

## INSPIRING CONVERSATIONS TO BUILD A GOOD RELATIONSHIPS

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**ABSTRACT;** *This research paper explores the significance of inspiring conversations in fostering strong interpersonal and professional relationships. It identifies the core elements of such conversations honesty, openness, active listening, personal storytelling, and expressions of appreciation and examines how these elements contribute to relationship quality across various contexts. The study highlights the role of inspirational dialogues in enhancing emotional bonds, building trust, and facilitating personal growth and empathy. Utilizing conversational research methods, including discourse analysis, the paper investigates the dynamics of communication, identifies barriers to meaningful conversations, and provides strategies for creating supportive environments conducive to deep dialogue. The findings suggest that effective communication is not only essential for resolving conflicts and enhancing collaboration but also for nurturing long-lasting connections. By understanding the mechanics of inspiring conversations, individuals and organizations can improve their communication skills, leading to healthier relationships and more meaningful interactions in both personal and professional spheres. The paper concludes with practical recommendations for training and workshops aimed at enhancing interpersonal communication skills, thus contributing to the broader discourse on relationship building and effective communication.*

**Keywords:** *Inspiring Conversations, Empathy in Communication, Effective Communication, Relationship Quality, Communication Skills.*

**ABSTRAK;** Makalah penelitian ini mengeksplorasi pentingnya percakapan yang menginspirasi dalam membina hubungan interpersonal dan profesional yang kuat. Makalah ini mengidentifikasi elemen inti percakapan seperti kejujuran, keterbukaan, mendengarkan secara aktif, bercerita secara pribadi, dan ungkapan penghargaan serta meneliti bagaimana elemen-elemen ini berkontribusi pada kualitas hubungan di berbagai konteks. Studi ini menyoroti peran dialog yang menginspirasi dalam meningkatkan ikatan emosional, membangun kepercayaan, dan memfasilitasi pertumbuhan dan empati pribadi. Dengan memanfaatkan metode penelitian percakapan, termasuk analisis wacana, makalah ini menyelidiki dinamika komunikasi, mengidentifikasi hambatan untuk percakapan yang

bermakna, dan memberikan strategi untuk menciptakan lingkungan yang mendukung yang kondusif untuk dialog yang mendalam. Temuan penelitian menunjukkan bahwa komunikasi yang efektif tidak hanya penting untuk menyelesaikan konflik dan meningkatkan kolaborasi tetapi juga untuk memelihara hubungan yang langgeng. Dengan memahami mekanisme percakapan yang menginspirasi, individu dan organisasi dapat meningkatkan keterampilan komunikasi mereka, yang mengarah pada hubungan yang lebih sehat dan interaksi yang lebih bermakna baik dalam lingkup pribadi maupun profesional. Makalah ini diakhiri dengan rekomendasi praktis untuk pelatihan dan lokakarya yang bertujuan untuk meningkatkan keterampilan komunikasi interpersonal, sehingga berkontribusi pada wacana yang lebih luas tentang membangun hubungan dan komunikasi yang efektif.

**Kata Kunci:** Percakapan yang Menginspirasi, Empati Dalam Komunikasi, Komunikasi yang Efektif, Kualitas Hubungan, Keterampilan Komunikasi.

## **INTRODUCTION**

Inspiring conversations play a critical role in building strong and lasting relationships in both personal and professional contexts. Through meaningful interactions, individuals can understand each other, build trust, and create deep emotional bonds. This research aims to identify the core elements of inspirational conversations and how they influence relationship quality in different contexts. In interpersonal relationships, conversations are more than a way to exchange information. A deep dialogue can influence a person's thoughts, feelings, and actions. When conversations touch on core values, life purpose, or deep experiences, they have the potential to create more authentic and meaningful relationships. Inspirational conversations also provide space for personal reflection and increase a sense of empathy, which is the foundation of healthy relationships. Previous research shows that quality conversations share certain characteristics, including honesty, openness, and active listening. In addition, inspiring conversations often include elements of personal stories, expressions of appreciation, and encouragement for personal growth and development. These elements make individuals feel heard, valued, and motivated to reach their full potential. However, inspirational conversations do not always happen spontaneously. Several factors, such as the environment, mood, and personality of the individual, can affect the ability to communicate deeply. Therefore, it is important to understand how to create conditions that support inspiring conversations. This

includes good communication skills, caring, and the ability to create a comfortable and safe atmosphere for all involved.

