• COMMUNICATION SKILLS
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COMMUNICATION

• WHAT IS COMMUNICATION?
• RECEIVING INFORMATION
• SENDING INFORMATION
• ELICITING INFORMATION
TYPES

• VERBAL

• NON VERBAL
METHODS OF COMMUNICATION

• 1. Olden days - pigeon / sky route
• 2. Runner
• 3. Post/Telegram/Courier
• 4. Telephone
• 5. INTERNET - EMAIL
• 6. SMS; WHATSUP
• 7. SOCIAL MEDIA
• 8. 3 Ts
• Telephone conversation
• EFFECTIVE COMMUNICATION
The Four Communication Skills

- Thinking
- Listening
- Speaking
- Nonverbal
Communication tips

Pick out the good communication tips to help Patrick.

- Ask questions if you are not sure.
- Talk louder than everyone else.
- Focus on the background noise.
- Listen carefully.
- Prepare your questions.
- Write everything down.
- Try to understand other people’s point of view.
- Express yourself clearly.
BARRIERS TO EFFECTIVE COMMUNICATION

• 1. Complicated long words
• 2. unclear pronunciation
• 3. Not checking for understanding
• 4. Outside disturbances
• 5. Not using Body language
• 6. Not summarizing – extempore lecture
• 7. Not connecting to audience
Over coming the barriers of effective communication

- Effective Questions
- Summarizing what has been said
- Connecting with the audience
- Simple Words
- Body language (Smile, Eye contact, Gestures, tone)
- Seeking Participation
- Checking for understanding
- Cultural Sensitivity
NON VERBAL

• 1. BODY LANGUAGE

• 2. SIGNS AND SYMBOLS

• 3. SIGNALS AND SOUNDS
HAVE A HIGH OPINION OF YOURSELF
• BEST WISHES