

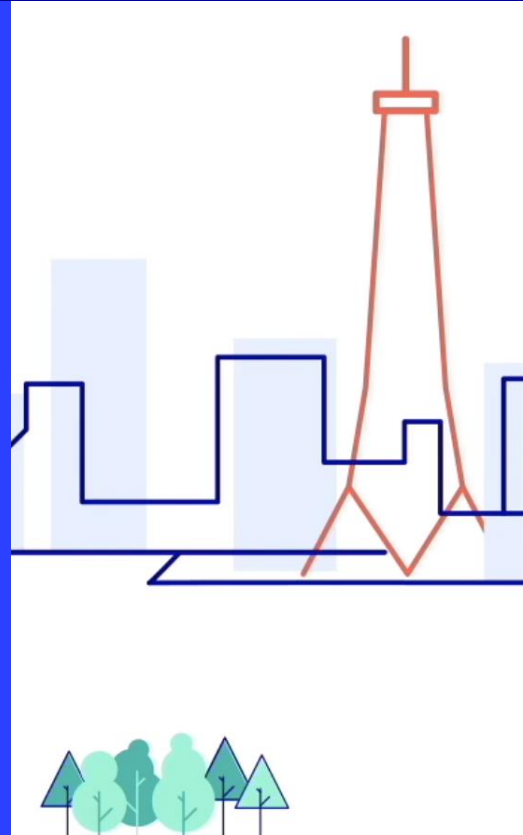
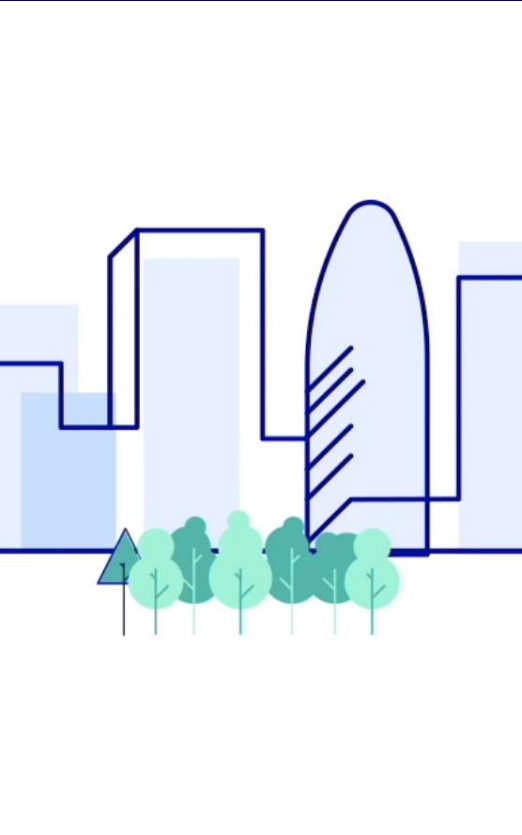


