

Communication Skills — Basics

Communication Process

- Sender, message, channel, receiver, feedback, noise.
- Importance of clarity, context, and audience awareness.

Barriers to Communication

- Physical, semantic, psychological, organizational barriers.
- Overcoming barriers with feedback, simplicity, active listening.

Non■Verbal Communication

- Body language, facial expressions, gestures, posture, proxemics.
- Role in reinforcing or contradicting verbal messages.