**THE FOUR C´s OF COMMUNICATION**

1. Clear
2. Complete
3. Correct
4. Climate

**CORRECTNESS**

Grammar, spelling and accurate information plays a vital role in order to have a communication that is correct.

Instead of too much of information, be clear with the grammar, sentences, punctuations and capital letters

* Accurate information
* Grammar – Punctuations, tenses
* Spelling
* Accuracy

**CLARITY**

There are various components which contribute immensely in making verbal and written communication more clear like structuring, tone, choice of words, intonation(voice modulation, speed).

Clarity

* Structuring
* Tone
* Information
* Pacing
* Empathy
* Emphasis
* Choice of words
* **COMPLETENESS**
* Various channels of communication, active reading, active listening, probing techniques etc. completes the communication including paraphrasing.

Complete

* Active reading
* Active listening
* Probing Techniques
* **CLIMATE**
* For any actions that takes place, there is one dominant skill and some hidden skills that are important.
* Culture
* Impression management
* Professionalism
* Building relationship
* Assertiveness
* Inter personal skills
* Positive self talk
* Energy level