



Introduction to Effective communication

Objectives

- ❑ To consider verbal and non-verbal communication methods
- ❑ To understand and practise effective listening skills
- ❑ To communicate in clear, respectful and non-judgemental ways
- ❑ To know when to seek advice

What is Communication?

- What does it mean to you?
- The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.
- [Wikipedia definition](#)

Verbal vs Non Verbal

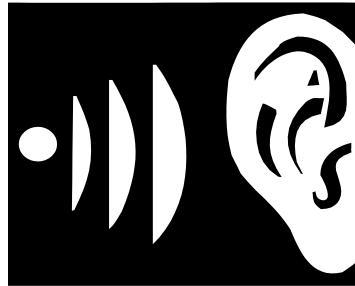
- Can we communicate without words?
- Voice attributes
- What are they and how do they affect communication?
- Physical attributes
- What could be considered here and how do they affect communication?
- The power of touch
- What and when is OK?
- Which is better, verbal or non verbal?

Personal Presentation

- Does personal presentation make a difference to the way we are perceived?
- Does it matter?
- What can we do about it - do we have to look bland and boring?
- What if our organisation has a dress code?

The Communication Equation

- What you hear
- Tone of voice
- Vocal clarity
- Verbal expressiveness



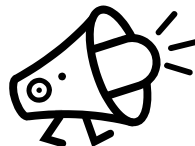
40% of the message

- What you see or feel
- Facial expression
- Dress and grooming
- Posture
- Eye contact
- Touch
- Gesture



50% of the message

- **WORDS ...**



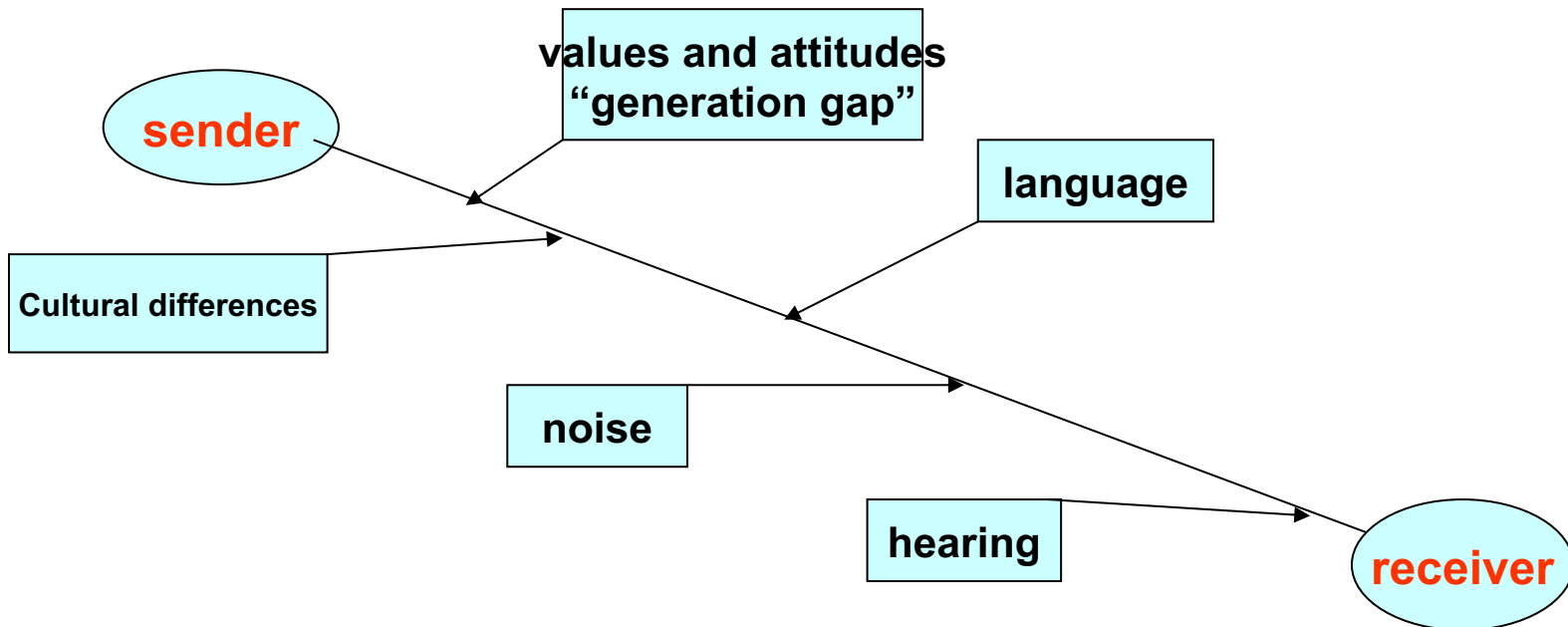
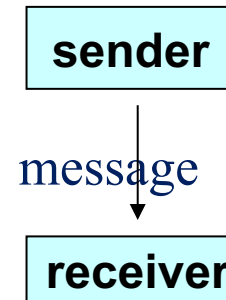
10% of the message!

