in a defensive or offensive position
- Consider the suitability of touching the communication partner (take into account age and relationship)
- Care about your appearance and the environment in which the communication takes place

Do not:

- Do not raise your voice and do not accelerate speech rate under emotional stress (if the communication partner makes you angry)
- Do not use abusive gestures
- Do not enter the intimate zone of communication partner (less than 50 cm); if necessary, apperceive her/his reaction sensibly
- Do not show impatience (watching the clock, twiddling with things)



RESPECT THE MOOD
OF OTHERS

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DON'T BE
AGGRESSIVE
AND VIOLANT

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„In many ways, effective communication begins with mutual respect, communication that inspires, encourages others to do their best.“

Chapter 4

Ethics in communication among children and parents

"THE ROLE OF GOOD COMMUNICATION IN THE FAMILY LIFE AND HOW TO ACQUIRE IT"

The role of communication has always been to make people's life easier. Nowadays we have numerous means of communication on our disposal, technological innovations like e-mail, answering machines, faxes and pagers are all designed to make the contact between one another quicker. Despite all the changes in the ways we communicate, the reason for this still stays the same. We need to transfer information and for doing that, we have to learn what sort of questions shall we ask and how to better formulate them. In this respect, communicative skills are turning into a great challenge. The art of posing good quality questions is useful for each of the member of a family.



Keep eye contact during the conversation!



Don't speak up in public places!

DON ' T BE
RUDE!



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Asking of plain and clearly formulated question places the two participants in the communicative process in a more desirable position. **We are convinced that the best way to get the right answers is by asking the right questions.**

People adore those who have the desire to learn everything they are interested in. In some families, children are taught that the best way to communicate is through asking questions.

As far as communication between the members of a family is the essential way to exchange information, express our personal thoughts, feelings and mood, the whole process comes to sending and receiving different sort of messages. It is of great importance for us to have mastered the skill of speech use since the power of speech has been crucial for the mankind since early times. In our everyday life we can experience the amazing power of language use when just asking a simple question and then getting useful and interesting information. **The hardest tasks of communication remains to learn ourselves how to formulate a clear simple question.** When we concentrate on what we are aiming to know, we will be able to learn what is the most relevant for the people around us. Here are seven basic principles of effective communication:

1. Questions require answers.
2. Questions provoke thinking.
3. Questions provide us with valuable information.
4. Questions result in the improved quality of thinking ability.
5. Questions make people extrovert and open-minded.
6. Questions make us more confident.
7. Asking questions make us more secure and convincing.

"WHAT'S THE MOST IMPORTANT FOR THE SUCCESSFUL COMMUNICATION IN OUR FAMILY"

Problems of communication are the most common reason for the disagreement and arguments at home. In families that have established a good and clear communication, through which parents discuss the problems openly, the difficulties in everyday life are becoming reduced and easy to overcome.

The main parents' task is to create a stable, happy family based on relations full of love, trustfulness, patience and mutual respect."