# Introduction to Effective Communication

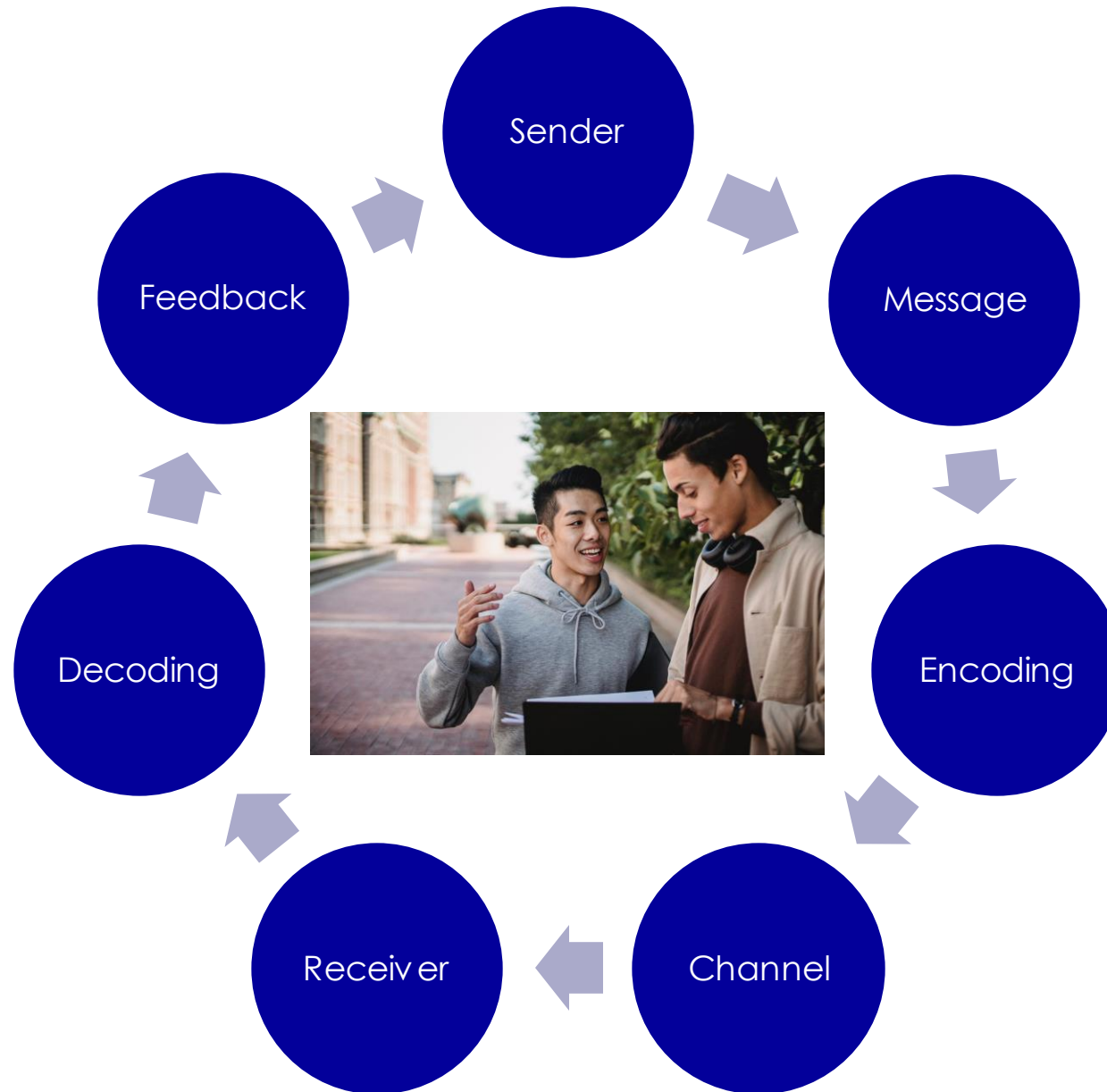


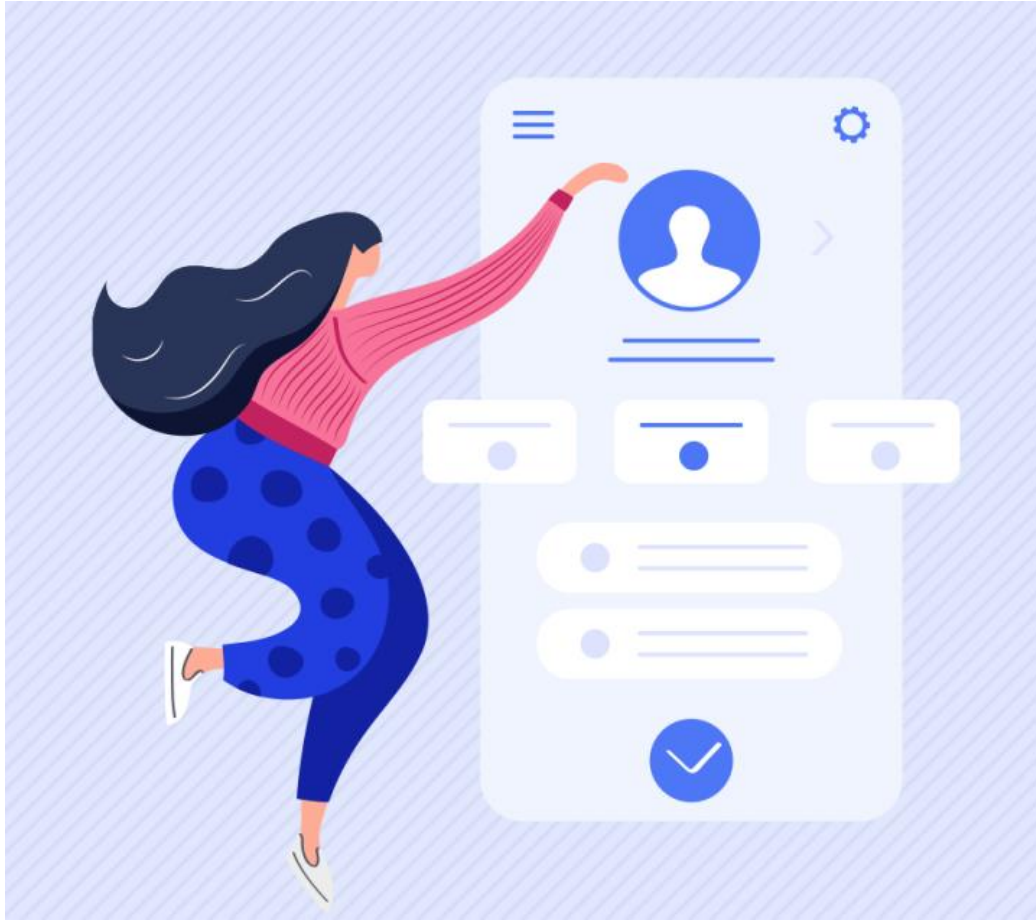
**Communication** is a process by which information is exchanged between individuals.

