

## UKUKHULUMISANA

***Abantu abanokuwohloka komqondo kufanele bakhuthazwe ukuba bakhulumisane nabantu nganoma iyiphi indlela abakhululeke kakhulu ukuyisebenzisa. Lokhu kuyobasiza ukuba balondoloze ukuzazi ukuthi bangobani futhi bathuthukise izinga lokuphila kwabo.***

Ukukhulumisana kuhlangukisa okungaphezu kokusebenzisa amazwi. Ukukhulumisana okungasebenzisi amazwi kubaluleke ngokukhethekile kubantu abanokuwohloka komqondo futhi kubaluleke kakhulu ukukwazi lokhu. Sonke sijwayelene nesisho esithi “izenzo zikhuluma kakhulu kunamazwi.” Lokhu kuyiqiniso ikakhulu kubantu abalahlekelwa ikhono labo lokusebenzisa ulimi.

Ukwenza kwabo okuningi, okudalela abanakekeli izinkinga, empeleni kusuke kuwumzamo walo muntu onokuwohloka komqondo wokukhulumisana nabo.

Ikhono Lokusebenzisa Ulimi

Uphawu lokuqala okubonakala ngalo ukuthi ukuwohloka komqondo kuthinta ulimi lomuntu wukungakwazi kwakhe ukuthola amazwi afanele – ikakhulu amagama ezinto. Angase asebenzise igama elingafanele esikhundleni salo noma angalitholi nhlobo igama angalisebenzisa.

Njengoba ukuwohloka komqondo kukhula, uya ngokuya ehluleka ukuqala ingxoxo futhi kungase kudingeke ukuba umnakekeli azijwayeze ukuqala izingxoxo. Zama ukugwema ukubuza imibuzo eqondile— umuntu onokuwohloka komqondo angase akhungatheke uma engakwazi ukuthola impendulo. Lapho loku kuwohloka komqondo isaqala, uyokwazi ukuyiveza le mizwa, kodwa kamuva angase asabele ngokuhlale ecasukile noma ngokuba nolaka. Eziningi zezingxoxo zethu nabantu zansuku zonke, zisekelwe emibuzweni, ngakho lokhu kuyikhono elinzima okudingeka abanakekeli balifunde.

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Kungase kufike isikhathi lapho lo muntu engeke esakwazi nhlobo ukukhulumisana nabantu. Akukhona nje ukuthi akayikukwazi ukuthola amagama ezinto, kodwa angase akhohlwe kwanegama lakho. Umuntu onale nkinga uphambanisa iminyaka yobudala yabantu, aphambanise umkakhe nonina, indodana yakhe nomyeni wakhe. Lokhu kungawacindezela kakhulu amalungu omndeni nabanakekeli.

Nokho, inkinga isekulahlekelweni inkumbulo, okungolunye lwezimpawu eziphawuleka kakhulu zokuwohloka komqondo.

Abantu abanokuwohloka komqondo kungenzeka bazama ukuqonda izwe elingasenzi ngqondo kubo ngoba ubuchopho babo bubanikeza imfomesheni okungeyona. Ubunzima obuningi obuye buvele budaleka lapho umuntu onokuwohloka komqondo noma umnakekeli ekuqonda ngokungeyikho lokho omunye wabo azama ukukusho.



Ref. .lsc.edu/library/ILI/Classes

Uma wena njengomnakekeli uzithola ukule nkinga yokukuqonda ngokungeyikho okushiwoyo, cishe uyocindezeleka kakhulu futhi kuyodingeka uthole ukusekelwa nesiqondiso sendlela yokusingatha isimo.

### Amacebiso awusizo ekukhulumisaneni

- Ukulalela
- Zama ngaso sonke isikhathi ukulalelisisa lokho lo muntu akushoyo futhi umkhuthaze ukuba akhulume.
- Ungalokothi nanini umeye. Iningi lethu alithandi lapho liphathiswa okwezingane – nabantu abanokuwohloka komqondo bazizwa ngendlela efanayo kule ndaba.
- Bheka imizwelo/imizwa, hhayi amaqiniso.
- Uma lo muntu enenkinga yokuthola igama elifanele, noma yokuqedela umusho, mcele ayichaze ngenye indlela. Lalela ukuze ubone ukuthi akukho yini ongakucosha.
- Qagela akufunayo umbuze, “Ufuna lesi sikhafu?”
- Uma sekunzima ukuba aqonde okushiwoyo, sebenzisa ulwazi eninalo nobabili ngomunye nomunye ukuze uqonde lokho azama ukukusho. Qinisekisa kuye njalo ukuthi kunjalo yini.

