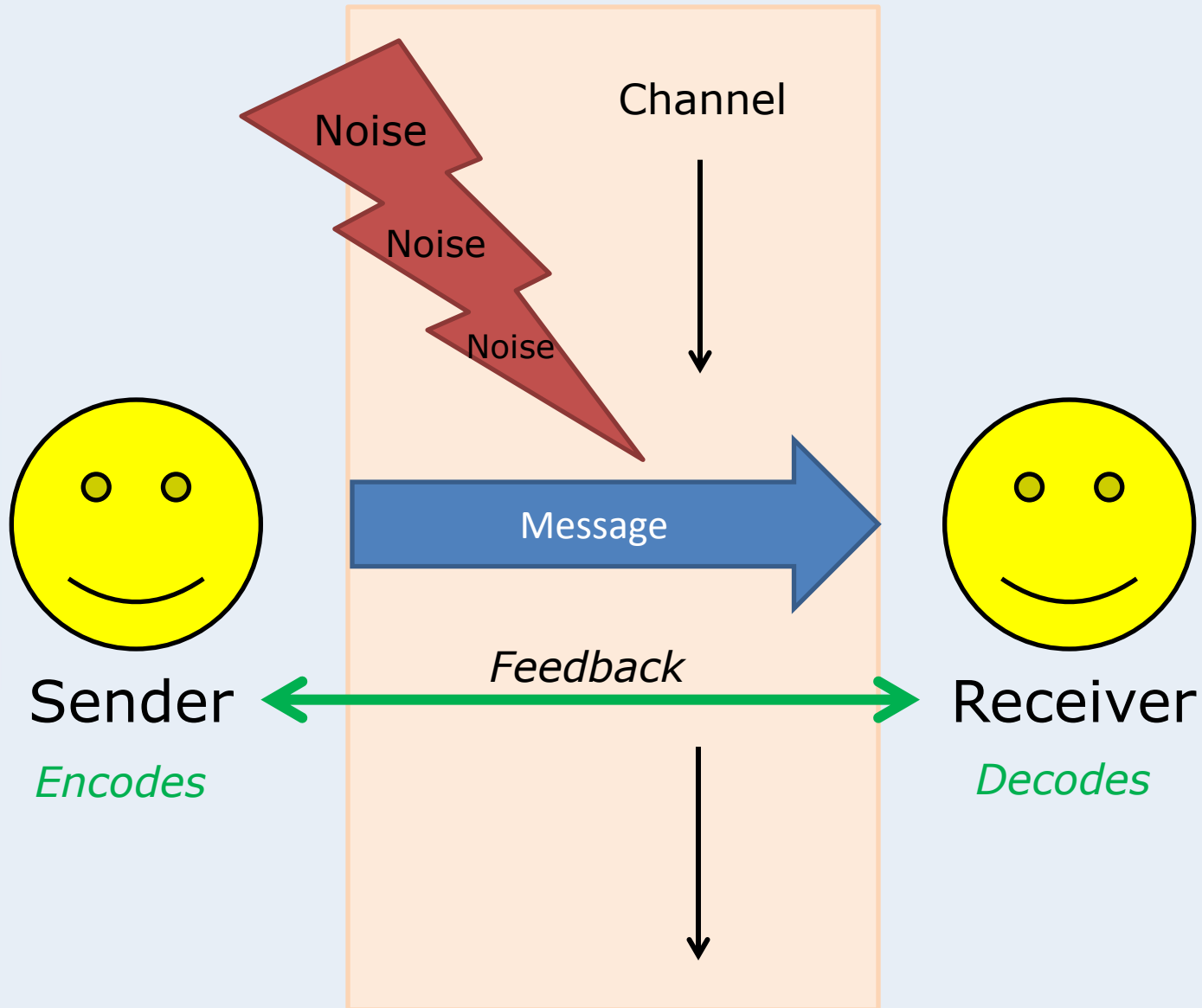




# Communication

# Communication Model



# Program Objectives (1 of 3)

- ⇒ Identify steps in taking responsibility for your own communication.
- ⇒ Explore the use of words, tone of voice, and body language in communication.
- ⇒ Identify ways to establish rapport in communication.
- ⇒ Compare “telling” and “asking” questions styles in solving problems.





