“Communication Skills”

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Topics:
1. Definition
1. Communication Skills – one that allow you to understand and be understood by others.

- Speaking
- Observing
- Listening
- Empathizing
2. Verbal Communication – use of words to share information with other people

– Reinforcement
– Questioning
3. Non-Verbal Communication – communicating without use of words (speaking or writing)

– Eye Contact
– Facial Expressions
– Personal Appearance
– Body / Hand Movements
• **Mis-Communication**
  
  – Dale Carnegie – Author of “How to make friends and influence people”
    
    • 90% of all management problems are caused by miscommunication.
    
    • “It’s not what you tell them ... it’s what they hear”

  – Teacher says “Submit the assignments on or before 26\textsuperscript{th} of this month”.
A picture is worth a thousand words
FOR A FAIR SELECTION EVERYBODY HAS TO TAKE THE SAME EXAM! PLEASE CLIMB THAT TREE
He fed her cat food
Thank U
&
Questions?