



EFFECTIVE COMMUNICATION AND COMMUNICATION SKILLS

WHY IS COMMUNICATION IMPORTANT?

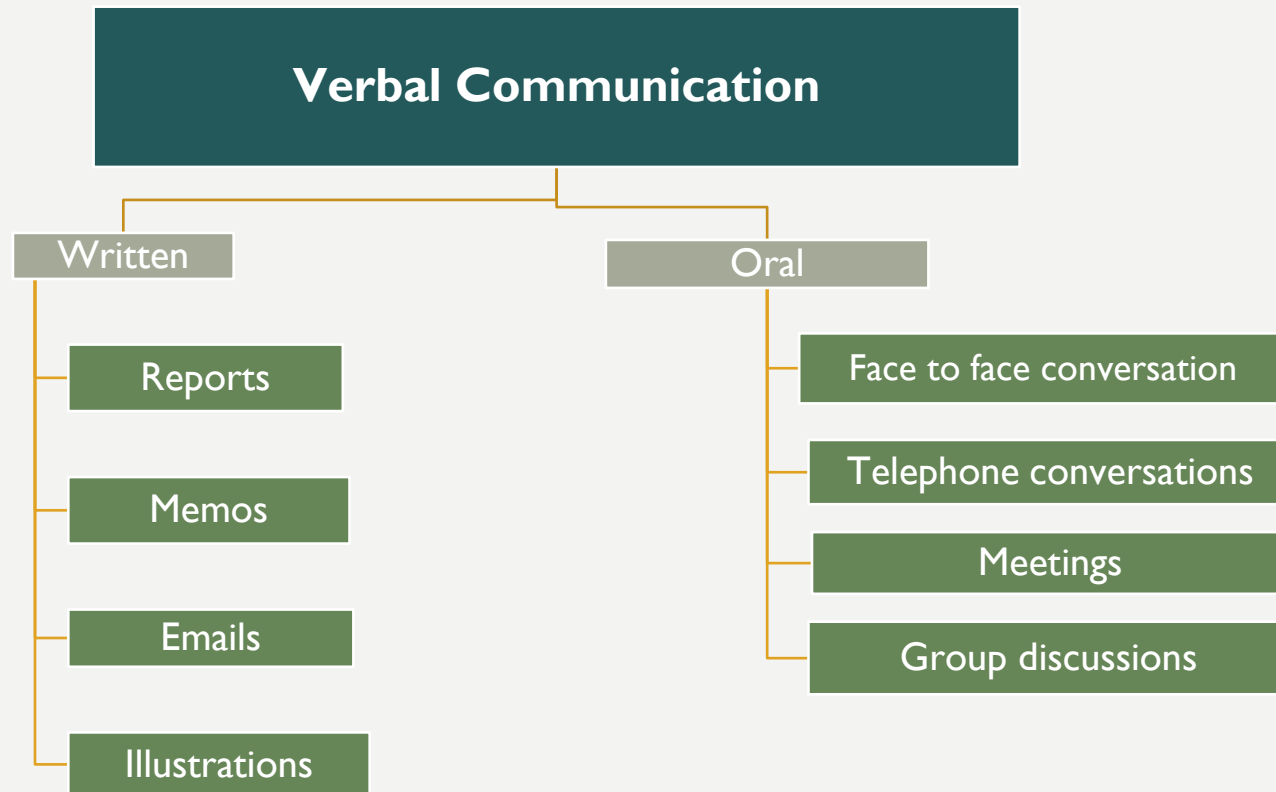
- Important for expressing information, behaviour and our feelings and thoughts.
- Helps to understand and respond to other's feelings, thoughts, knowledge and behaviour.



THE 7 C'S OF COMMUNICATION

1. Clear
2. Concise
3. Coherent
4. Commanding
5. Complete
6. Correct
7. Courteous

VERBAL COMMUNICATION



NON-VERBAL COMMUNICATION

- Descriptive of the underlying components of communication that are also transmitted with the verbal components.



