

- COMMUNICATION SKILLS
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COMMUNICATION

- WHAT IS COMMUNICATION ?
- RECEIVING INFORMATION
- SENDING INFORMATION
- ELICITING INFORMATION

TYPES

- **VERBAL**

- **NON VERBAL**

Communication Skills



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**








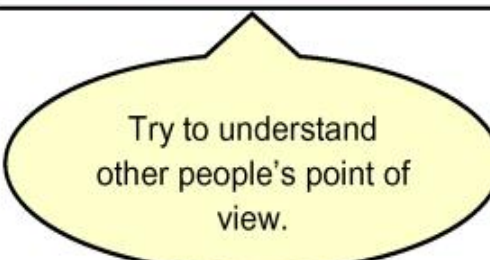
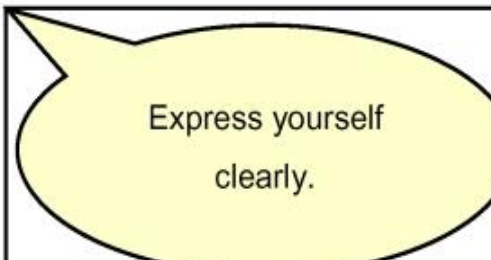
The Four Communication Skills





Communication tips

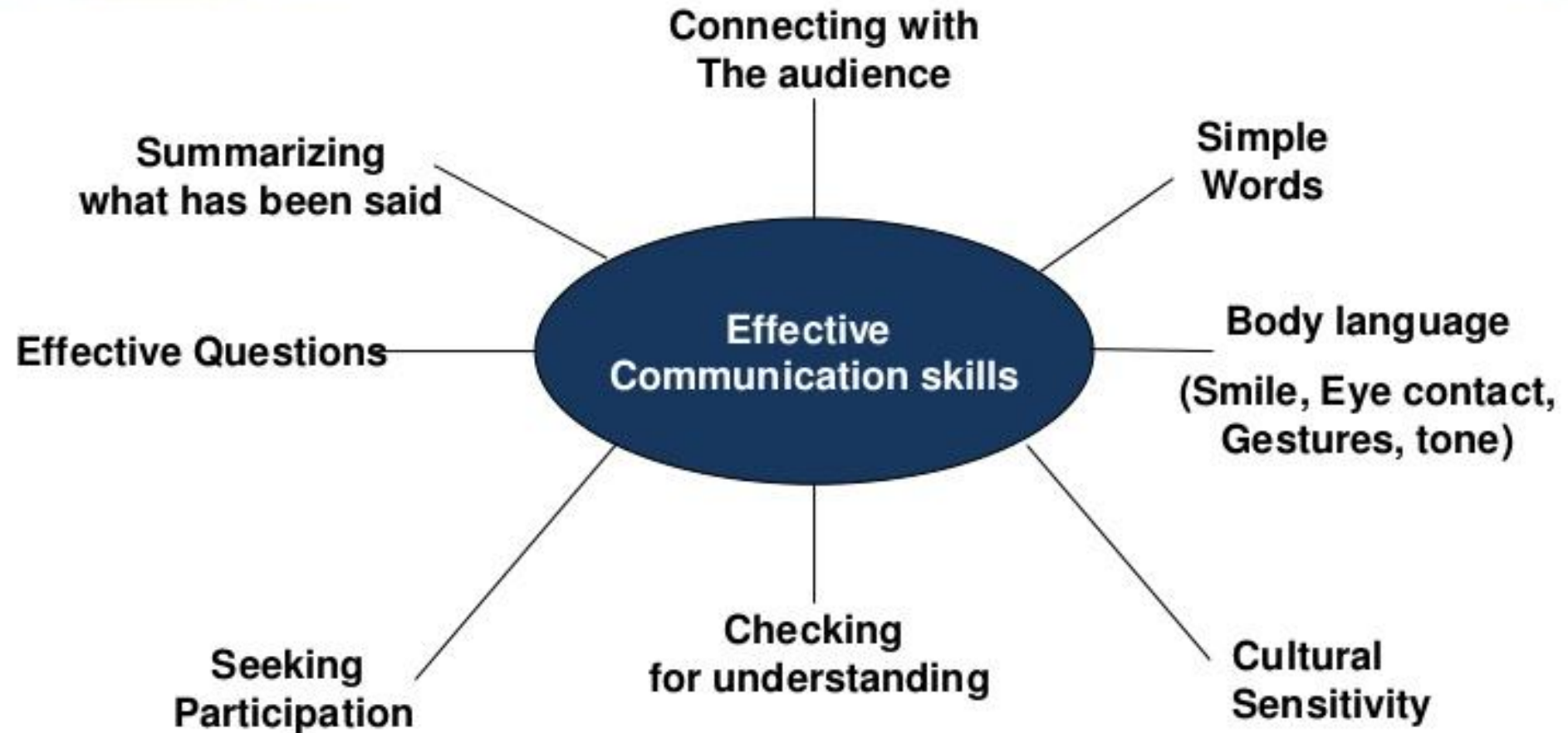
Pick out the good communication tips to help Patrick.

 <p>Ask questions if you are not sure.</p>	 <p>Talk louder than everyone else.</p>	 <p>Focus on the background noise.</p>
 <p>Listen carefully.</p>		 <p>Prepare your questions.</p>
 <p>Write everything down.</p>	 <p>Try to understand other people's point of view.</p>	 <p>Express yourself clearly.</p>

BARRIERS TO EFFECTIVE COMMUNICATION

- 1. Complicated long words
- 2. unclear pronunciation
- 3. Not checking for understanding
- 4. Out side disturbances
- 5. Not using Body language
- 6. Not summarizing – extempore lecture
- 7. Not connecting to audience

Over coming the barriers of effective communication



NON VERBAL

- 1.BODY LANGUAGE
- 2.SIGNS AND SYMBALS
- 3.SIGNALS AND SOUNDS







HAVE A HIGH OPINION OF YOURSELF

- **BEST WISHES**

