



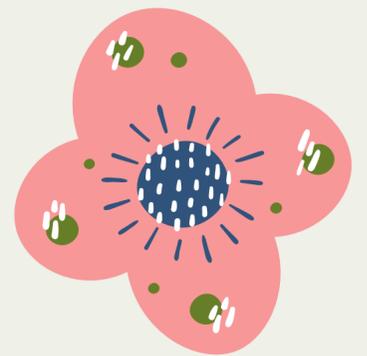
# COMMUNICATION

DURING  
COVID-19

When we are all at home most of the time, we can get on each other's nerves. This is when communication becomes a challenge. Here are some tips on how you can communicate better with your loved ones at home during this time.

## WHAT IS COMMUNICATION?

Communication involves a message sent by one person to another, with an intended impact.



However, **communication distortions** can twist our original message.

## SOURCES OF DISTORTION



### Environmental

Noise, heat,  
distance, lack of  
privacy



### Physical

Fatigue, illness,  
hearing  
difficulties



### Psychological

Mood, anxiety,  
different  
perceptions

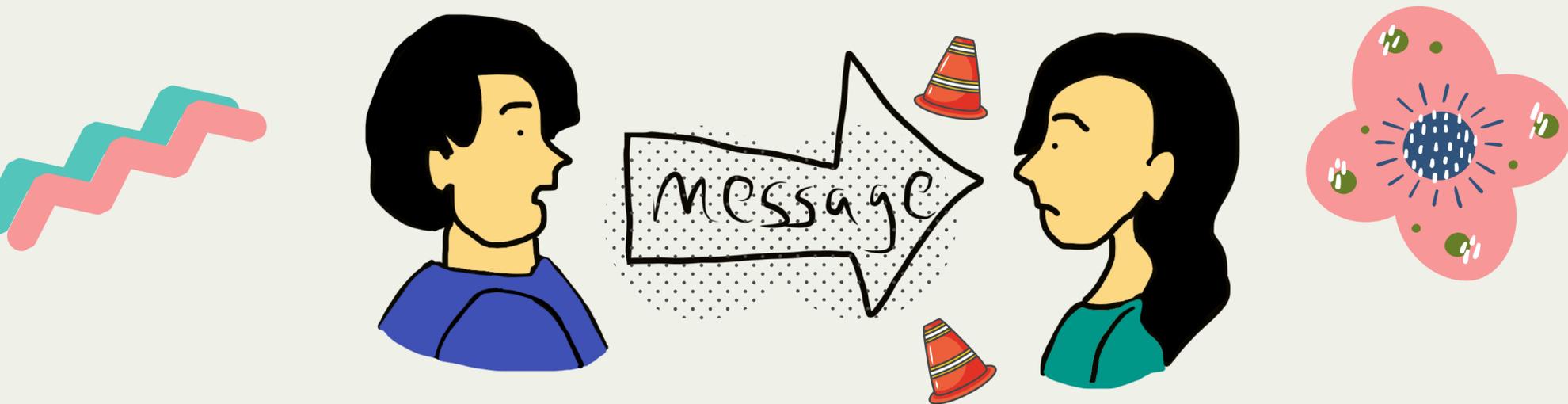
Understanding these sources of distortion help us to:

- Work to reduce them
- Understand why our messages do not have the intended impact



# COMMUNICATION BARRIERS

Sometimes, the way we speak may create **barriers**, and the listener may be less open to our message.



## COMMON BARRIERS



Criticising

"That's a poor job!"



Labelling

"You're useless!"



Commands

"Give me my food, right now!"



Diagnosing

"You're doing this to annoy me!"



Threats

"You'd better do this, or else!"



Excessive questions

"Who did you talk to? What did you talk about?!"

**What barriers do you recognise in your own communication?**

# ACTIVE LISTENING



As the listener, we can use active listening skills to help us better understand what the other person is communicating. This can also help the other person feel heard and more receptive to our own point of view.