In a professional context, inspiring conversations can improve productivity and teamwork. Leaders who are able to inspire their teams through clear and empathetic communication often succeed in building a positive work culture. The relationships built through these conversations not only improve individual performance, but also strengthen the bonds between team members. Similarly, in personal relationships, inspiring conversations can increase emotional satisfaction and closeness between spouses, friends, or family members. Conversely, a lack of meaningful conversation can lead to shallow and fragile relationships. When communication focuses on superficial matters, the opportunity to build strong emotional bonds is limited. Therefore, understanding the role of inspiring conversations in relationship building is critical for individuals to create deeper and more lasting connections. Through this research, we aim to identify the key elements of inspirational conversations and explore their application in different types of relationships. With a better understanding of inspiring conversations, individuals can strengthen their relationships and create more meaningful interactions in everyday life.

## **RESEARCH METHODS**

Conversational research provides deep insights into the dynamics of communication between people. With this approach, we can explore patterns of interaction that help build empathy, trust, and better relationships. Techniques such as observation, analysis of language patterns, and reflection on everyday conversations are effective tools for improving the quality of communication. In addition, this research opens up opportunities to explore different dimensions of interaction, including the influence of tone of voice, word choice, and emotional responses on the direction and outcome of conversations. In inspiring conversations, elements such as honesty, openness, and acknowledging others' feelings are often key to success. This research also plays a role in identifying communication barriers, such as misunderstandings and defensiveness, and providing solutions to overcome these problems. By applying the findings of conversation research, we can build more harmonious relationships and foster trust in a variety of contexts, whether family, work, or community.

By understanding the nature of inspiring conversation, we not only improve our speaking and listening skills, but also strengthen interpersonal relationships. Effective conversation allows people to understand each other, provide emotional support, and find solutions to problems together. Ultimately, this method becomes the key to creating a more meaningful life through empathetic communication. Discourse analysis, a qualitative research approach, focuses on the study of language structure, meaning, and context in communication. The goal is to understand how language is used to convey messages, build relationships, and create meaning in conversation. This approach sees language not only as a means of communication, but also as a means of creating social reality. For example, in everyday interactions, word choice often reflects a person's social status, power, or cultural affiliation. By analyzing discourse, researchers can delve deeper into the use of language in building meaningful and inspiring relationships. By using discourse analysis, we can see conversations not just as an exchange of words, but as a complex process that shapes relationships, identity, and meaning in life. The results of this study can serve as a practical guide for creating more meaningful and inspiring conversations.

Researchers will analyze the lasting effects of inspiring conversations in long-term relationships. They will examine whether mindful interactions are able to resolve conflict, increase mutual respect, and foster solidarity among individuals. The research will explore specific types of communication that can strengthen or damage relationships over time, given that relationships built through inspirational communication tend to have more positive outcomes. In addition, this research method will examine how conversational dynamics change over time in different types of relationships. For example, the researcher will find out if inspirational conversations are more effective at the beginning of a relationship, or if there are certain communication techniques that are more successful when the relationship is long-term. The research will also examine different stages of relationships to understand how conversations can be adapted and adjusted to remain relevant and effective as relationship dynamics change. At the end of the research, insights are expected that not only highlight the importance of communication in building good relationships, but also provide practical guidance for individuals, organizations, and communities to improve the quality of their interactions. The findings from this study can be used to design communication training or workshops aimed at improving interpersonal skills in personal and professional contexts. Thus,

this research is useful not only for understanding inspirational communication theory, but also for making significant contributions to improving relationships between individuals in various social situations.

## **RESULTS AND DISCUSSION**

### **Inspiring Conversations**

In exploring the role of Experts by Experience (EBE) in social work education, the authors were inspired by the phrase "inspiring conversations." This term captures the transformative impact that EBE participation has on social work learning. Across both countries studied, encounters between students and EBE led to discussions that spanned a variety of themes, often challenging yet ultimately empowering and motivating truly inspiring in nature. These interactions prompted students to reflect on their current positions as social work students while also contemplating their future roles as practitioners. Through these conversations, they were encouraged to examine their personal motivations and reaffirm their commitment to promoting human-centered practices (Beresford, 2013; Irvine et al., 2015; Corrigan and Penn, 2015). The engagement of EBE in social work education enriches the experiences of students, EBE, and academics alike (Levy et al., 2020; Irvine et al., 2015; Morgan and Jones, 2009; Brown and Young, 2008). For EBEs, this involvement provides an opportunity to reflect positively on their experiences as service users or caregivers (Driessens et al., 2016). They also gain the chance to develop new skills, fulfill a valued role, be heard (Warren, 2007), form friendships, connect with others in similar situations, and bolster their self-confidence (Brown and Young, 2008; Matka et al., 2010). Furthermore, this engagement allows them to critically re-examine their personal narratives (Green and Wilks, 2009).

