## 家庭議會家庭教育系列-家·多一點愛 在乎你 Family Council Family Education Programme – Love Your Family More

第十二集:溝通不隔「幕」 - 專家意見

Episode 12: Breaking the Communication Barrier—Expert's Advice

## 字幕稿

Transcript

中文	English
[與家人使用即時通訊軟件時,如	[How to avoid misunderstandings in
何避免出現誤會?]	communicating with family members through
	instant messaging applications?]
即時通訊軟件	Instant messaging applications
容許我們用很多表情符號	provide us with many emojis to better
	communicate emotions
但也有它的問題存在	However, they can also cause problems
有時侯動作太快	Sometimes you may send the wrong
會傳錯訊息	messages when texting quickly
另外,對不同的表情符號	Besides, even for the same emoji,
各人也不同的理解	people may have different interpretations
譬如這個手勢	Such as this folded hands emoji,
有些人把它稱作「祈禱手」	Some people call it "the prayer hands"
有些人把它稱作「同意手」	Some people think it means "OK"
有些人把它稱作「拜託手」	or "please"
每個人的理解都不同	Everyone has different interpretations
我們乍看之下	People tend to believe what they interpreted
就會堅信是自己理解的意思	is the only correct meaning
而且,人的情緒不是看一看就能明	Moreover, people's emotions are difficult to
白	read
我覺得使用這些表情符號時	We need to think twice before using these
也要三思後才使用	emojis,
特別是對一些需要詳細討論的主	especially when we are discussing something
題	with complicated context
就不要用一、兩個表情符號來代替	In this case, it is more appropriate to have
不如跟對方說:	face-to-face communication rather than using
我們見面再說吧	emojis to express yourselves

## 就更加穩當

[如何化解家庭成員間的誤會?] 在剛才的片段裡面 子女誤會了媽媽的意思 以為媽媽能議價到一半

誤會的產生 這是全家人都不希望的 不過,我很喜歡這句 「始終都是一家人」 家人之間要說清楚 說的時候 不要整天把「你」字放在口邊:

「你明知道我的意思是這樣!」

反而應該承認自己在事件上 其實也有遺漏 例如:「我不小心看錯了訊息 對不起媽媽」 大家一人走一步 一人出一分力 甚麼困難始終都可以解決

[如何善用即時通訊軟件,促進家 庭和諧?] 即時通訊軟件的最大的好處 就是與家人約會的時候格外方便

很多時候我們會建立 例如團年飯群組 又有中秋節群組 方便大家回覆之餘 又可以立刻約出來見面

而另一個好處 就是當我們知道有家人不開心 有些截圖 [How to resolve conflict within your family?] In the video,

the children misunderstood their mother They thought their mother had bargained for half-price deal

Nobody wants to see misunderstandings occur between family members
I like this expression very much
"Always a family"

Express your thoughts clearly when you talk to your family members,

Stop saying "you",

or "You know I mean it this way!" all the time

Instead, you should admit your own oversight

For example, you may say "sorry mum, I have misunderstood the message"

Meet one another half way,

Each family member contributes their part, all difficulties can be eventually resolved

[How to encourage family harmony by wisely use of instant messaging applications?]

The biggest advantage of instant messaging applications is that it makes arranging family gatherings more convenient we often create chat groups, such as Year-end dinner groups,

Mid-Autumn Festival groups

It is easy for everyone to reply

It also allows you to arrange for last minute gathering

Another advantage is when we know some family members are upset, we can show our sincere care by capturing

有些字句	and sending online pictures and text for them
可以轉發給他	
代表我們一份很真實的關懷	