- Non-verbal Communication

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graph TD; A[• Non-verbal Communication] --> B[• Paralanguage]; A --> C[• Kinesics]; B --> D[• Accent]; B --> E[• Emphasis]; B --> F[• Speed]; B --> G[• Intonation]; C --> H[• Gestures]; C --> I[• Proxemics]; C --> J[• Eye contact]; C --> K[• Posture]; C --> L[• Facial expressions]; C --> M[• Haptics];
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- Paralanguage

- Accent

- Emphasis

- Speed

- Intonation

- Kinesics

- Gestures

- Posture

- Proxemics

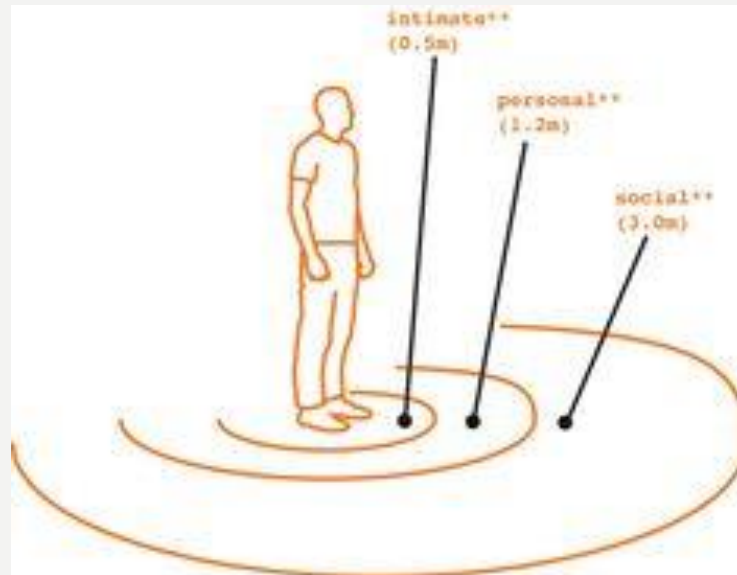
- Facial expressions

- Eye contact

- Haptics

PROXEMICS

- The requirement of personal space and the degree of separation that individuals maintain between each other in social situations.



INTIMATE



PERSONAL



SOCIAL



PUBLIC



FACIAL EXPRESSIONS

- The human face is extremely expressive and unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.