A Scandinavian study (Schön, 2016) utilizing a questionnaire revealed that EBEs primarily sought to participate in social work education to share their lived experiences, improve services, and earn recognition for their personal knowledge. Similarly, research by Natland (2015) in Norway highlighted that these participants benefited from doing something meaningful for themselves, enjoying non-hierarchical relationships, and having a platform to share their stories in a valued context. Collaborating with EBE has enabled academics to develop innovative methods for effectively reshaping social work education (Cabiati, 2017). Personally, the authors have found inspiration to reaffirm their commitment to social work education, echoing Driessens et al. (2016), who noted that partnerships with EBE can motivate academics as well. Engaging with EBE helps to dismantle the dichotomy of “us” versus “them,” challenges the notion of the social worker as the sole expert, promotes more egalitarian relationships, and encourages a genuine commitment to serving others (Sewpaul and Henrickson, 2019:10). Ultimately, the dialogues fostered between EBE and social work education are inspiring on many levels, suggesting that the involvement of EBE should be reconceptualized as a collaborative effort with social work academics and students to co-create meaningful outcomes (Warren, 2007; Beresford, 2013; Morin and Lambert, 2017).

### **Building Trusth Though Conversation**

Conversation is a form of communication activity that involves the participation of others. More than just an exchange of information, each person involved in the conversation contributes to the process. Therefore, the way in which the content of the conversation is delivered and the purpose of the conversation greatly affect how well the message or information can be received. To ensure that the information is well received, communicators must deliver messages in person or through online media with the right choice of words and phrases, as well as maintaining ethical communication. The importance of understanding implicature in conversation analysis cannot be ignored so that every utterance can be understood by the interlocutor (Barus and Barus, 2019). The term implicature refers to what a speaker might mean, suggest, or interpret. One of the interesting aspects of communication is how we can analyze conversations from a rational and meaning management perspective. According to Roudhonah (2019), understanding meaning is not only a feature of communication. In this context, there are three types of meaning that need to be considered: Referential meaning, which is the meaning of a term that refers to an object, thought, idea, or concept. This meaning comes from a person's mind when the term refers to a particular object. For example, the word "vehicle" refers to cars, motorcycles, bicycles, and others.

Trust is the cornerstone of any relationship, not just a temporary support. Without trust, relationships cannot thrive; feelings of mistrust and uncertainty prevent effective communication. In a professional context, trust is a critical element of successful collaboration, while in personal relationships it is the root of true emotional closeness. Therefore, it is imperative for individuals to build and maintain trust in order for relationships to flourish. Building trust is a process that requires time and consistency. A single act or kind word is not enough; trust materializes through a series of experiences and interactions that reflect integrity and goodwill. In every interaction, whether social or professional, we shape our self-image as trustworthy individuals. As such, honoring commitments, keeping promises, and demonstrating a trustworthy demeanor are key to earning and maintaining the trust of others.

Conversation is one of the most powerful tools for building and strengthening trust. Through conversation, we can directly express our intentions and attitudes. Open and transparent communication, balanced with full listening, provides an opportunity for both parties to understand each other. When someone feels heard, they feel valued, which strengthens mutual trust in the relationship. Honest and empathetic conversations help build strong emotional bonds and a solid foundation of trust. However, the trust built through conversation must be backed up by action. While fine words are important, consistent action is far more valuable. Any conversation that involves a promise should be followed by concrete steps that prove the words are not just a figment of your imagination. When people see that you always keep your promises and act on your words, their trust in you will grow. In this way, trust is built not only on words, but also on a set of actions that can be relied upon over time.

Trust flourishes when we respect differences and allow others to express themselves freely in conversation. Everyone has different views, values, and life experiences, so it is important to show respect for these differences. When a person feels that their opinions are valued and not judged, they will feel more comfortable sharing more. This will create a deeper and stronger relationship where trust can grow more freely. Over time, as trust is built and nurtured, the relationship will become more stable and able to withstand challenges that may arise. Example of building trust through conversation:

First, active listening: Imagine a coworker sharing a personal problem they are facing. In this situation, you give your full attention without being distracted by your phone or other tasks. Your responses, such as, "I can imagine how difficult this must be, it must be very upsetting," reflect your empathy and concern. This approach creates a sense of value and reinforces their trust that you are listening wholeheartedly.

