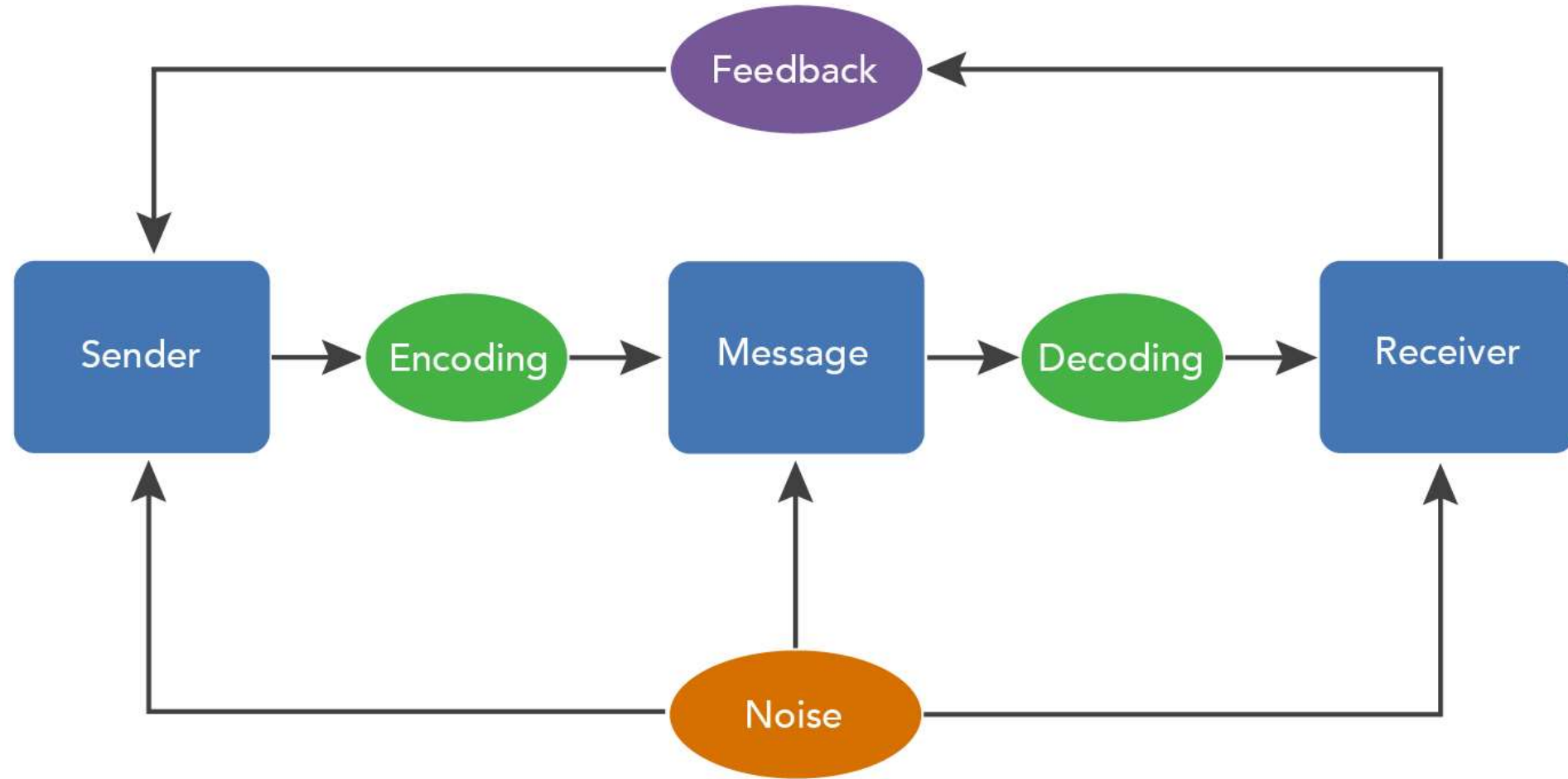


COMMUNICATION



COMMUNICATION PROCESS



VERBAL COMMUNICATION

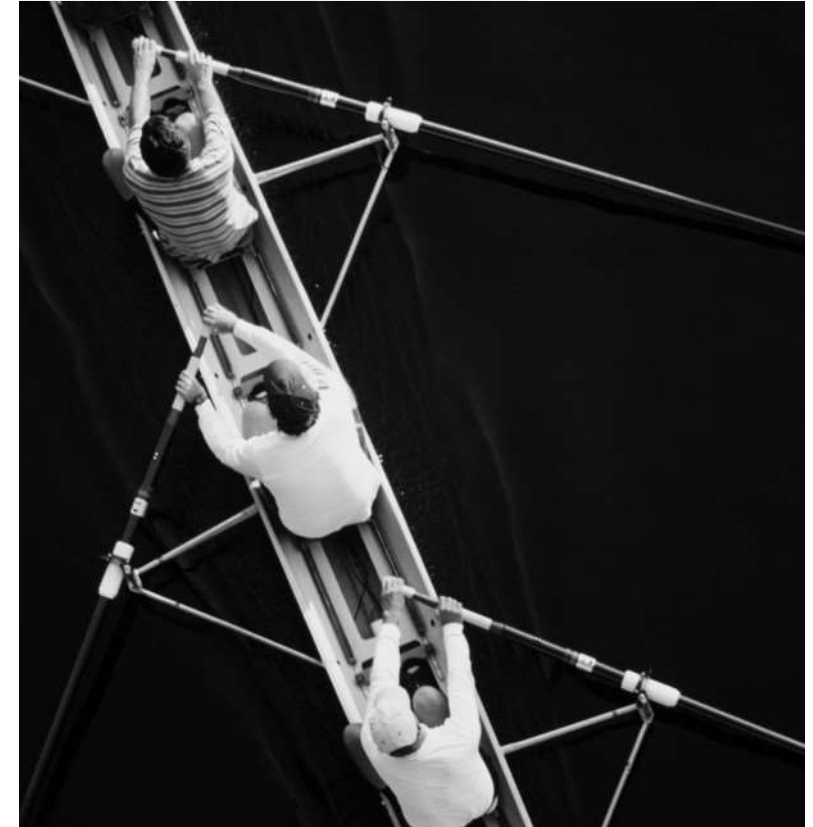
Verbal communication is any communication that uses words to share information with others.

- Opening Communication
- Basic Verbal Communication Skills: Effective Speaking and Listening ([Effective speaking](#) involves three main areas: the words you choose, how you say them, and how you reinforce them with other non-verbal communication) ([Active listening](#) is an important skill. However, when we communicate, we tend to spend far more energy considering what we are going to say than listening to the other person.)

NON VERBAL COMMUNICATION

Nonverbal communication is "the act of conveying information without the use of words. This might involve using certain facial expressions or hand gestures to make a specific point, or it could involve the use (or non-use) of eye contact, physical proximity, and other nonverbal cues to get a message across.

- Facial Expressions
- Gestures
- Body Language and Posture
- Eye Gaze
- Haptics- Communicating through touch



FACIAL EXPRESSIONS



GESTURES

- Deliberate movements and signals are an important way to communicate meaning without words. Common gestures include waving, pointing, and giving a "thumbs up" sign.



BODY LANGUAGE AND POSTURE

Posture and movement can also provide a great deal of information. Research on [body language](#) has grown significantly since the 1970s, with popular media focusing on the over-interpretation of defensive postures such as arm-crossing and leg-crossing



EYE GAZE

The eyes play a role in nonverbal communication, with such things as looking, staring, and blinking being important cues. For example, when you encounter people or things that you like, your rate of blinking increases and your pupils dilate.



HAPTICS

Communicating through touch is another important nonverbal communication behavior. Touch can be used to communicate affection, familiarity, sympathy