Understanding Communication

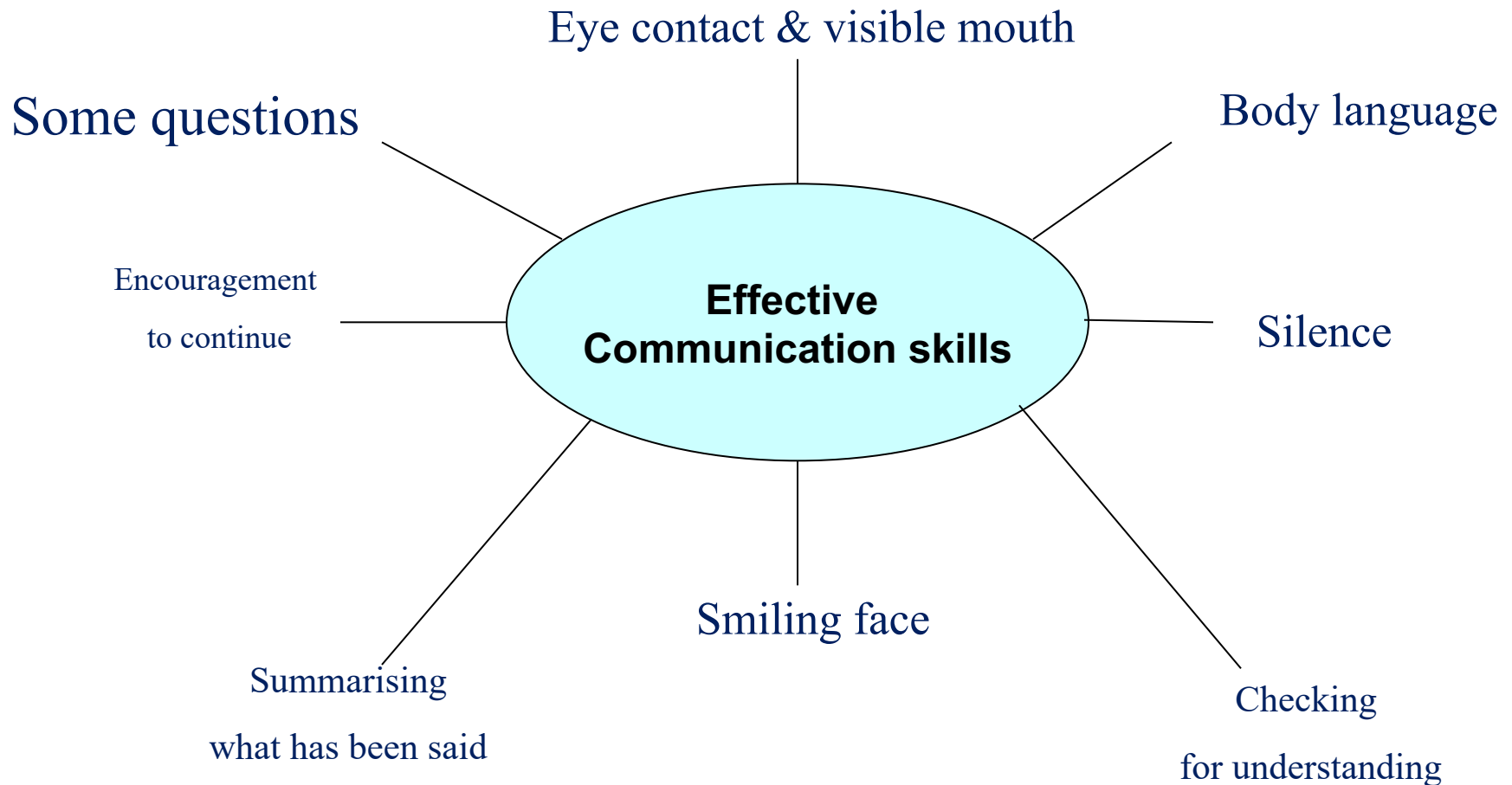
- We are going to consider:
- The 2-Way communication process
- Effective communication skills
- Barriers to effective communication