Second, be honest and transparent: When you realize there is a mistake in your work, instead of blaming others or trying to hide it, it is best to deal with the situation honestly. For example, you can say to your boss or coworkers, "I realize I made a mistake in this report, and I apologize. I will correct it immediately so that it doesn't have any further impact." Your honesty not only shows that you are reliable, but also reflects the courage to admit mistakes so that others will trust you more.



Third, admit mistakes: In a family discussion, if you say something that hurts a family member's feelings, it is very important to admit your mistake. You can say, "I'm sorry if what I said hurt you; it wasn't my intention. Acknowledging the impact of your words shows responsibility and a desire to repair relationships that may have been broken.

Fourth, be consistent in your actions and words: If you promise to help a friend with a project, keep your promise. If you say, "I'll help you finish that presentation tomorrow," take the time and provide the help. By keeping your promise, your friend will have more confidence that you are a reliable person.

Fifth, respect emotional privacy and security: If a friend trusts you with a sensitive personal story, such as a relationship or work problem, handle the information responsibly. You can say, "Thank you for trusting me with this story. I will respect your privacy and not share it with anyone else." This gesture shows that you respect their feelings and privacy, which in turn will build stronger trust between the two of you.

### **Developing Empathy Through Conversation**

The relationship between empathy, sympathy, and prosocial behavior has been a topic of considerable interest among theorists. However, few would expect a consistent correlation among these elements. There are several reasons for this, some of which will be explored briefly (for a deeper examination, see Eisenberg, 1986). Most theorists who argue that empathy or sympathy mediates prosocial behavior tend to restrict their claims to altruistic actions. In essence, they assume that empathy plays a role in voluntary and intentional behaviors that benefit others, devoid of self-interest or external incentives. Conversely, nonaltruistic prosocial behaviors are often attributed to motivations such as the desire for social approval, tangible rewards, or the need to alleviate personal distress. Evidence suggests that seemingly altruistic behaviors are frequently influenced by pragmatic, self-serving, or non-sympathetic motivations (see Bar-Tal, 1982; Batson and Coke, 1981; Eisenberg, 1982). Furthermore, some research indicates that genuinely altruistic actions can stem from factors unrelated to sympathy, such as internalized moral values (Eisenberg-Berg, 1979; Fellner and Marshall, 1981). Consequently, there are many instances in which there is no theoretical basis for expecting a connection between sympathy or empathy and a specific prosocial behavior. Unfortunately, many researchers have not given due consideration to this issue when selecting their measures of prosocial behavior. For example, an act such as donating to an office charity annually, especially in front of superiors, is less likely motivated by empathy than assisting someone in need when no one else is around.

Another important factor influencing the empirical link between sympathy/empathy and altruistic behavior is the measure of emotional response employed. While many theorists posit that altruism correlates with both state empathy (empathy in a particular situation) and trait empathy (a general propensity to be empathetic), it is likely that state empathy is more closely associated with altruism than trait empathy (Peraino and Sawin, 1981). This is because, in any given situation where help could be offered, the empathy-inducing cues present may or may not elicit an empathetic response from someone who generally scores high on trait empathy. In other words, individual characteristics or contextual factors (like the nature of the cues) may render an individual's typical level of empathic engagement irrelevant to whether they choose to assist in that particular moment. The upcoming review of research reveals that, in most studies involving children, sympathy and empathy have predominantly been treated as traits. This means that empathy is typically assessed in response to various stimuli and subsequently linked to prosocial behavior in unrelated contexts. Conversely, several researchers working with adults have utilized both trait and state measures. This methodological divergence may partially explain the age-related differences observed in research examining the connection between sympathy/empathy and prosocial behavior. Another important conceptual consideration is the necessity to distinguish among the different emotional responses often labeled as empathy. As discussed in Chapter 1, empathy can be viewed as an affective response that may result in either personal distress or sympathy for others. If this is the case, one would anticipate a positive correlation between empathy and prosocial behavior only under specific conditions. When empathy leads to personal distress stemming from weak self-other differentiation or excessive identification with another person's feelings one might expect a relationship between empathy (and the ensuing distress) and prosocial actions only if those actions could alleviate one's own discomfort. Conversely, if other, less demanding actions could alleviate distress, empathy that shifts into personal distress may not correlate with prosocial behavior (as suggested by Batson and Coke, 1981). In contrast, if an empathic response fosters genuine sympathy for another individual, we would expect to see a consistent association between empathy (or sympathy) and prosocial behavior across a range of situations. Therefore, it is essential to clarify the distinctions between empathy, sympathy, and personal distress in order to accurately predict the nature and strength of the relationship between vicariously experienced emotions and prosocial behavior.

