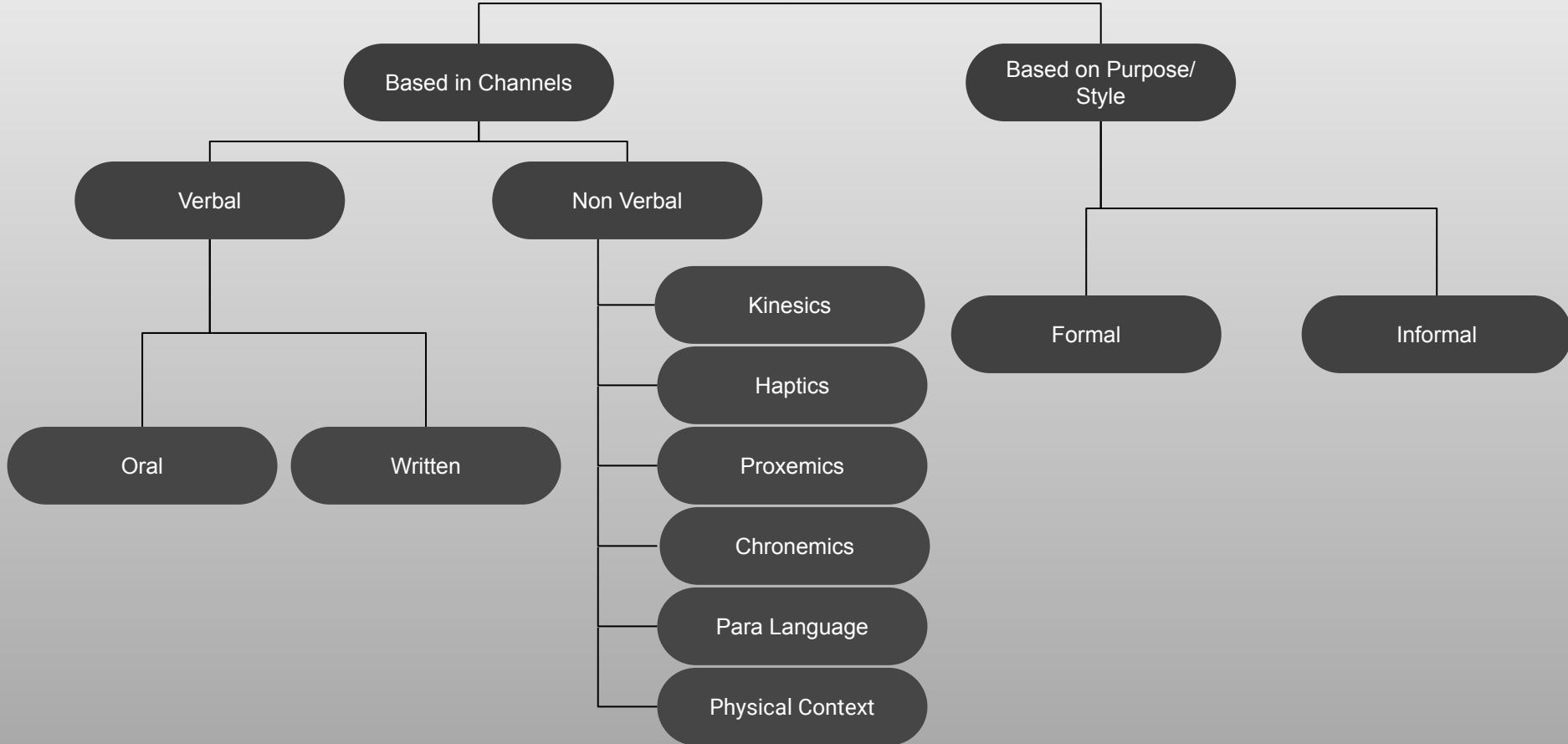


# *Communication Skills For Professionals*

Lecture Series by Dr. Mahim Sharma

*Lecture 3:*  
*Types, Flow & Levels*  
*of Communication*

# *Types of Communication*



Dependent on  
Words

Personal  
Contact and  
Two Way  
Information

Verbal

Oral includes  
Conversations,  
Speeches and  
is influenced by  
Tone, Body  
language

Written includes  
Mails, Reports,  
Memos and is  
influenced by  
Vocabulary,  
Grammar, Style

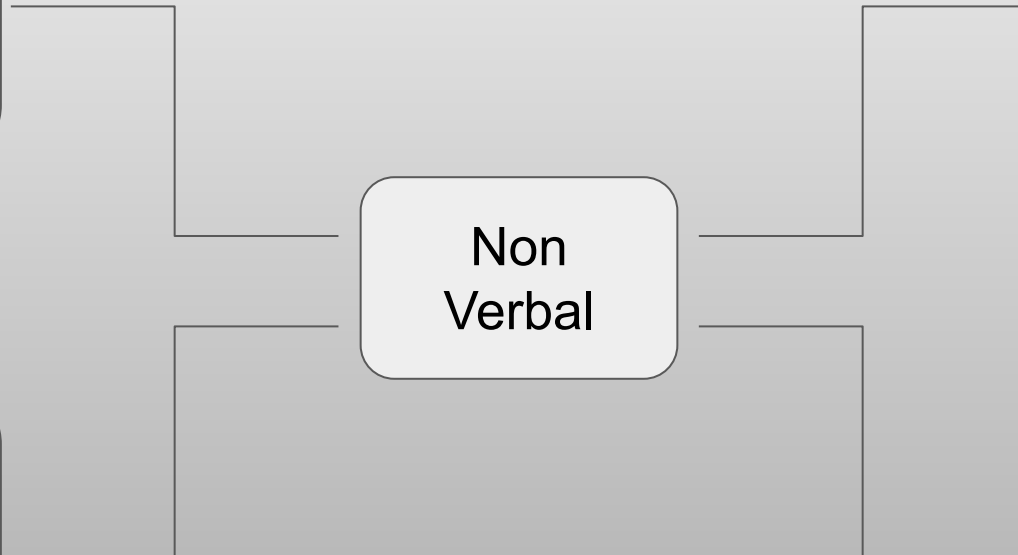
Dependent on  
Everything other  
than Words