Communication is a 2-way process

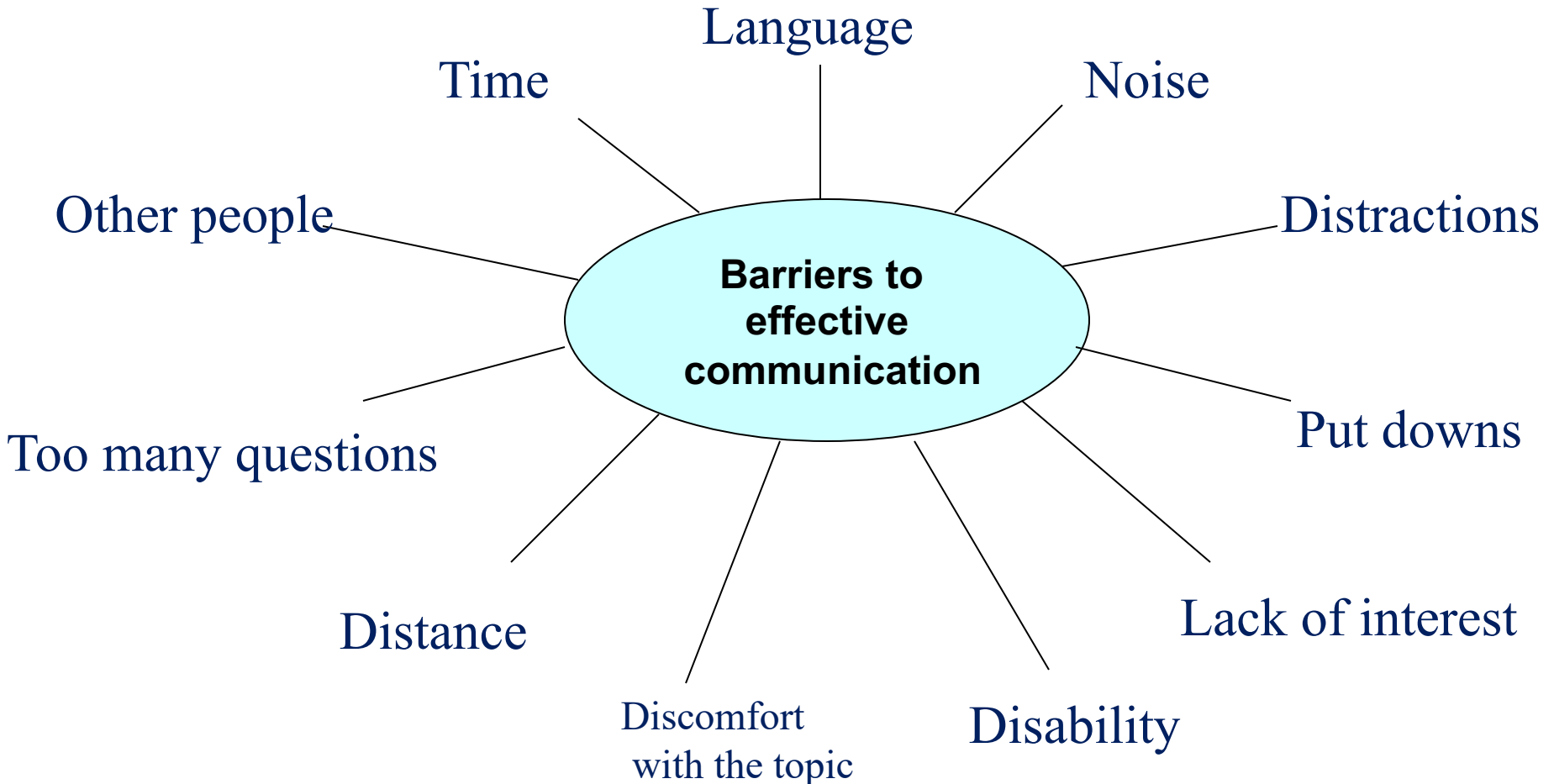
- Communication skills involve:
- Listening to others (Receiving)
- Asserting/ Expressing (Sending)
- Barriers to communication can lead to misunderstanding and confusion



Effective Communication Skills



Barriers to Effective Communication



The Art of Listening

- “If we were supposed to talk more than listen, we would have been given two mouths and one ear.”
- Mark Twain

Listening Skills

- Active Listening
- Responding
- Paraphrasing
- Asking questions for clarification
- Mirroring the other person's language

- Responses to check that your perceptions are correct
- Responses to encourage further communication

Questioning Techniques

- Open ended and Closed questions
- Diverse Questioning techniques



Individual Differences

- What individual factors could affect the way a person “sends” or “receives” a message?
- Is gender/ age a factor?
- How can we adapt if :-
 - we have a problem ourselves or
 - the other person seems to have a problem?

Cultural Diversity

- What do we know about the communication styles of different cultures?
- Consider verbal and non verbal, including dress constraints, language difficulties, taboos.

Group Processes

- In groups there are obviously more people, so good communication skills are paramount.

- Be mindful to practise:

Observing non verbal cues

Listening, responding, clarifying, paraphrasing and summarising

Identifying barriers to communication

Remember, silence is golden

AND

No one is perfect!

- Legal Obligations
- Anti Discrimination
- Privacy Laws
- Code of Conduct of Organisation
- Confidentiality and Gossip
- Seeking Advice

