

“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.

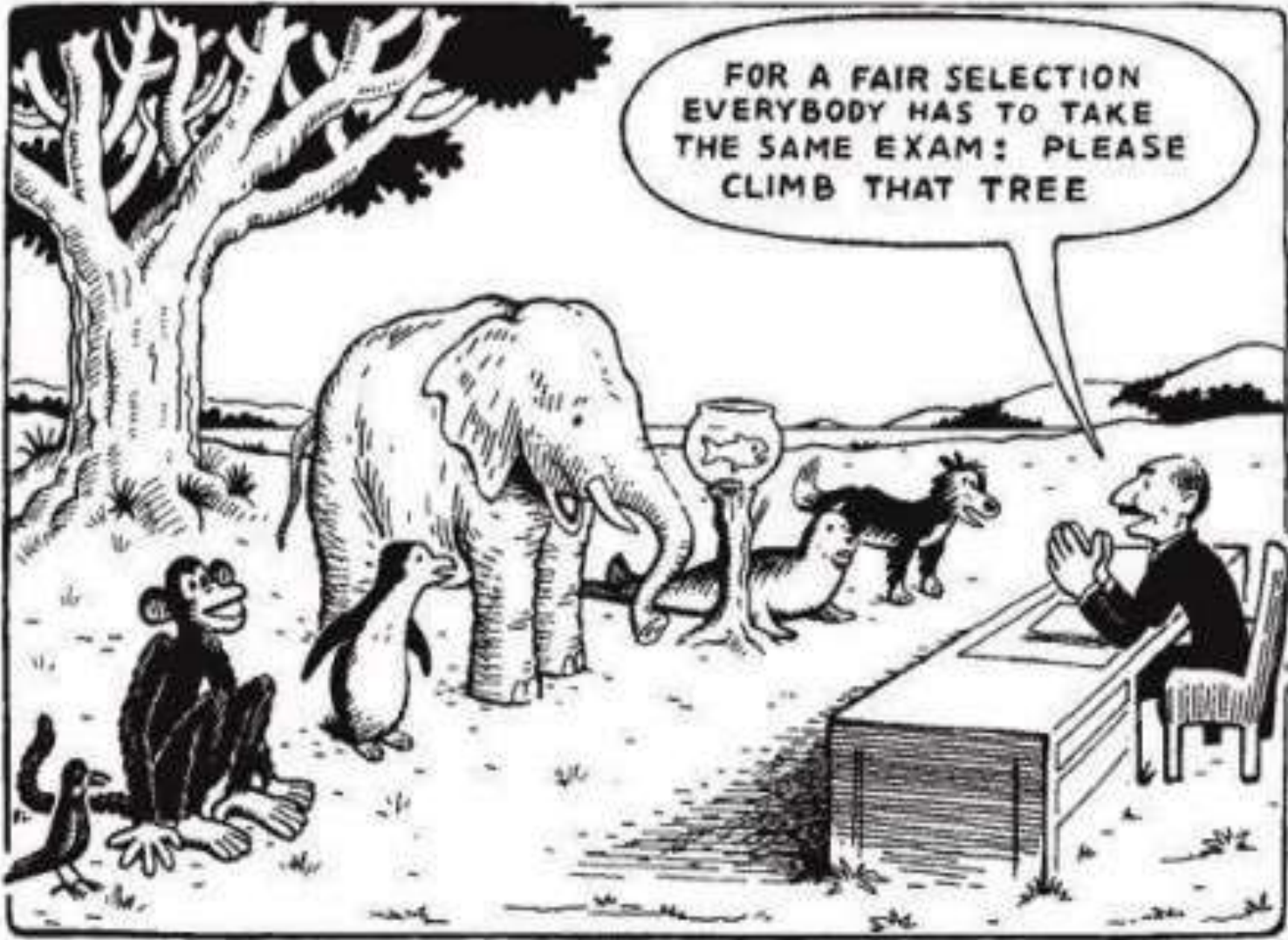
- “It’s not what you tell them ... it’s what they hear”

- Teacher says “Submit the assignments on or before 26th of this month”.

A picture is worth a thousand words



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He fed her cat food

Thank U
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Questions ?