The inconsistencies identified in the empirical literature likely stem from a failure to address these crucial distinctions.

One of the best ways to show empathy is to respond to others with a genuine desire to understand their situation. Instead of thinking about how to respond or express our opinions, try to focus entirely on them. This might include open-ended questions like, "What can I do to help you?" or "I'd like to better understand what you're feeling. These kinds of questions help create space for the other person to talk about what they are experiencing and give them an opportunity to feel valued and accepted. In addition, in the face of disagreement or conflict, empathy is essential for reducing tension and finding mutually beneficial solutions. By empathizing with the other person's perspective, we can more easily find common ground and avoid unproductive confrontation. For example, when there is a difference of opinion in a discussion, instead of rushing to defend our position, we can say, "I understand why you think that way, and I would like to understand more about the reasons behind your views. In this way, we make room for a more open and constructive discussion, rather than simply defending our personal opinions.

### **Improve Effective Communication Strengthen Relationships**

Communication is a concept that can be notoriously difficult to define. It embodies a phenomenon that is both ubiquitous and elusive, at once ordinary yet mysterious, and straightforward, while often frustratingly prone to misunderstandings. Rosengren (2000: 37) describes it as “both complex and brittle,” consisting of a series of subtle actions and behaviors that are generally successful, yet frequently fall short of complete effectiveness. This complexity has led to challenges in establishing a formal definition. According to Holli et al. (2008), the difficulty arises from the vast array of activities that fall under the umbrella of communication. Rooted in the Latin word for ‘to communicate,’ which means ‘to share’ or ‘to make common,’ this essence is reflected in much of the contemporary literature on the topic. Hewes (1995) identified two central themes that lie at the heart of communication: Intersubjectivity the pursuit of understanding others and being understood in return. And Impact the degree to which a message leads to changes in thoughts, feelings, or behaviors. Hamilton (2008: 5) summarized communication as “the process of people sharing thoughts, ideas, and feelings with each other in ways that are commonly understandable.” In this book, we will primarily focus on interpersonal communication. Burleson (2010a: 151), in his review of the field, acknowledged the varied interpretations of the concept and offered this definition: “Interpersonal communication is a complex situated social process in which people who have established a communicative relationship exchange messages in an effort to generate shared meanings and accomplish social goals.” We will delve into the key elements of this definition later in the chapter.

In straightforward terms, Brooks and Heath (1993:7) describe interpersonal communication as "the process through which information, meanings, and feelings are exchanged between individuals via verbal and nonverbal messages. " With this definition in mind, the various tasks performed by Ms. Bodie, the CEO of a major retail corporation (as noted in Box 2. 1) such as managing letters, reports, newspapers, files, emails, and television are not included in this scope. Instead, the focus of this book is on the types of interactions characterizing her relationships with her personal assistant, executive team, financial advisor, and the directors of store marketing and design, as well as communications. This brings us to the first key aspect of communication.

Effective communication also requires a deep understanding of the context and emotions of others. Every conversation takes place in a certain context, and being aware of that context is critical to providing the right response. For example, if someone is struggling, an empathetic and supportive approach will be much more beneficial than simply offering solutions or criticism. By understanding the emotions of others, we can adjust the way we speak to ensure that the message is well received and the relationship remains harmonious. In addition, the importance of nonverbal communication cannot be overlooked. Most human interactions are nonverbal, reflected in facial expressions, body language, and eye contact. Sometimes this nonverbal communication can convey a deeper meaning than spoken words because it reflects true feelings and attitudes. For example, a smile or nod of the head can indicate support and approval, while a closed posture or avoidance of eye contact can indicate discomfort or rejection. Therefore, it is important that we pay attention to and harmonize our verbal and nonverbal communication to ensure that the message we want to convey is more effective.

