

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

# COMMUNICATION SKILLS

# OBJECTIVES

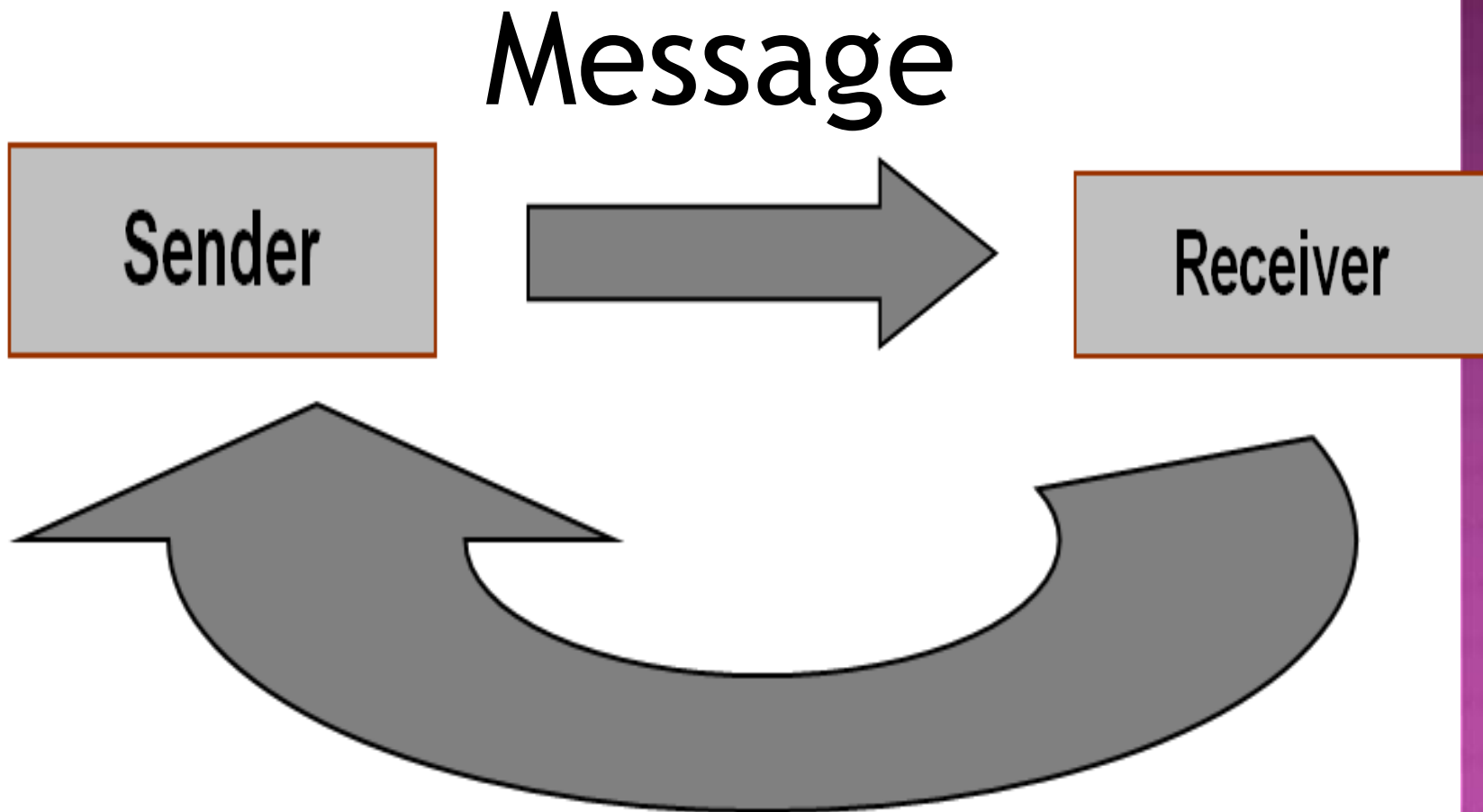
- ◉ What is communication
- ◉ What is communication skills
- ◉ Ways of communication
- ◉ Verbal communication
- ◉ Non verbal communication
- ◉ Listening skills
- ◉ Communication styles
- ◉ Effective and ineffective communication
- ◉ Characteristics of a good communicator
- ◉ Barriers to communication
- ◉ Ways to overcome these barriers
- ◉ How to improve communication skills
- ◉ Consequences of ineffective communication
- ◉ Communication skills in clinical settings

# COMMUNICATION

- The act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else.



