

Communication:

07/06/2024

Types: and ways to use them:

Verbal:

- * Use a strong, confident speaking voice.
- * Use active listening
- * Avoid filler words
- * Avoid industry jargon when appropriate

Non-Verbal:

- * Notice how your emotions feel physically
- * Be intentional about your non-verbal communications
- * Mimic nonverbal communications you find effective

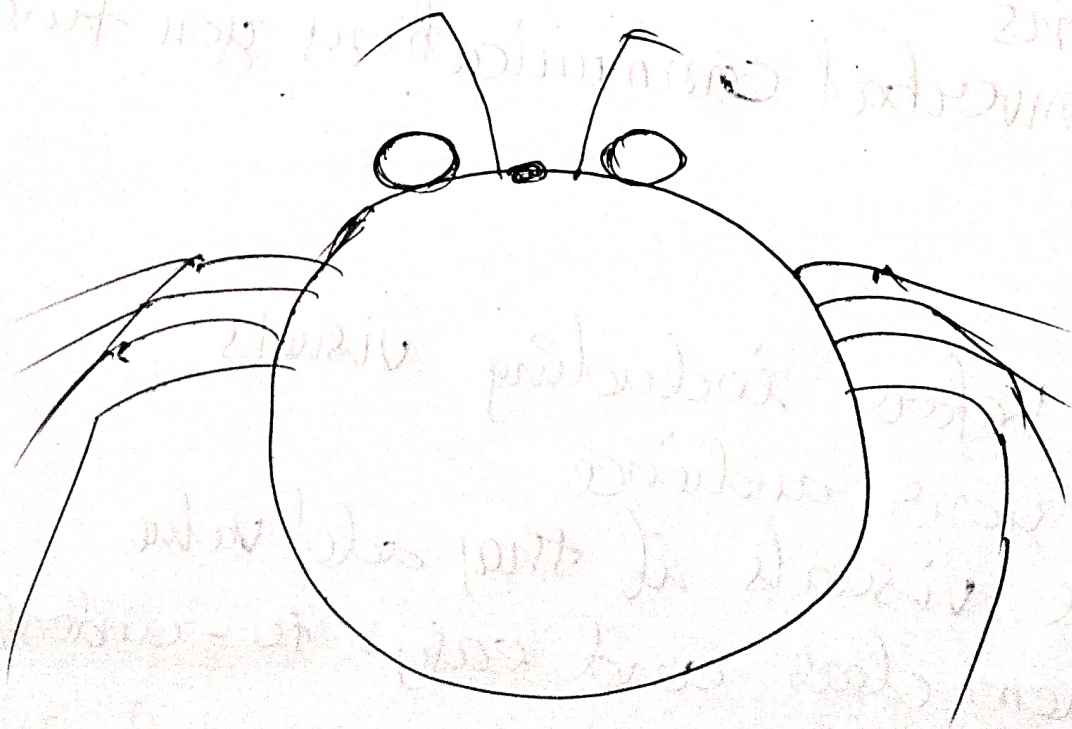
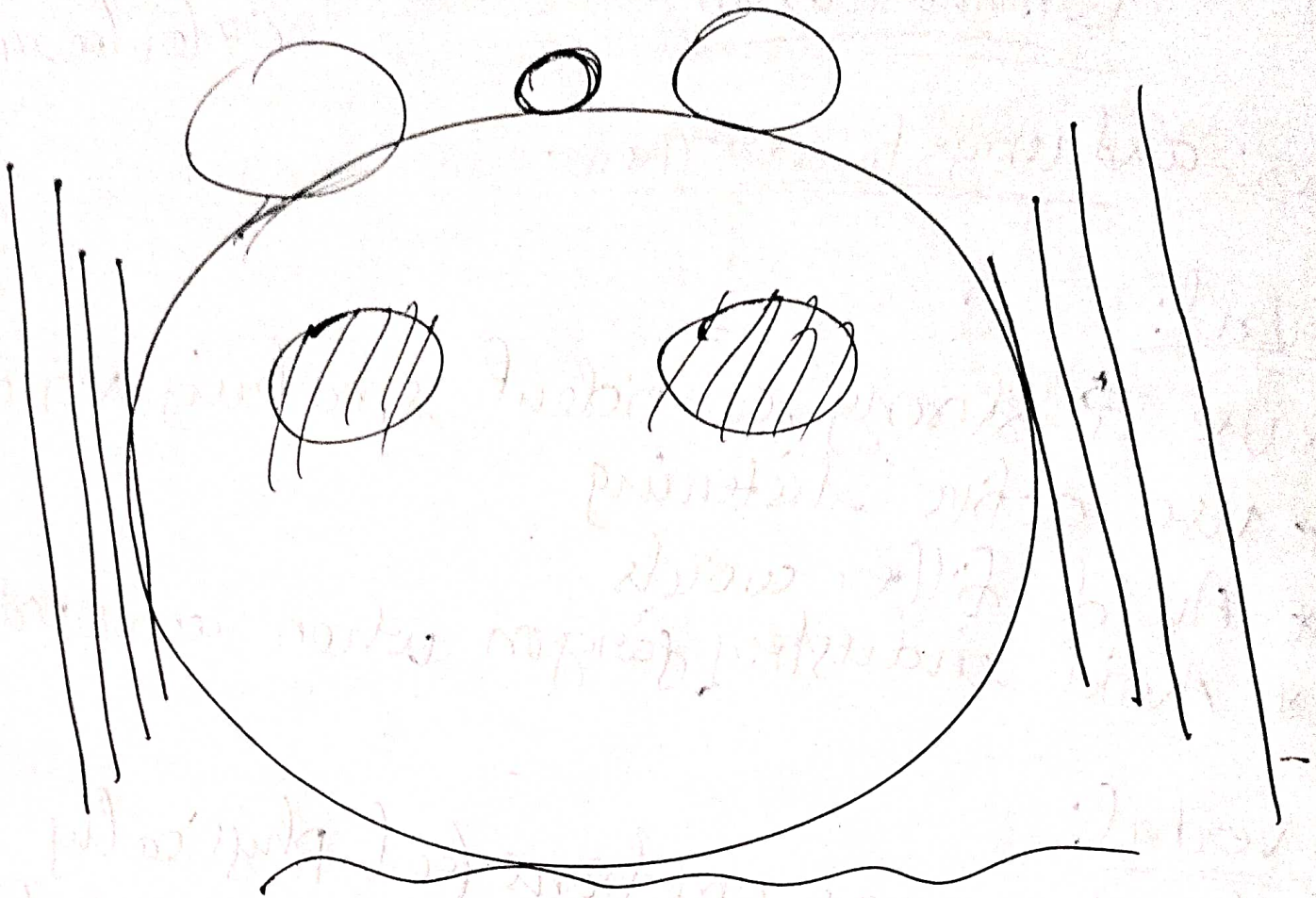
Visual:

- * Ask others before including visuals
- * Consider your audience
- * Only use visuals if they add value
- * Make them clear and easy-to-understand

Written:

- * Strive for simplicity
- * Don't rely on tone
- * Take time to review your written communication

1.



7-Cs of Communication Checklist:

- Clear - Make objective clear. Avoid complex words & phrases
- concise - keep it clear and to the point. Avoid filler words & sentences.
- concrete - Be specific not vague. Use facts and figures to support your message
- correct - Try to avoid typos. Use correct facts and figures. Use the right level of language
- coherent - Does your message make sense? Ensure it flows logically. Avoid covering too much.
- complete - Does the message contain everything it needs to. include a call-to-action
- Courteous - Being polite builds goodwill. Ensure message is tactful.

Effective Communication:

- * Effective communication is a two way process - sending the right message to the right person.
- * Effective communication includes all the aspects of visual, auditory and kinesthetic approach to appeal the listener.

1. Visual Learners: ~~the~~ those that need to see pictures and graphs to visualize.
2. Auditory Learners: those who need to hear the information
3. Kinesthetic Learners: those who need to engage in an activity in order to grasp a concept.

Appropriate usage of Verbal, Nonverbal, and Written communication is important for effective communication.