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Kungakuthukuthelisa uma umuntu eqedela umusho wakho ngendlela engaqondile! Ungamjahi ngokumqedelela umusho wakhe.

### Ukumenza Akunake

- Yana phambi kwakhe futhi usho ukuthi ungubani.
- Zama ukumenza akunake nokumgcina ekunakile ngaphambi kokuba uqale ukukhuluma.
- Mbize ngegama lakhe.
- Zama ukuma ngendlela yokuba akubone kahle.
- Kungase kube usizo ukumtshela igama lakho uma ebonakala edidekile.
- Mbheke emehlweni. Lokhu kuyomsiza ukuba agxile kuwe.
- Zama ukunciphisa umsindo ovimbanisayo, njengomsakazo, i-TV noma ingxoxo yabanye abantu.
- Nciphisa izithikamezo

### Ukushukuma komzimba

- Zama ukuhlale uzolile futhi unganyakazi lapho ukhuluma. Lokhu kuyodlulisela umyalezo wokuthi umnake ngokugcwele nokuthi unesikhathi sakhe.
- Umuntu onokuwohloka komqondo uyofunda ukushukuma komzimba wakho. Ukuyaluza noma ubuso obuswacile bungamphazamisa futhi benze kube nzima ukukhulumisana.
- Zama ukuthola izindlela zokukhululeka ukuze umzimba wakho udlulisele kuye ukuthi uzolile futhi angakwethemba.
- Ungacosha ukuthi omunye umuntu uzizwa kanjani endleleni ashukumisa ngayo umzimba, ngisho noma engakwazi ukukhuluma. Isimo sobuso, ukuma nokunyakaza komzimba kunganikeza izinkomba ezicacile zendlela azizwa ngayo.

### **Body Language:**

*The gestures, postures, and facial expressions by which a person manifests various physical, mental, or emotional states and communicates nonverbally with others.*

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## Ukukhuluma

- Khuluma ngokucacile nangezwi elizolile. Zama ukungakhulumi ngezwi elihlabayo noma eliphakeme. Lokhu kungamcindezela umuntu oxoxa naye, ngisho noma engakwazi ukuthola umqondo wamazwi akho.

- Gwema amazwi angasho lutho, ngokwesib. “Nasi,” esikhundleni sokuthi “Nasi isikhwama sakho semali.”

Sebenzisa imisho elula, emifushane.

Gwema izinkulumo ezididayo ezinjengokuthi, “ngena eshaweni.”

Lo muntu uyodinga isikhathi eside kunaleso ayevame ukusisebenzisa ukuze ahlaziye ulwazi – ngakho mnike isikhathi esanele. Zama ukungamjahi. Uma umjaha uyoba nomuzwa wokuthi uyamcindezela, yize kungeyona inhloso yakho ukwenza kanjalo.

- Mnike izinkomba nezimpawu azibonayo.
- Zama ukugwema ukubuza imibuzo eqondile, kodwa uma kudingeka uyibuze, buza owodwa ngesikhathi, futhi uwubeke ngendlela ezomenza aphenjule “ngoyebo” noma “ngocho.”
- Abantu abanesifo sokuwohloka komqondo bakuthola kunzima ukukhetha futhi cishe bayadideka, bakhungatheke lapho kumelwe benze kanjalo.
- Gcizelela amazwi ayisihluthulelo, ngokwesib. “Nasi isigqoko sakho!”
- Uma lo muntu engakuqondi okushoyo, musa ukulokhu uphindaphinda
- Sebenzisa izinkulumo ezisho lokho okumelwe akwenze esikhundleni salezo ezisho lokho angamelwe akwenze, njengokuthi, “Woza nami” esikhundleni sokuthi “Ungayi lapho.”

