

Workstead Communication

Author : AI Generated

Date : 2025

Definition of Communication

Communication is the process of exchanging information, ideas, and emotions between individuals through verbal and nonverbal means.

Communication Process

The process includes sender, encoding, message, channel, receiver, decoding, feedback, and noise.

Communication Channels

Channels include verbal (spoken, written) and nonverbal (gestures, body language) means of communication.

Barriers to Communication

Barriers include physical, psychological, semantic, and organizational obstacles that hinder effective communication.

Strategies for Effective Communication

Effective communication strategies include active listening, clarity, empathy, and appropriate tone.

Verbal and Nonverbal Communication

Verbal communication includes spoken and written words, while nonverbal communication consists of facial expressions, gestures, and body language.

Listening Skills

Listening involves receiving, processing, and understanding spoken information. It is divided into active and passive listening.

Types of Listening

Types include discriminative, comprehensive, critical, and empathetic listening.

Barriers to Listening

Barriers include distractions, selective listening, and preconceived notions.

Enhancing Listening Skills

Techniques include maintaining eye contact, summarizing, and asking clarifying questions.

Bibliography

Bibliographic sources include books, journals, and internet references for credible information retrieval.