BARRIER TO EFFECTIVE COMMUNICATION

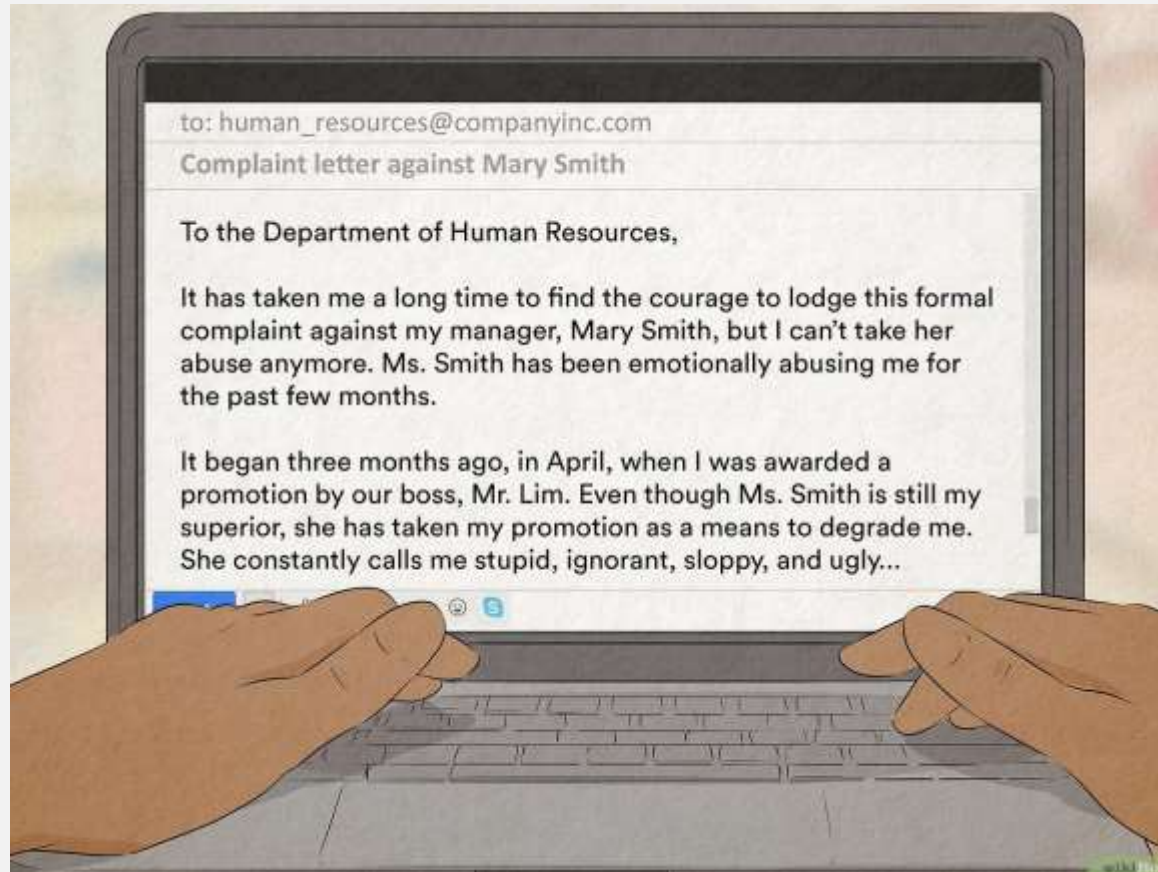
- The process of communication has multiple barriers. The intended communicate will often be disturbed and distorted leading to a condition of misunderstanding and failure of communication.
- Barriers to effective communication can result in confusion which can lead to incorrect information being conveyed.
- **Linguistic Barriers**
- **Psychological Barriers**
- **Emotional Barriers**
- **Physical Barriers to Communication**
- **Cultural Barriers of Communication**
- **Attitude Barriers**
- **Perception Barriers**
- **Physiological Barriers**

