



Communication Skills

God gave us a mouth and two ears to communicate

People failing to communicate create confusion, frustration and problems. Communication is the exchange or two-way flow of information and ideas between two or more persons.

Communication is the most important skill to fulfill your role as an ASHA. There are different forms of communication

- Verbal communication
- Non-verbal communication
- Written communication

As an ASHA you need to use all three types of communication.

Verbal communication

This is the most common mode of communication used. Normally, we think communication is completed once we have orally delivered the message. But that is not true. Chances are that the message was not received properly. To know if your message was received properly, ask the person whether she/he understood the message and take feedback. In short, effective communication is two-way. One-way communication is usually not effective.