# The Communication Cycle



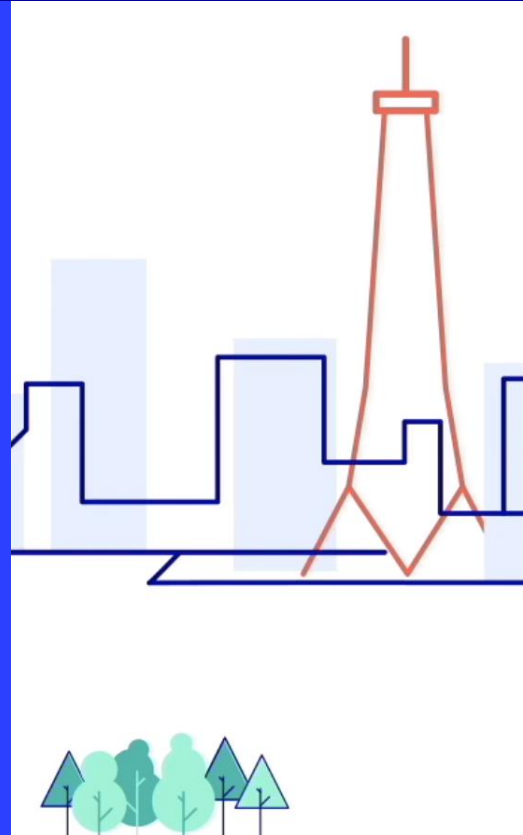
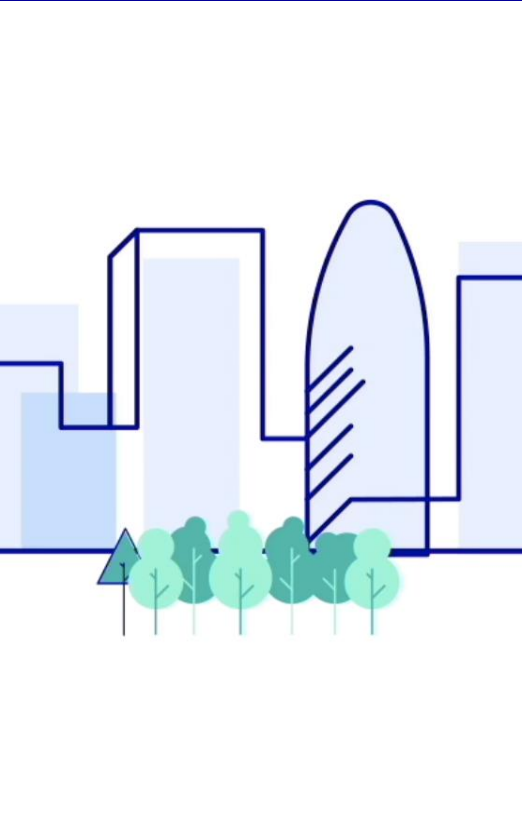
# The Communication Cycle





- **Sender** the person or entity originating the communication
- **Message**: the information that the sender wishes to convey
- **Encoding**: how the sender chooses to bring the message into a form appropriate for sending
- **Channel**: the means by which the message is sent
- **Receiver**: the person or entity to whom the message is sent
- **Decoding**: how the receiver interprets and understands the message
- **Feedback**: the receiver's response to the message

# Communication Tips



## Tip #1: Provide clear information



- Make use of bullet points
- Make use of visuals
- Make use of data
- Use timelines
- Action items
- Ask for clarification





## Tip #2: Don't just hear - listen



- Keep an open mind
- Picture what the speaker is saying
- Don't interrupt and don't impose "solutions" yet
- Feel what the speaker is feeling