EMAIL ETIQUETTE



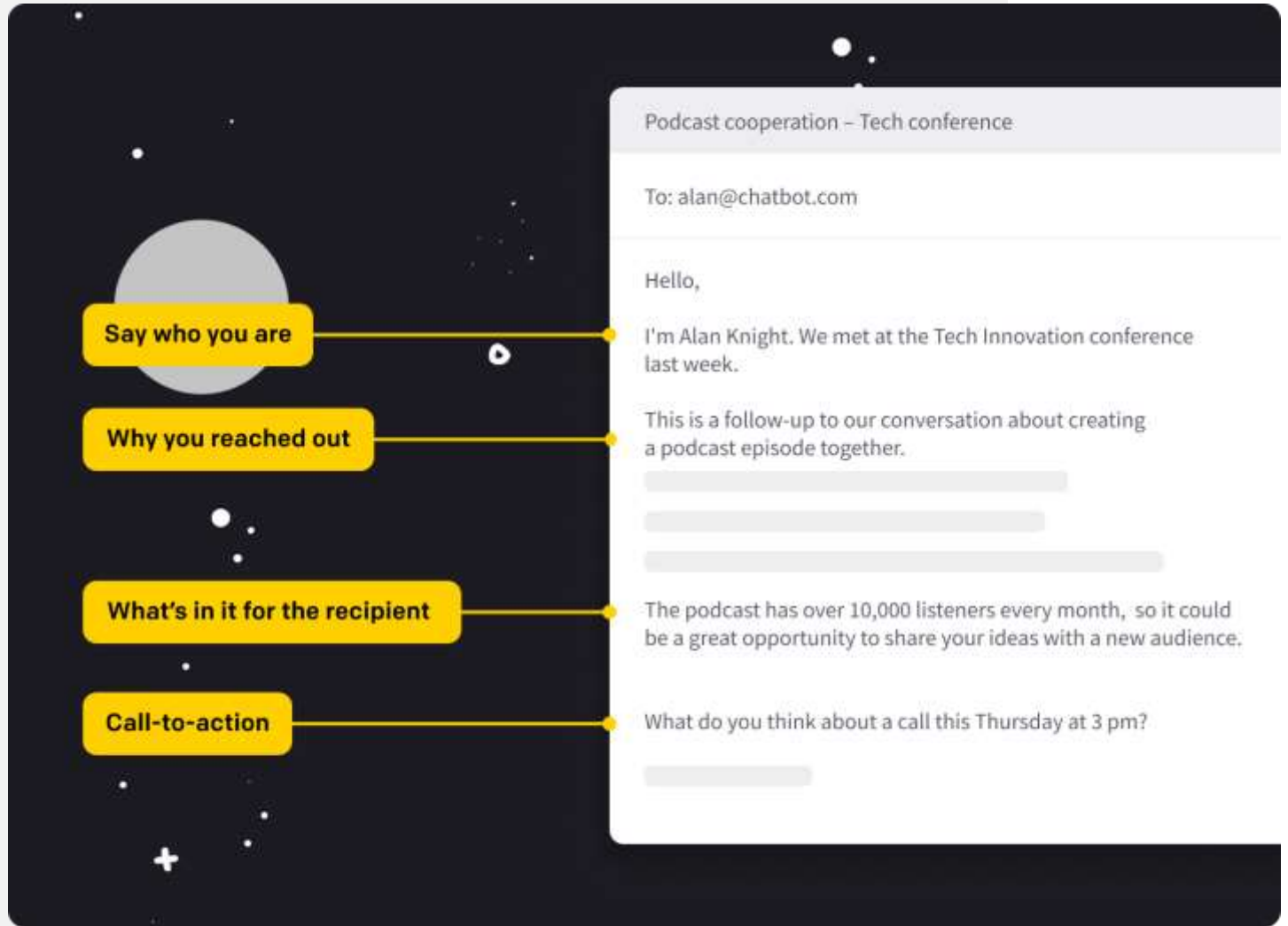
EMAIL ETIQUETTE

- Etiquette- Code of polite behavior, good manners
- Email etiquette refers to the principles of behavior that one should use when writing or answering an email



SEND ONLY CLEAR AND CONCISE EMAILS

1. Avoid irrelevant content
2. Use spelling and grammar checker
3. Ask for information to readers
4. Avoid long paragraphs



DON'T LEAVE OUT OF YOUR SUBJECT LINE

- Don't leave the subject line of an email blank.
- Always use subject line that reflects the content of your email.

 **Apple** 5:28 am
(No Subject)
Learn more (<http://c.apple.com/r?v=2&la=en&lc=us&...>)

 **GenScript** 5:01 am
(No Subject)
› View it on the web (<http://s2045366060.t.en25.com/...>)

USE PROPER STRUCTURE AND FORMAT

- Keep all emails professional looking.
- Don't use multicolor fonts and pictures for background.
- Use company logo and signature.
- Write your paragraphs short and leave lines between each paragraph.



RESPOND TIMELY TO RECEIVED EMAILS

- Don't make people wait for reply.
- Respond timely with a clear reply.
- If you need more time inform the sender about the same.



DO NOT USE “REPLY TO ALL” BY DEFAULT

- Don’t instinctively use reply all button for every email that you reply to.
- Considering the subject, decide who needs to read your email.
- Always responding to everyone will quickly make your reputation as a “business spammer” and people will not read any of your emails.



BE SENSITIVE AND APPROACHABLE

- Keep your language gender neutral.
- Think about how the other person will react to your email.
- Never use email to terminate a contract or end a relationship.
- Always include a signature line that gives alternate ways to contact you.

- Keep business and personal emails separate.
- Choose professional email account name.
- Use email when it is needed.
- Don't add unnecessary files.
- Read over before you send the email.

TELEPHONE ETIQUETTE



WHEN DO YOU PRACTICE TELEPHONE ETIQUETTE?

- When answering calls
- Placing calls
- Handling business matters over call



WHY TELEPHONE ETIQUETTE IS IMPORTANT?

- Objective of the call is met.
- Customers are happy with the interaction.
- Positive image is formed.
- Shows professionalism.
- Company's reputation is enhanced.
- There is a positive word of mouth.

THINGS TO REMEMBER BEFORE PLACING CALLS

- Be prepared- plan your conversation.
- Turn away from your other works- do not multitask.
- Have your computer switched on.
- Have pen, pencil and notepad handy.