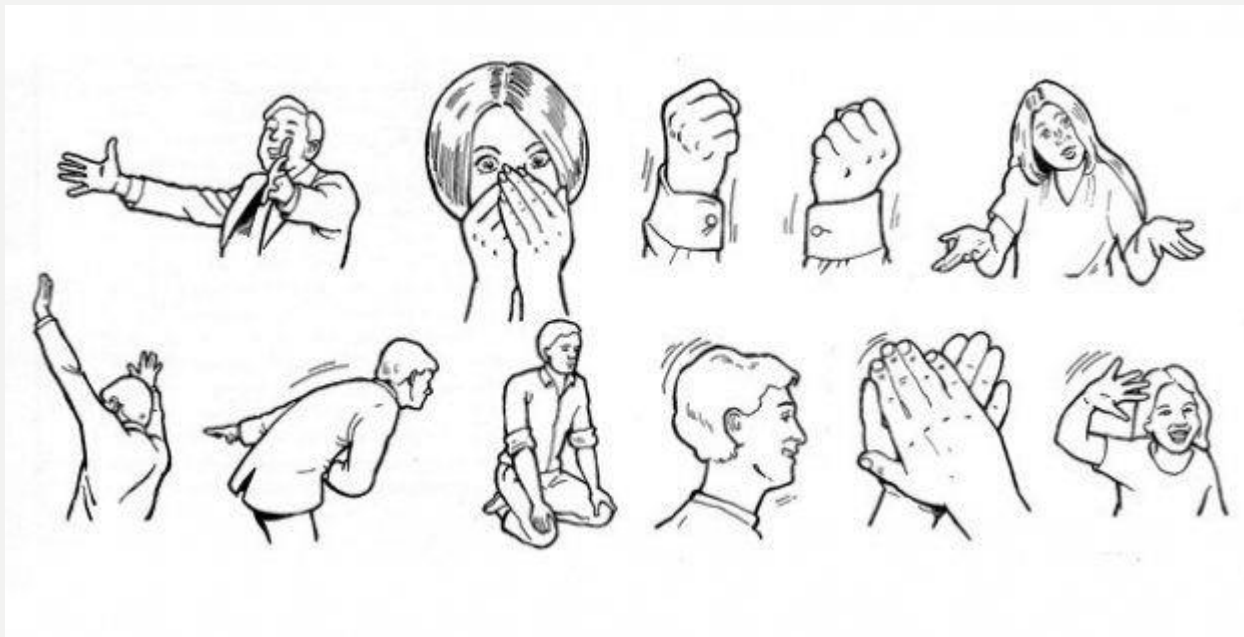
EYE CONTACT

- A form of communication and is thought to have a large influence on social behaviour.



GESTURE

- A movement of part of the body, especially a hand or the head, to express an idea or meaning



POSTURE

- The position or bearing of the body whether characteristic or assumed for a special purpose which may indicate personality traits such as confidence, submissiveness, and openness.



SHOULDER SHRUG



THE 'RING'



FOLDED HANDS



PALM POSITIONS

THE PALM-UP POSITION

The palm facing up is used as a submissive, non-threatening gesture, reminiscent of the pleading gesture of a street beggar.



THE PALM-DOWN POSITION

When the palm is turned to face downwards, it signifies authority and dominance.

THE PALM-CLOSED-FINGER-POINTED POSITION

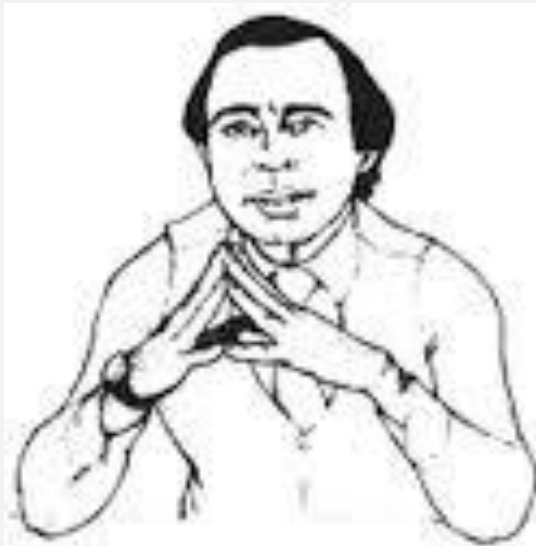
For this gesture, the palm is closed into a fist and the pointed finger becomes a symbolic club with which the speaker figuratively beats his listener into submission.