# COMMUNICATION IS A TWO-WAY PROCESS:



# WHAT ARE COMMUNICATION SKILLS?

- Communication skills are set of skills required for effective communication
- The purpose of communication is to get your message across to others.
- This is a process that involves both the sender of the message and the receiver.

- ◎ This process leaves room for error, with messages often misinterpreted by one or more of the parties involved. This causes unnecessary confusion and counter productivity.
- In fact, a message is successful only when both the sender and the receiver perceive it in the same way. By successfully getting your message across, you convey your thoughts and ideas effectively.

# WAYS OF COMMUNICATION:

- Verbal communication
- Written communication
- Non verbal communication
- Listening



# COMMUNICATION:



# VERBAL COMMUNICATION:

- Includes spoken words
- Tone
- Volume
- Rhythm
- Cultural differences
- Slang

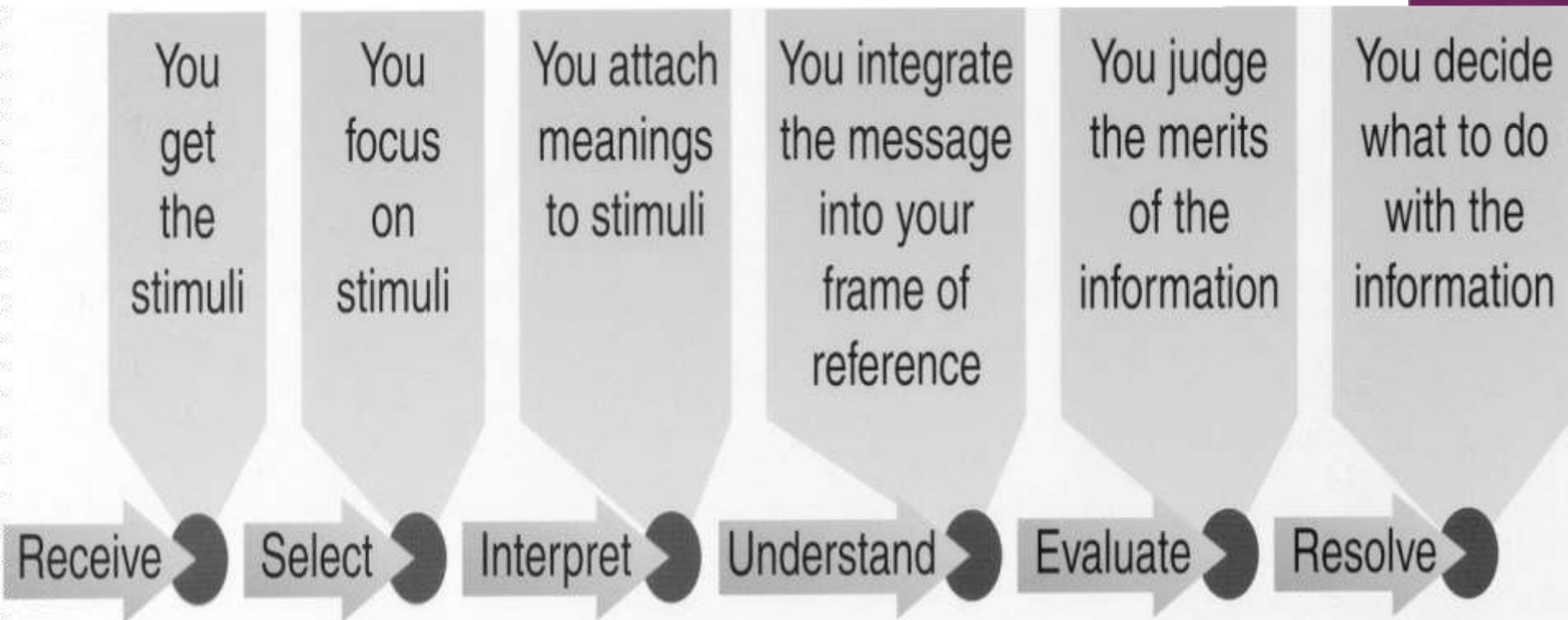
# NONVERBAL COMMUNICATION

- All behaviors that express messages without the use of words
- Body movement
- Physical appearance
- Personal space
- Touch
- Body language
- Cultural considerations

# LISTENING SKILLS:

- Active listening sends the message that you want to understand what is being said, and the person speaking is important to you.
- Being a good listener builds healthy relationships

# THE PROCESS OF LISTENING:



# COMMUNICATION STYLES

## ➤ **Passive Communicators:**

Passive communicators do not stand up for themselves or defend their attitudes or beliefs.

