

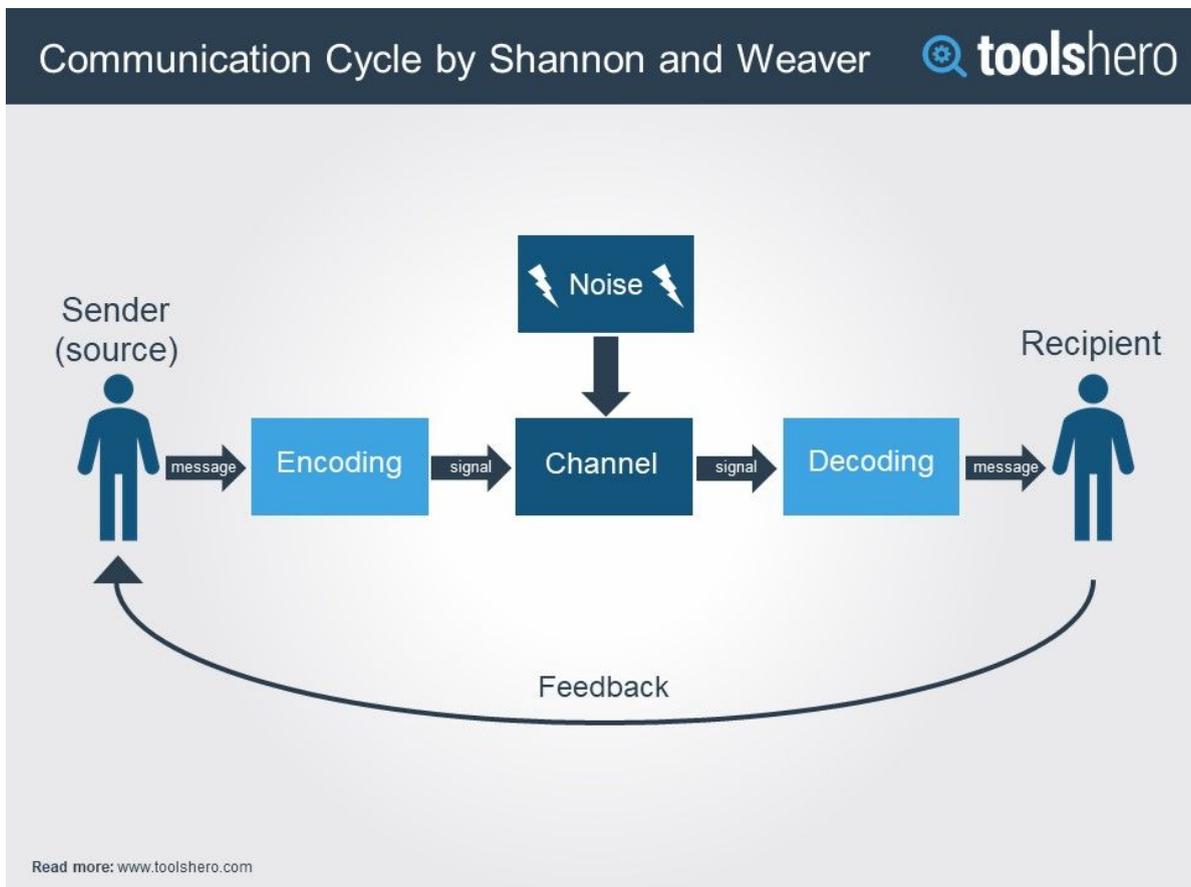
1 WHAT IS AN ADVICE?

Telling a person what they can or should do about something that affects their own interest or well-being.

Giving advice to a person or solving a problem, giving an opinion on what should be done in a given matter.

1.1 WHAT IS COMMUNICATION?

Is the imparting or exchanging of information by speaking, writing, or using some other medium. Is a process of exchanging information, in which a sender transmits something to a receiver through a channel hoping that, subsequently, there will be a response from that receiver.



2 EMPATHY AND ASSERTIVENESS

2.2 WHAT IS EMPATHY?

Empathy is the intention to understand feelings and emotions, trying to experience objectively and rationally what another individual feels.

How to achieve it ?

2.4 GET RID OF ANY PREJUDICE

If you really want to understand that person, the reason for his behavior, how he overcomes it, it is necessary that you get rid of all the prejudices that could be involved in this matter. Every person has very different values and ethics, but this does not mean that they are wrong.

2.5 USE EMPATHIC ANSWERS

The best thing you can do for someone else is listen carefully. It's not just about being quiet but letting her know that you understand what she's going through and giving her an empathic response where she feels you really understood.

2.6 USE NON-VERBAL LANGUAGE

It is important that you understand that someone else will feel confident to talk about their problems once you demonstrate nonverbal language that lets them know you are listening. A person won't open up to talk to you if you look at them and keep your arms crossed.

4 PROTOCOLS OR STEPS TO ADVISE

4.1 Identify the academic, cultural and information level available to the subject.

Before thinking about what advice we are going to give to our client, we have to know how much information is available about the product or service and the cultural level they have. If the customer has all the information available or is simply not very interested in the product, we should not overwhelm them. If the case is the opposite, we will have to listen to them and identify what they need.

5 ATTITUDE

The attitude is something very important when advising others, there is a big difference in how you can receive advice depending on the words used.

Take for example a situation where a colleague is using a work tool incorrectly, making his work slower and heavier.

At this point we decide that we are going to tell you which is the right way.