RUBBING HANDS



HANDS STEEPLE



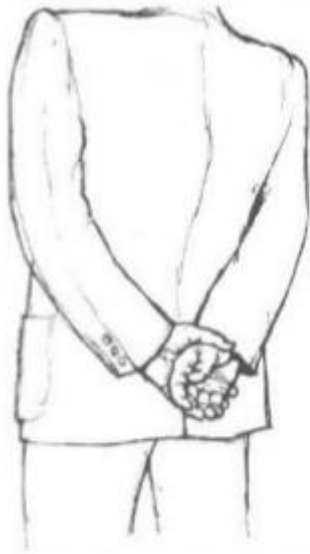
The raised steeple



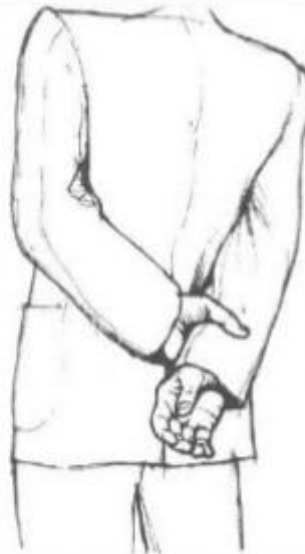
The lowered steeple

GRIPPING HANDS

1.2 Hand and Arm gestures



holding palm-in-palm



hand-gripping-wrist



hand-gripping-elbow

TOUCHING THE NOSE



COLLAR PULL



PARTIAL ARM CROSS BARRIER



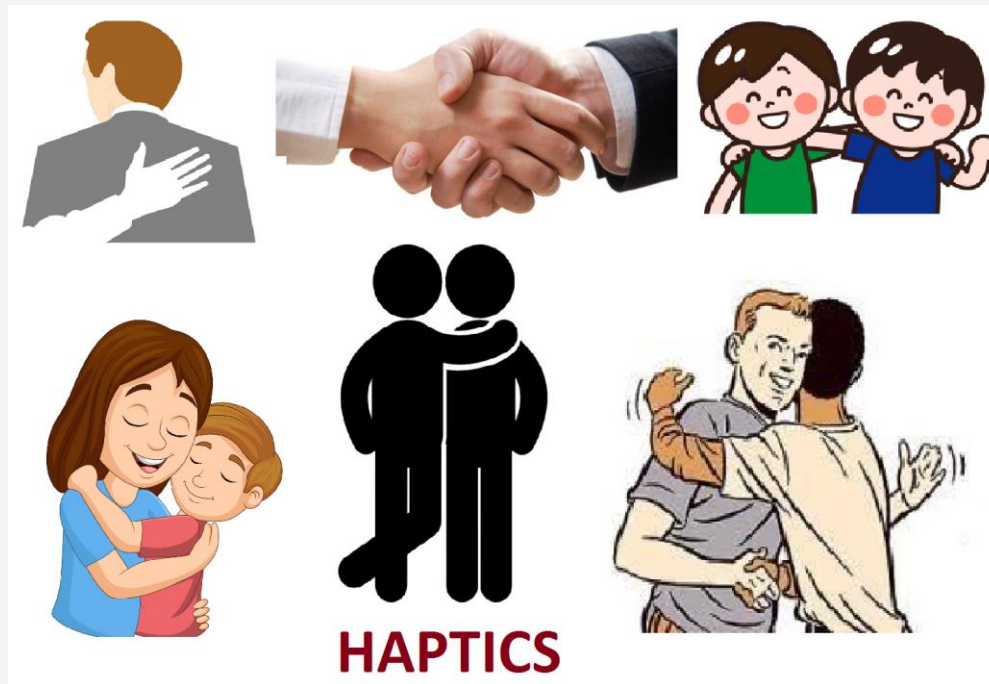
Partial arm barrier

ACTIVITY

- Identify 5 different gestures that have contradictory meanings in different cultures.

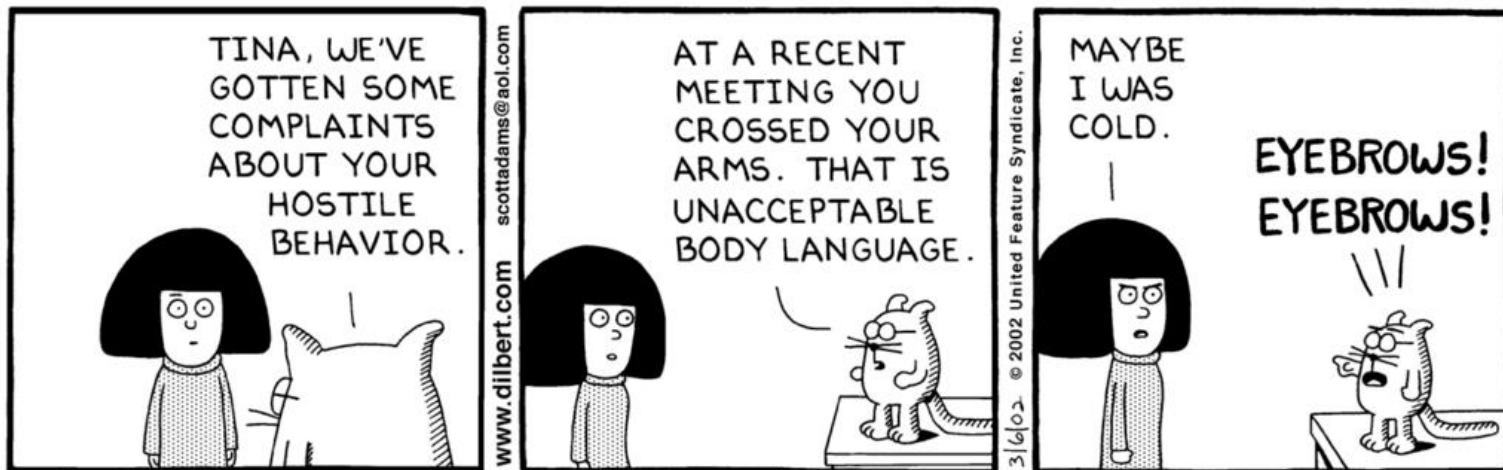
HAPTICS

- Refers to the ways in which people communicate and interact via the sense of touch.