## A good environment



Appropriate time



Minimal noise



Privacy

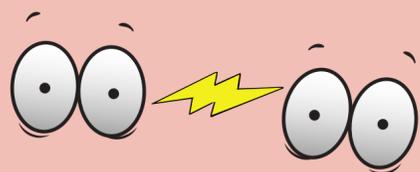


Away from screens

## Non-verbals



Body facing the other person



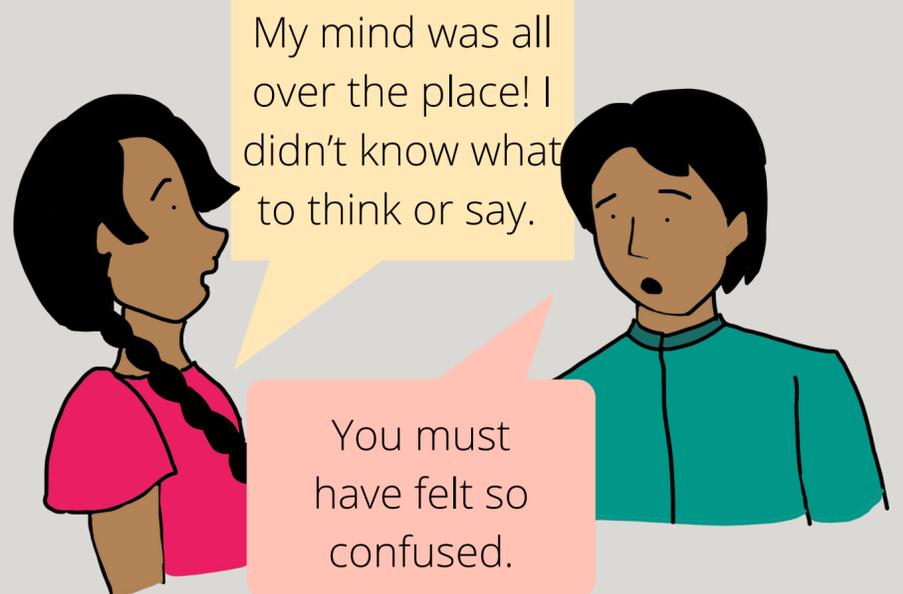
Eye contact



Nodding

## Focus

on feelings and main idea



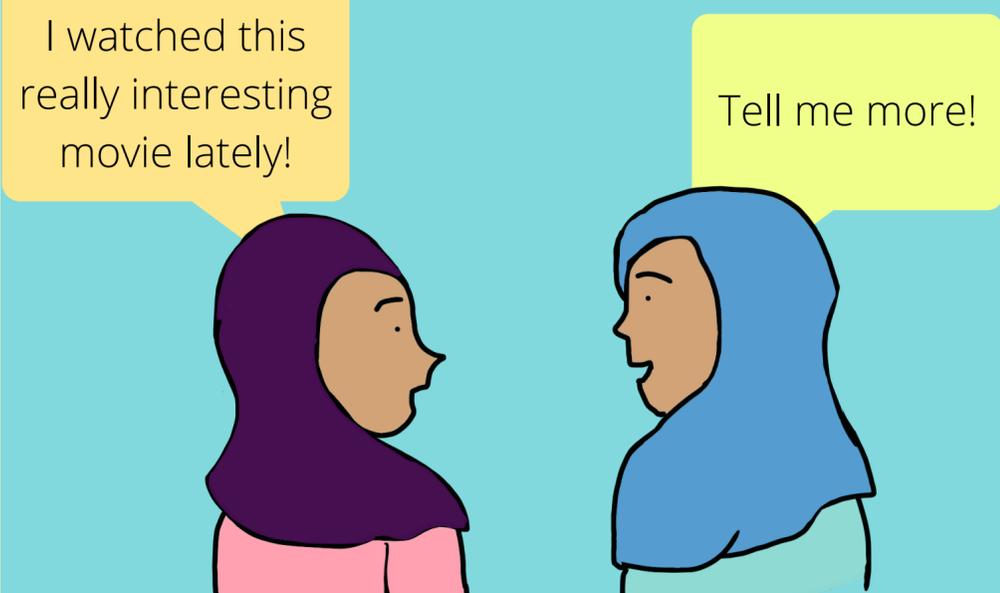
## Paraphrasing

I feel so **frustrated**. It's hard to concentrate on my work when all the **meetings are online**.



## Encouragers

E.g. "I see", "Go on"



# CONVERSATION TIPS FOR PARENTS

## 1 Answer questions simply and honestly

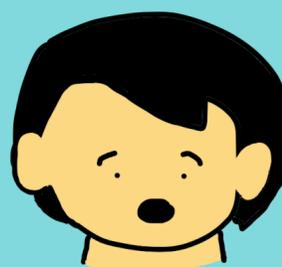
Mum, why can't we visit grandma?

Grandma will understand that we have to stay home for now to keep her safe from the virus, okay?.



## 2 Understand your child's response

- Notice signs like faster breathing, higher pitch of voice, and facial expressions
- Help them label their emotions



Fear



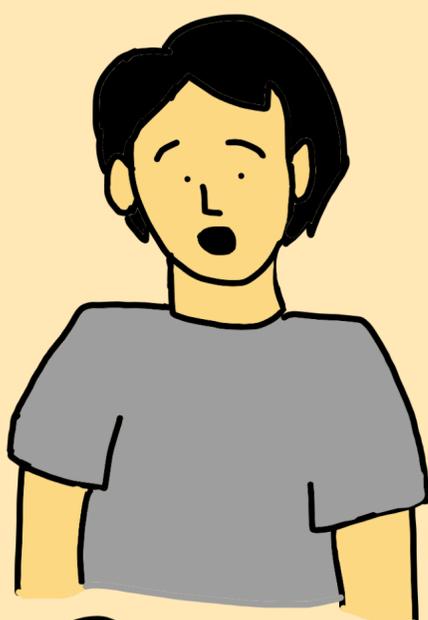
Anger



Sadness

## 3 It's OK to share your own feelings

Sometimes I feel anxious too! I worry about you and grandma falling sick.



## 4 End conversations on a positive note

I know things aren't easy, but I'm proud of you for doing your part to keep everyone safe. Meanwhile, we'll get to have more fun together as a family!