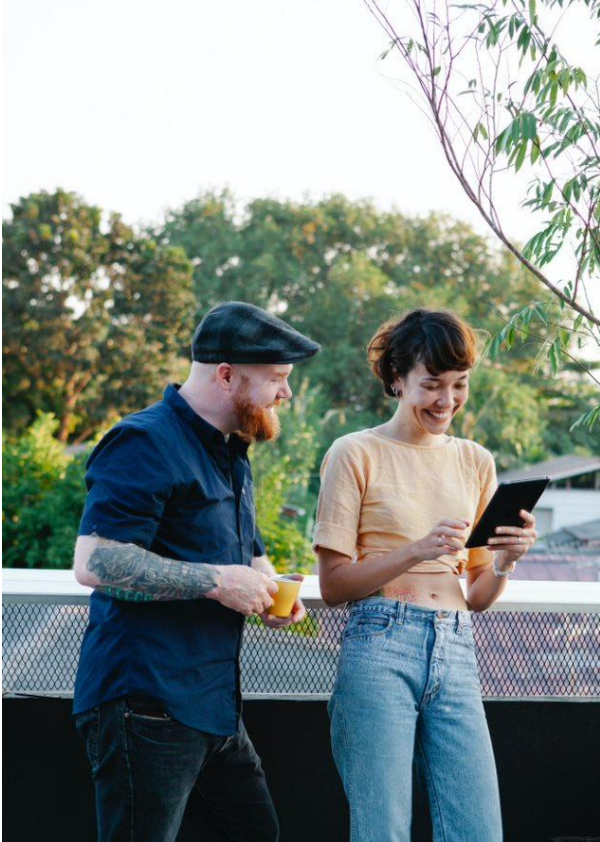
## Tip #3: Ask questions



- Ask for further information
- Identification of issue
- Outcomes
- Taking actions



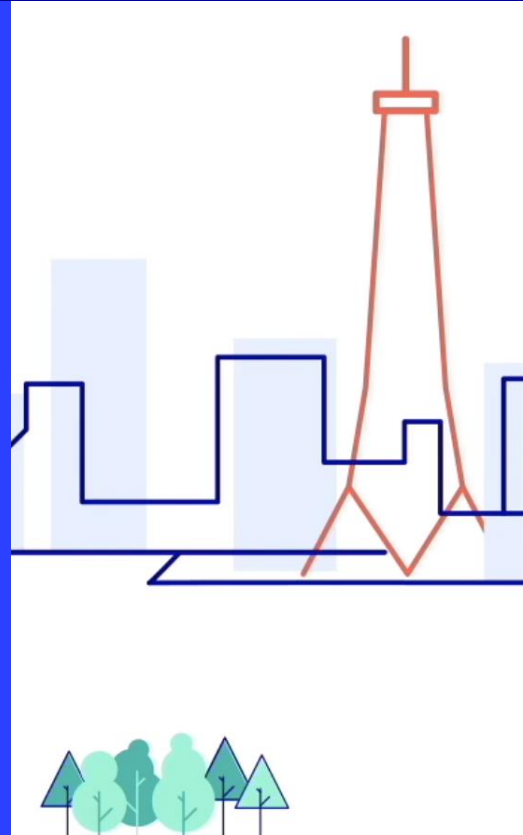
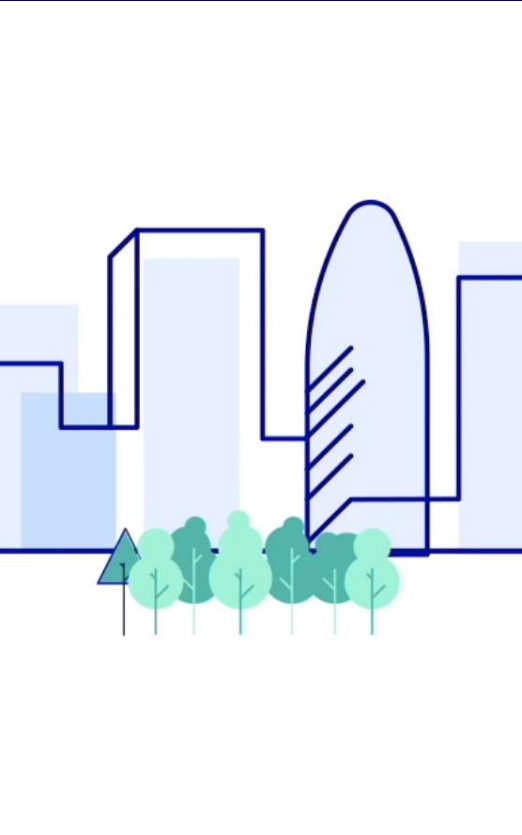
## Tip #4: Handle conflict with diplomacy



