Communication:

Principles:

Listening: Ensuring you are taking in the words and the processing it to understand what is being said.

Body language: Appear attentive and interested

***Real message is the one received, not the one intended.***

Effect on Business:

* Loss of potential Business
* Poor Morale
* Lack of coordination – Interdepartmental communication on project work

Barriers to Communication:

* Language barrier – regional dialect
* Technical barriers – Use less complicated form of information
* Cultural Differences
* Personality Differences
* Geographical barriers

**Verbal/Vocal/Visual**

“The most important thing is hearing what is being said”

Body Language:

* Be at the same level as them
* Respect personal space
* Maintain appropriate eye contact
* Lean in to show interest
* Use open gestures
* Relax

Questions:

Open Questions/Closed Questions

Different Personalities:

* Extroverts
* Introvert
* Supporter
* Director
* Analytical