## ➤ **Aggressive Communicators:**

Aggressive communicators often try to get their way through bullying and threats.

## ➤ **Assertive Communicators:**

Assertive communicators defend their attitudes and beliefs, but they also respect the rights of others.

# Effective Communication

Active, Focused

Pays attention

Asks Question

Keeps Open Mind

Assimilates  
Information

# Ineffective Communication

Passive,

Easily distracted

Does not ask  
Question

Has  
Preconceptions

Disregards  
Information



# KEY COMPONENTS OF EFFECTIVE COMMUNICATION:

- Self-awareness: be aware of the feeling you have about yourself and others
- Empathy: ability to recognize and share the emotions and state of mind of another and to understand the meaning and significance of that person's behavior

- ◉ **Genuineness:** Convey a sense of care and truthfulness.
- ◉ **Respect:** shows respect towards the opinion or thinking of others.

# BARRIERS TO COMMUNICATION:

- Language
- Values and beliefs
- Gender and age
- Economic status
- Educational level
- Physical barriers
- Attitude
- Timing
- Understanding of message
- Trust

# WAYS TO OVERCOME THESE BARRIERS

➤ Physical barriers- try to use face-to-face communication frequently.

Perceptual barriers- recognize we have different values and try to be acquainted with other person's values.

Emotional barriers- try to build trust

- Cultural barriers- recognize differences in meaning, pacing, volume and gesture, space, and touch.
- Language barriers- learn more about different cultures, relax, try to find a place where there are not many additional stimuli to take away from the exchange of messages

# HOW TO IMPROVE COMMUNICATION SKILLS

- Knowledge of the subject
- Know your audience—individuals or groups
- Message--- clear, concise, to the point, well organized
- Channel--- verbal, non verbal including written
- Feedback---verbal or non verbal
- Context-----environment setting
- Control of anxiety
- Etiquettes (manners)

# CONSEQUENCES OF INEFFECTIVE COMMUNICATION

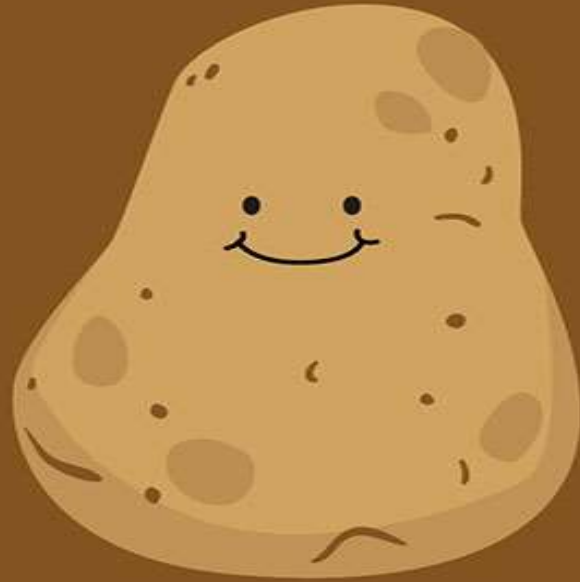
- Poor learning--- hindrance in education
- Poor performance or in-competency
- Misunderstandings and confusions
- Psychological problems

# COMMUNICATION SKILLS IN CLINICAL SETTINGS

- Knowledge
- Welcome remarks
- Calling by name
- Shaking hands
- Active listening
- Positive body language
- Questioning
- Explaining
- Answering the queries
- Reassurances and problem solving attitude



**captain  
scoop**



**Potatoes were the first food to be grown in space. In 1996, potato plants were taken into space with the space shuttle Columbia.**



**THANK  
YOU**