MAKE SURE YOUR
PARTNER KNOWS WHAT
YOU ARE TALKING ABOUT

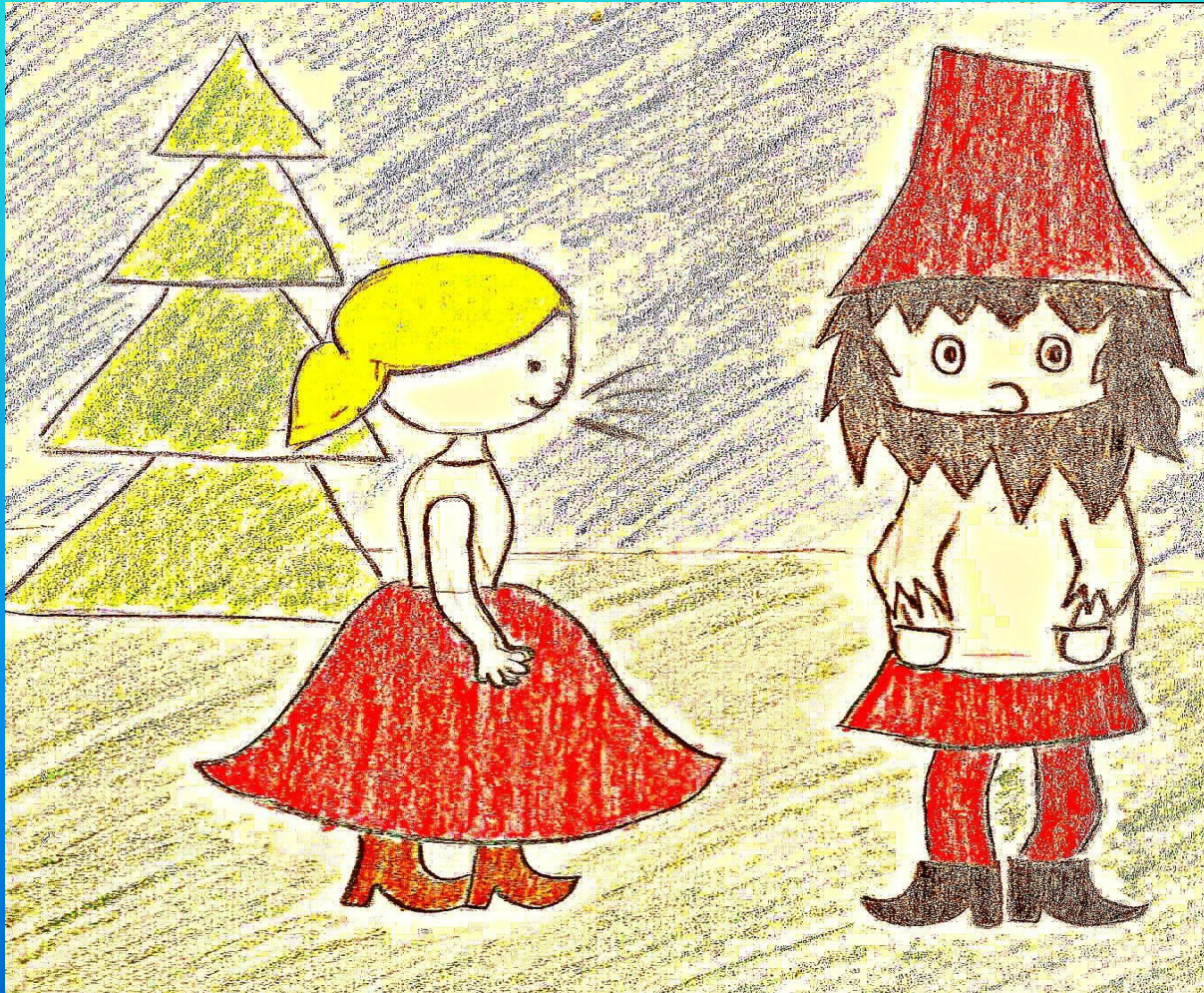


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Don't put your hands into the pockets during the conversation!

„Good communication at home can be acquired by encouraging our children's dreams”

My child is a dream that has come true. This little magician, who with each shared dream of hers, brings us to another world where everything is possible. This is a place where people can live their own lives in the way they want. **Thanks to my little magician and her magic powers we are more often good, striving and patient at home.**

Every day I encourage my little fairy-lady to keep dreaming. One day she's dreaming of becoming a doctor and help people healing their sad hearts and bring shiny smiles on their worried faces. Other time, she's dreaming to be a clown and make all the children on earth laugh. Sometimes she claims that all the wonders and adventures experienced with friends are the greatest things in the world and in the evening, before falling asleep, she would tell me a long story about what she's going to dream and where her dream will take her this time.

Everybody has the right to dream. Dreams are both for adults and children. Everything takes place in our everyday life - there is time for friends, learning, work, housework and different tasks to do, but the most special place is reserved for the time to dream. **Dreaming is the source of ideas and good intentions and that's why we encourage our child to dream and never lose the creator in herself.**

Let her discover new dreams every day, recreate them, fulfill them and thus establish herself! Even though not all of the dreams will come to the reality, they are the so called by the children "torch in the darkness" that will always help you to keep going forward, wherever you are and whatever you need.

We know that if we dream, we would never miss the happiest and most valuable moments in our life and family.

To my little magical child, I wish never to be afraid of her dreams, always to follow them no matter where they could take her. And remember that every dream could be a reality."

"The most important thing in communication is hearing what isn't being said. The art of reading between the lines is a life long quest of the wise."

– [Shannon L. Alder](#)

Ethics in Communication

Establish

Faithfulness and
Frankness.

Experience

Consolidation of positive
Thoughts.

Involve the best known ways to apply your
Valuable successful attitude.

Elaborate perfect patience.