## Mkhuthaze ukuba asabele ngendlela engokwemvelo

- Ikhono lokubona ihlaya lingasiza ekunisondezeni komunye nomunye futhi liyisikhali esihle sokuphepha. Ukukuhleka ndawonye ukuqondana kabi namaphutha kungasiza.
- Uma omunye edabukile, unelungelo lokuyiveza leyo mizwa. Okumelwe ukwenze wena, ukumbonisa ukuthi uyamkhathalela.

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## Ukubonisa inhlonipho

- Ungalokothi umeye omunye umuntu noma umphathise okwengane, ngisho noma kubonakala sengathi kuncane kakhulu akuqondayo kulokho okushoyo. Ungamvumeli naye ukuba enze lokhu.
- Zama ukubandakanya umuntu onokuwohloka komqondo ezingxoxweni zakho nabanye. Ungase uthole ukuthi ungashintsha kancane uhlobo lwamagama abanye abantu abawasebenzisayo ukuze usize ukuba ingxoxo iqhubeke.
- Ukubandakanya abantu abanokuwohloka komqondo emibuthanweni kusiza ekulondolozeni umuzwa wabo ontekenteke wokuzazi ukuthi bangobani. Kusiza nasekubavikeleni emizweni yokuzikhipha inyumbazane neyokuba onkom'idla yodwa, engase ibagabhe. Zikhumbuze ukuthi akekho umuntu ongeke akucasukele ukweyiwa.
- Kubalulekile nokungameqi umuntu onokuwohloka komqondo ukhulume nongale kwakhe njengokungathi akekho. Abantu abanokukhubazeka okuhlukahlukene bakhalaza ngokuphathwa ngale ndlela, kodwa kunobungozi kakhulu kubantu abanokuwohloka komqondo. Uma engaphenduli lapho ukhuluma naye, ungase ulingeke kakhulu ukuba ukwenze lokhu. Kodwa ukwenza kanjalo kungabangela ukucasuka, ukukhungatheka nokudabuka okukhulu.

**Njalo khuluma ngokungathi umuntu onokuwohloka komqondo uyakwazi ukuqonda izwi ngalinye olishoyo ngisho noma engakwazi ukuphendula.**

## Kubonakala kuyiqiniso kubani?

Gwema ukugxeka nokulungisa akushoyo.

Lapho ukuwohloka komqondo kukhula, angase adidanise amaqiniso nezinto ezingamaphupho azicabangayo. Zama ukungasabeli ngokumphikisa ngokuqondile lapho esho into owaziyo ukuthi ayilona iqiniso. Kungcono umane ushintshe amagama owasebenzisayo lapho uphendula. Ngakho, uma ethi, 'Kumelwe sihambe manje – umama ungilindile,' ungase uphendule kanje, 'Umama wakho wayevame ukukulinda, akunjalo?' Kugweme ngazo zonke izindlela ukwenza umuntu onokuwohloka komqondo abonakale eyisiwula phambi kwabanye.

Gwema ukuphikisana naye.

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## Obunye ubunzima

Izinhlungu, ukungazizwa kahle, ukugula noma imiphumela engemihle yemithi, nakho kungenza ukukhulumisana kube nzima ngokwengeziwe. Bonana nodokotela masinyane uma usola sengathi yilokho okwenzekayo.

Ukukhulumisana kungase kuphazanyiswe nayinkinga yokubona, ukuzwa noma amazinyo okufakelwa angahlezi kahle.

Qiniseka ukuthi izibuko eziyalelwe udokotela zingezifanele, ukuthi izinsiza-kuzwa zisebenza ngokufanele nokuthi amazinyo okufakelwa asahlezi kahle futhi awamkhathazi.

## Ukuhlale useduze

Uthando lungenza uhlale useduze naye ngisho noma kuba nzima ngokwengeziwe ukuxoxa. Ungadlulisela ukuthi uyamkhathalela futhi uyamthanda ngephimbo lezwi lakho nangendlela omthinta ngayo. Akufanele nanini uwubukele phansi umuzwa wokumqinisekisa ongase uwudlulisele ngokumbamba ngesandla, noma ngokumgaxa (uma kufaneleka). Nakule ndaba siyabona ukuthi izenzo zikhuluma kakhulu kunamazwi.

Mcele lo muntu ukuba akhombe noma alinganise ngesandla uma amagama engafiki.



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