ANSWERING THE PHONE

- Answer calls within 3 rings.
- Smile as you pick up the phone- the caller will hear it in your voice.
- Project a tone that is enthusiastic, respectful and natural.
- Greet the caller identify yourself and your business.
- Ask how may I help you?
- Recognize the caller- 1. people like the sound of their name, so the first time you their name write it down. 2. use her or his name during the conversation.

DURING THE CONVERSATION

- Pronounce clearly
- Use simple English
- Avoid slang- uh-huh, hmmm, dude, bro, yeah
- Always speak calmly, choose your words wisely.
- Use all your listening skills.
- Focus on caller, leave other work.
- Clarify and check for understanding.
- Do not chew gum or eat anything.
- Use basic courtesy such as “may I help you?” “may I know your name please?”
- Do not slam the phone.
- Refrain from unnecessary chitchat.

BASIC RULES

- Always show concern, empathize and apologize to the customer, even if it is not your fault.
- Avoid No/ I don't know/ I can't do that/ Just a second.
- Report to the customers if you are placing the line on hold or if the concerned person is not available.

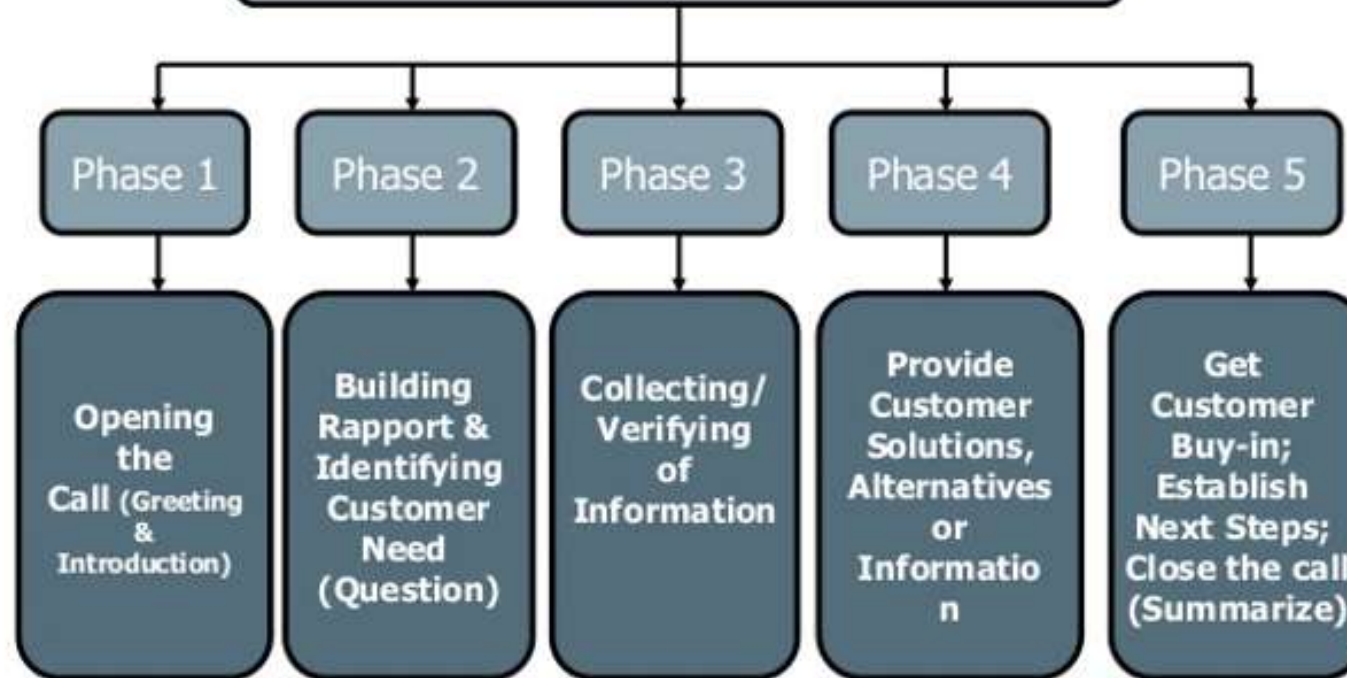
CONCLUDING THE CALL

- Thank the caller for calling, for his time. Invite the caller to call again.
- Wish good day.
- Never say bye bye or see ya. Use good bye.
- Let the caller hang up first.

ALWAYS

- Be helpful.
- Be courteous.
- Be respectful.
- Be a good listener.
- Treat others the way you want to be treated.

Five Phases of a Call



THANK
YOU