# Program Objectives (2 of 3)

- ⇒ Recognize and understand the power of communication.
- ⇒ Understand how problems develop due to poor listening skills.
- ⇒ Identify specific communication problems, and apply treatments.
- ⇒ Learn techniques to manage and ensure proper communication.



# Program Objectives (3 of 3)

- ⇒ Enhance your knowledge of nonverbal communication.
- ⇒ Apply what you learn to the written word.
- ⇒ Know how to use the last resort.
- ⇒ Practice, role-play, discuss, and problem-solve.



# Definition of Communication

(1 of 2)

- ⇒ The exchange of thoughts, messages, or the like, as by speech, signals or writing
- ⇒ To express oneself in such a way that one is readily and clearly understood



# Definition of Communication

(2 of 2)

- ⇒ Shared feelings/shared understanding.
- ⇒ If you can honestly achieve that goal, you are communicating effectively.



# Feedback (2 of 5)

1. *Evaluative: Making a judgment about the value of what the other person has said*
2. *Interpretive: Attempting to discover the meaning of what the other person has said, often through paraphrasing*
3. *Supportive: Helping or encouraging the other person in the conversation*





# Communication Technology (4 of 4)

- *Communication technology can be very helpful, yet it is important to make sure that it is being used effectively.*
- *If you use communication technology, be aware that your message may be misinterpreted.*
- *Do not substitute communication technology for conversations that are delicate and must be dealt with face-to-face.*



# Ten Barriers and Gateways



# Ten Barriers and Gateways

## 2. Varying Perceptions Due to the Past

- ⇒ Recognize that disagreements may result from different perceptions.
- ⇒ Recognize that when someone disagrees with you, they are not inept.
- ⇒ Discover the cause for the differing viewpoints.
- ⇒ Understand the other person's "frame of reference."



# Communication and Culture (2 of 12)

## ⇒ High Context Vs. Low Context Cultures:

- *High context cultures focus on group norms, values, decisions, and responsibilities. High context cultures are conformist.*
- *Low context cultures focus on individuality, personal goals, personal achievements, and self-expression. Low context cultures are individualist.*





# Business Communication (3 of 7)

## Consideration

- ⇒ Focus on “I” and “We” for verbal communication.
- ⇒ Focus on “You” for written communication.
- ⇒ Show the reader the benefit they can receive, or at least show them sincerity.
- ⇒ Emphasize the positive and pleasant facts.
- ⇒ Apply integrity and ethics.



A photograph of a middle-aged man with grey hair and glasses, wearing a grey suit and a blue striped tie, smiling broadly as he shakes hands with a woman. The woman is partially visible on the left, wearing a dark business suit. The background is plain white.

## Enhance Relationships

# Accurate Verbal Following (2 of 3)

- ⇒ Utilize responses that relate directly to what the employee is speaking about.
- ⇒ Do not jump to new topics or interrupt the employee. Instead, follow what he or she is saying.
- ⇒ Take cues of what to say from the employee's verbal and nonverbal communication.





# Interruptions Are Positive





A photograph of a paved path in a park. The path is light-colored and leads into the distance. On the left side of the path, there is a dense green hedge and a black metal fence. On the right side, there is a black metal fence with pointed tops, followed by a grassy area and more trees. The sky is bright and slightly hazy, suggesting a sunny day. The overall scene is peaceful and inviting.

**What is  
your next  
step?**

# Download “**Communication**” PowerPoint presentation at **ReadySetPresent.com**

**171 slides include:** 4 slides on a communication model and definitions, 9 points on noise, 5 slides on feedback, points on the advantages of effective communication, 6 types of communication, 4 slides on communication technology, 5 slides on organizational communication, 6 slides on workplace communication, 3 communication formations, 3 slides on verbal communication vs. nonverbal communication, 12 slides on communication and culture, 10 keys to effective listening, 10 barriers and gateways to communication, 7 slides on business communication, 9 points on effective listening, 10 points on criticism, 8 techniques for listening, 6 slides on attending, 7 points on eye contact, 7 points on posture, 3 slides on accurate verbal following, 6 points on improving listening skills, 4 slides on action steps, how to's and much more.

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