Control your words and
Original gestures,

Mind your manners and
Master your deeds.

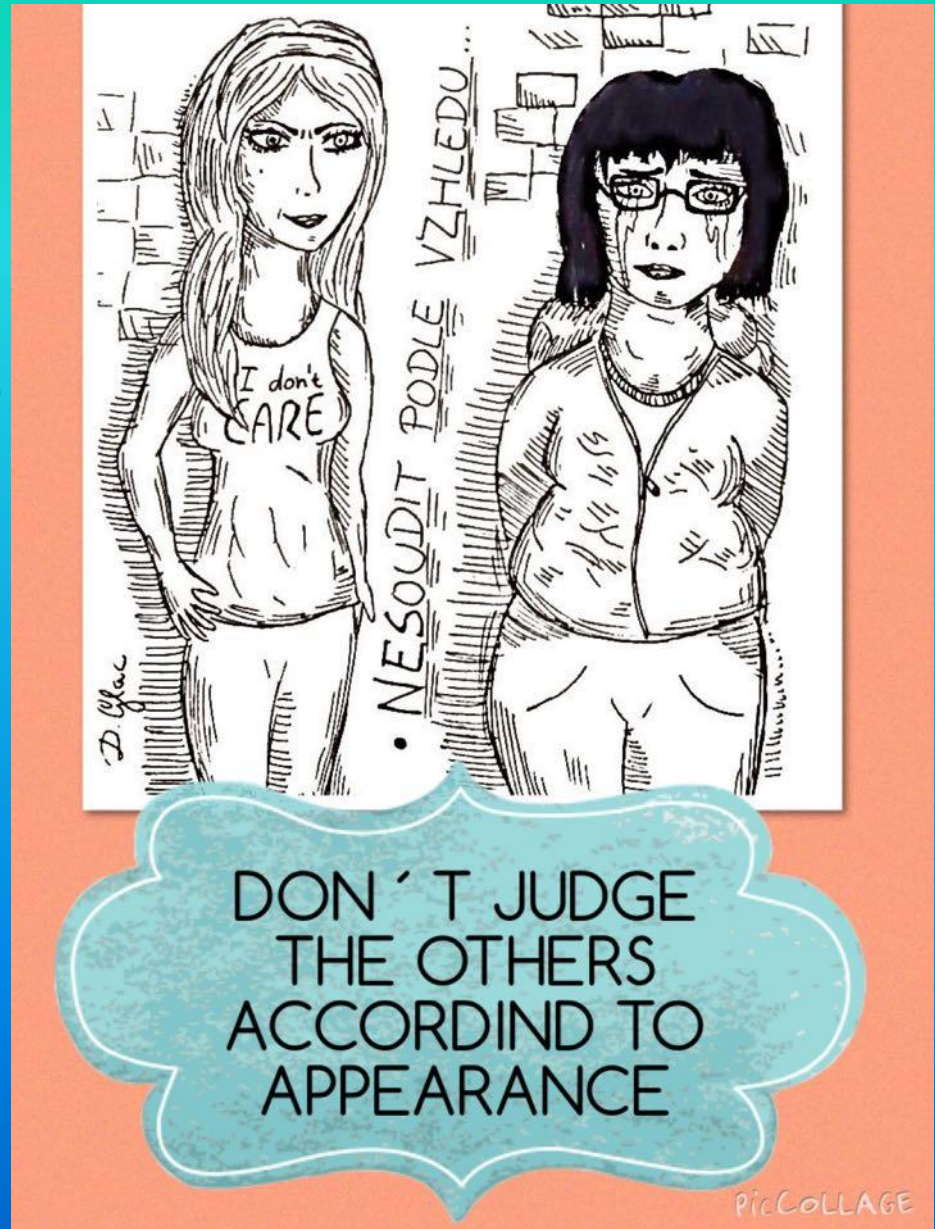
Unique we are but our
Needs are always changing, and so are
Individual choices and
Conclusions we make.

Avoid harmful words

Treat the others respectfully

Imagine walking in their shoes.

Optimize your relationships, make them
Noble, unforgettable and 'evergreen'.



talk with heart
know how to listen
understand the other
express feelings
be affectionate with friends
smile
respect opinions
know how to listen
exchange beautiful words
know how to be patient
share emotions
be sympathetic
clear up doubts
respect the friend silence
be polite
give affection
be assertive
keep secrets
be social
know truly love
is good for not feel alone



Don't share a secret!



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