

21BDS0340

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Technical English Communication Lab

Digital Assignment 2

The Skills of Communication Summary

‘The Skills of Communication’, an essay by Anne J. Davis, goes into detail about the fundamentals of communication and what makes communication. The major points described are the importance of acknowledgement, appropriateness, and relations between two individuals having a conversation.

“The most important force one person can exert on another is to acknowledge the others intent”. Feedback and reception are important in communication, it is not important to just listen, but to also show that the person speaking, or gesturing is being heard or seen. The three basic forms of communication we use are somatic, actions and verbal. As a child we start off by only using somatic forms of communication, something has happened to us and a result of it shows. By our peers and parents acknowledging this, we slowly move on to more complex forms of communication. Without this feedback, a person does not know if they are being understood.

A true listeners actions should reflect the amount of information conveyed in communication. If a speaker does most of the communication, they are overloading the listener. Too much information is going out but not being recognised. The same in reverse is underloading, the speaker is unable to respond to the listener either based on previous actions or instructions.

Two examples of relationships between the communicating people are described in the essay, an extension to the appropriateness. In nurse patient communication “special emphasis is placed on the patient’s probable childhood experiences in communication”. A nurse is there as a worker to help a patient, who is meant to give information and receive help. This can be difficult based on the patient’s upbringing, which reflects their acknowledgement while raised. In a student instructor relationship, the instructor is there to help the student, but gives feedback on how to improve upon their understanding of communication.