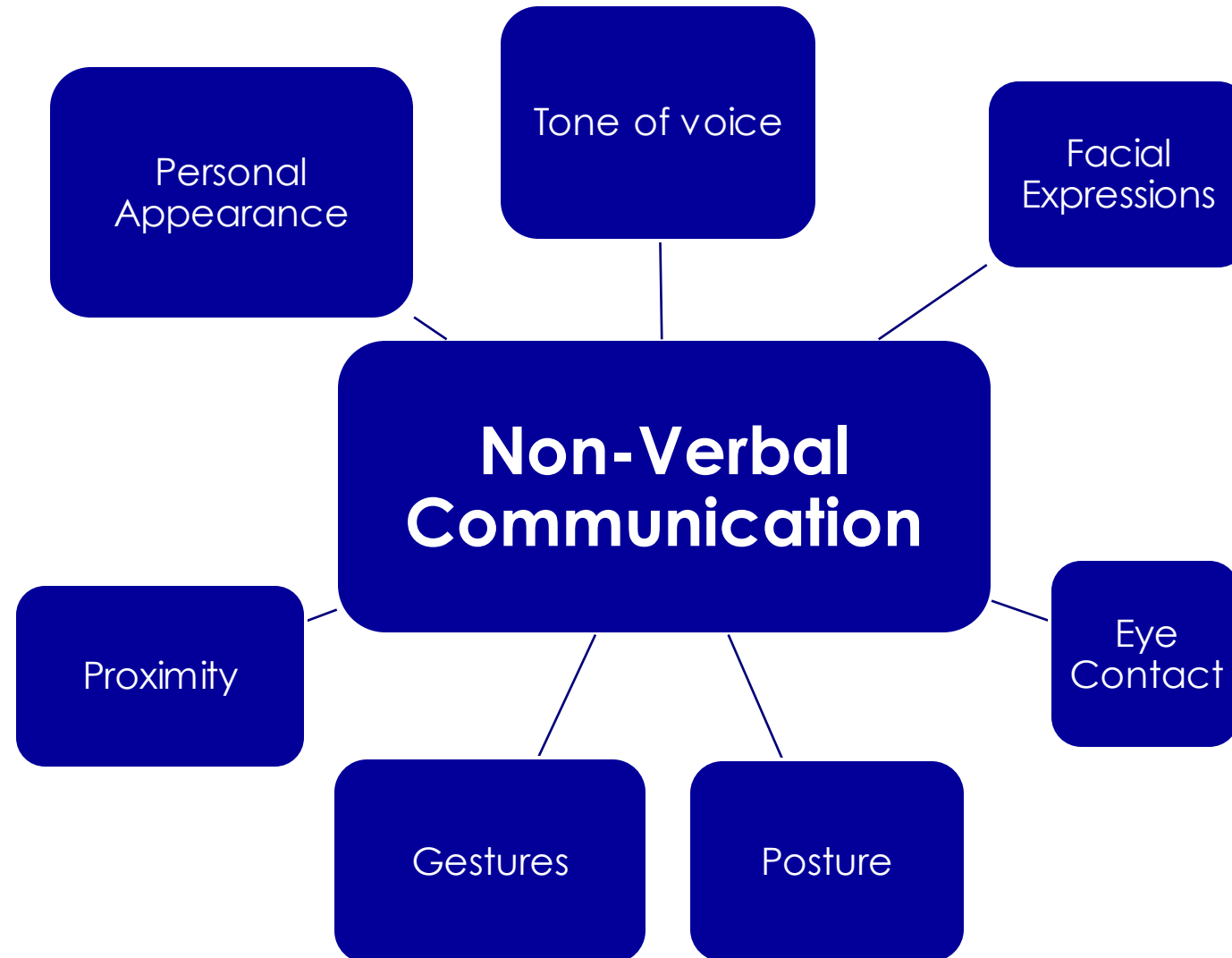
- Ask for further information
- Identification of issue
- Outcomes
- Taking actions



# IN-PERSON COMMUNICATION TIPS



## Tip #6: Combine verbal and non-verbal





A person stands on the peak of a dark, jagged mountain, their arms raised in a gesture of triumph or gratitude. Below them, a vast, soft sea of white clouds fills the valley, with distant mountain peaks visible on the horizon. The sky is a deep, layered blue. The entire scene is overlaid with a semi-transparent blue filter.

# THANK YOU

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