Finally, effective communication requires the ability to resolve conflict constructively. In any relationship, disagreements or conflicts are bound to arise. How we handle them will affect the quality of the relationship. Good communication in the face of conflict involves a willingness to listen to the other person's point of view, respect differences, and seek mutually beneficial solutions. By maintaining open and respectful communication, we can reduce tension, correct misunderstandings, and strengthen the overall relationship. Improving communication skills is not only about choosing the right words, but also about listening carefully, expressing feelings honestly, understanding others' feelings, and responding with the right attitude. Effective communication can strengthen relationships by creating mutual understanding, valuing differences, and building trust between individuals. Investing in communication skills is therefore an important step in creating healthier, more harmonious and productive relationships.

### **Avoiding Conversational Mistakes**

Miscommunication is common in a variety of social interactions, whether in personal, professional, or everyday communication. While these mistakes may seem trivial, they can damage relationships and create unnecessary tension. Therefore, it is important to recognize how to avoid conversation mistakes in order to keep communication clear and effective. One of the first steps is to avoid making unfounded assumptions. Erroneous assumptions often occur when we assume the other person understands the point without further verification or clarification. For example, in a conversation, we may assume that our interlocutor understands the context of the conversation or the feelings we are expressing. In reality, each person has a different perspective and experience. To avoid misunderstandings, it is important to avoid assumptions by asking questions or clearly explaining our intentions. It is also important to pay attention to nonverbal communication, as it can affect understanding in conversations. Sometimes the words we say can take on a different meaning when accompanied by conflicting facial expressions, tone of voice, or body language. For example, if we say something with a cold tone of voice or closed body language, the other person may feel disrespected or even offended, even if we mean well. Therefore, it is important to harmonize verbal and nonverbal communication to avoid confusing the message.

Conversational errors can also occur when we speak too quickly or too much without giving the other person a chance to respond. This often happens in emotional situations or when we want to say many things at once. When we speak too quickly, it can be difficult for the other person to follow the flow of the conversation or fully understand the message. Therefore, it is important to speak slowly, leave room for a two-way dialogue, and listen carefully to the other person. It is also important to avoid using jargon or terms that are difficult to understand. Everyone has different backgrounds and levels of understanding, so using technical or specialized language can be confusing. For example, in a business context, technical terms may be necessary, but if the audience is not familiar with the terms, communication can be hindered. Therefore, using simple, easy-to-understand language is essential, especially in situations involving people from different backgrounds. Finally, a lack of empathy and concern for the feelings of others is a common conversation mistake. If we focus too much on what we want to say without considering the other person's feelings or reactions, we can easily hurt them without realizing it. Avoiding these mistakes requires self-awareness and the ability to sense the other person's feelings and adjust our speech to avoid hurting them. By showing empathy, we can have better conversations and healthier relationships. By avoiding these mistakes, conversations can become more effective, clearer, and lead to better understanding between all parties. Attention and effort to communicate openly, honestly, and respectfully can minimize common conversation mistakes.

## **CONCLUSION**

The text underscores the transformative impact of Experts by Experience (EBE) in social work education. Their involvement sparks meaningful discussions that challenge and inspire students. Through these interactions, students are encouraged to reflect on their personal motivations and reaffirm their dedication to human-centered practices. For EBEs, sharing their lived experiences not only fosters personal growth and a sense of purpose but also creates opportunities for connection and critical examination of their own narratives.

Building trust is fundamental to any relationship, and conversation plays a pivotal role in this process. Trust develops over time through consistent actions, honesty, and a genuine display of goodwill. Engaging in conversations marked by active listening, empathy, and transparency reinforces trust, making individuals feel valued and heard. Once trust is



established, relationships become more resilient, enabling them to navigate challenges effectively.

Empathy is another vital element of communication, allowing individuals to understand and share the emotions of others. Responses grounded in empathy, such as asking open-ended questions and providing support, create deeper connections and help alleviate tension during disagreements. This empathetic approach fosters mutual respect, facilitating constructive dialogue and collaboration, even in difficult circumstances. It is important to distinguish empathy from sympathy; while empathy involves a true understanding of another's perspective, sympathy can fall short of fostering the same depth of connection.

Effective communication also requires an awareness of potential pitfalls. Misunderstandings often stem from assumptions, nonverbal miscommunication, and speaking too quickly or excessively without soliciting feedback. To minimize these errors, individuals should strive for clarity in their intentions, use straightforward language, and ensure their verbal messages align with their nonverbal cues. By cultivating empathy and being attuned to the feelings of others, conversations can become more fruitful, leading to healthier and more productive relationships.

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