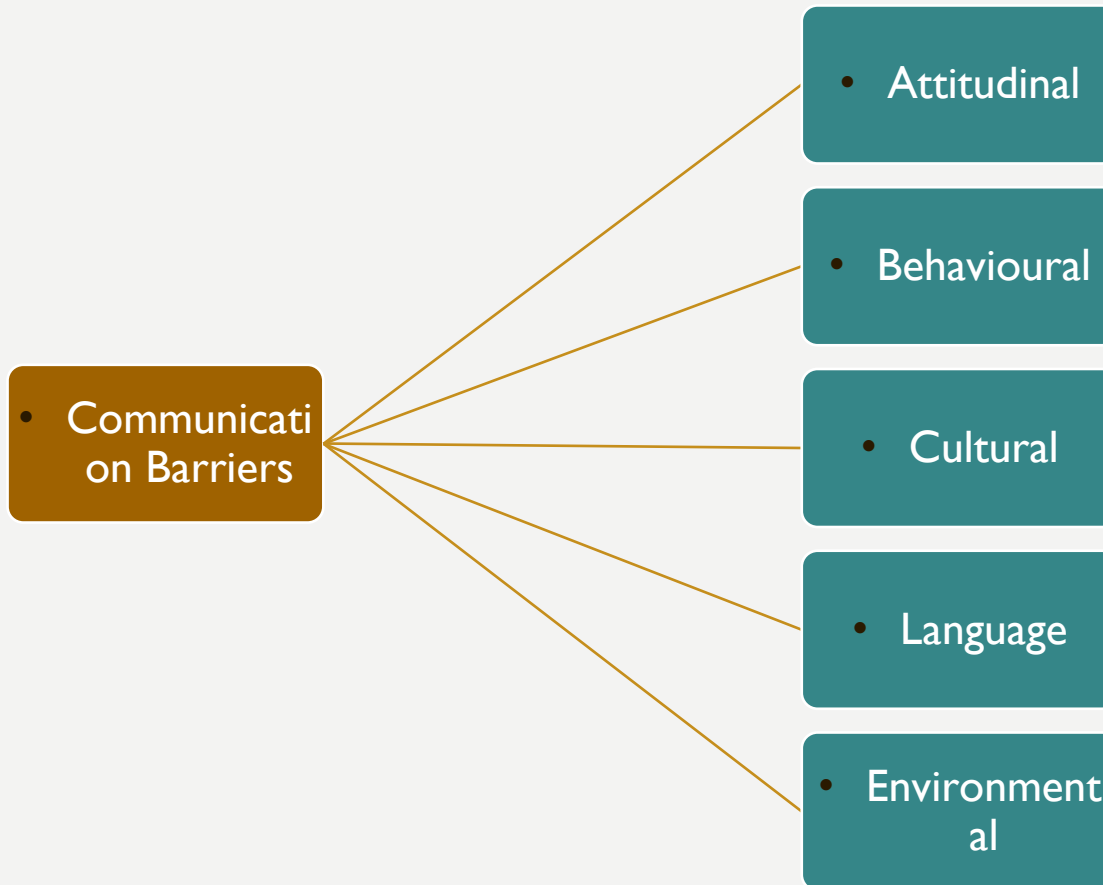


PARALANGUAGE

- May modify meaning, give nuanced meaning, or convey emotion, by using techniques such as accent, speed, pitch, intonation,



BARRIERS TO COMMUNICATION



TIPS TO OVERCOME THE BARRIERS

- Know your audience
- Listen actively
- Be open-minded
- Use a positive tone





THANK YOU!