Non  
Verbal

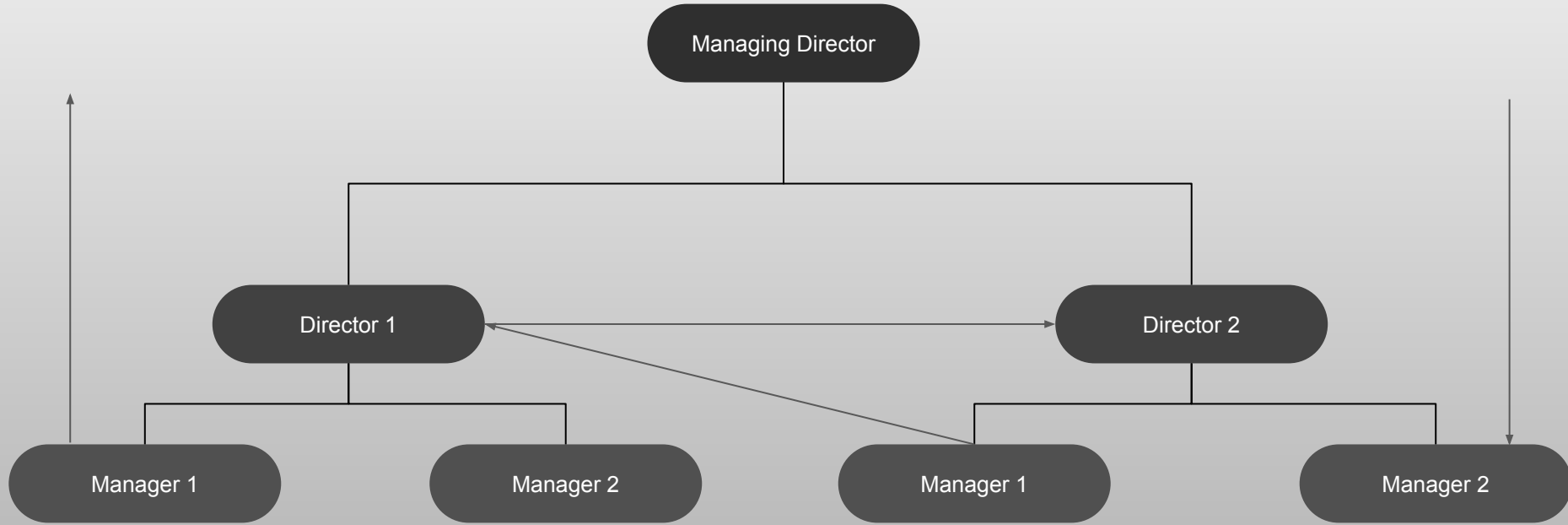
Speaker's Body  
Language emits  
Information that  
needs to be  
deciphered

Aspect of  
Communication  
that is beyond  
Intentions as  
well

Culturally Plural  
and Diversified



# *Flow of Communication*



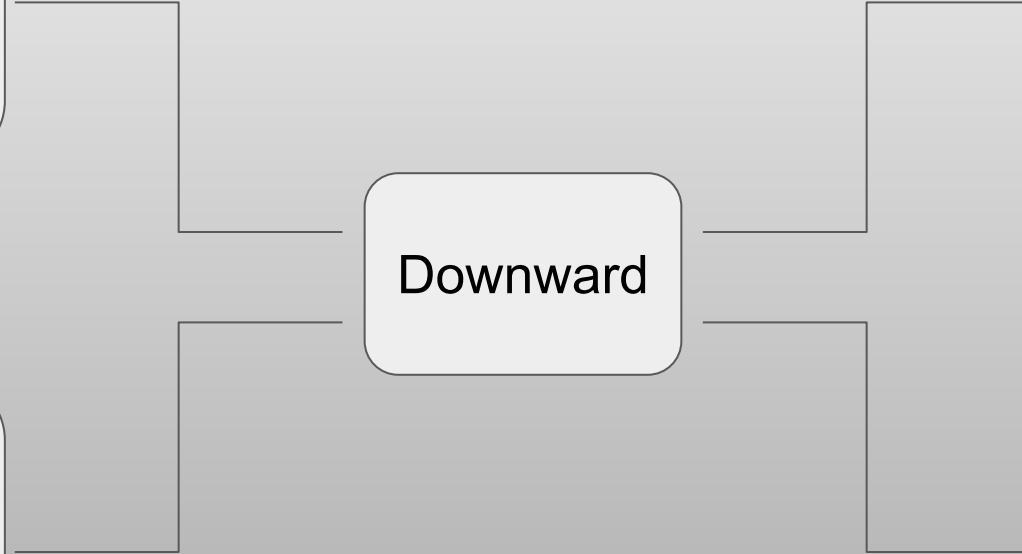
Flows from a  
Manager/ Head  
of Organization

To Inform,  
Instruct, Advise  
or Request  
Subordinates

Downward

Through EMails,  
Memos,  
Notices,  
Conversations

Should be  
Balanced with  
Upward Flow of  
Feedback



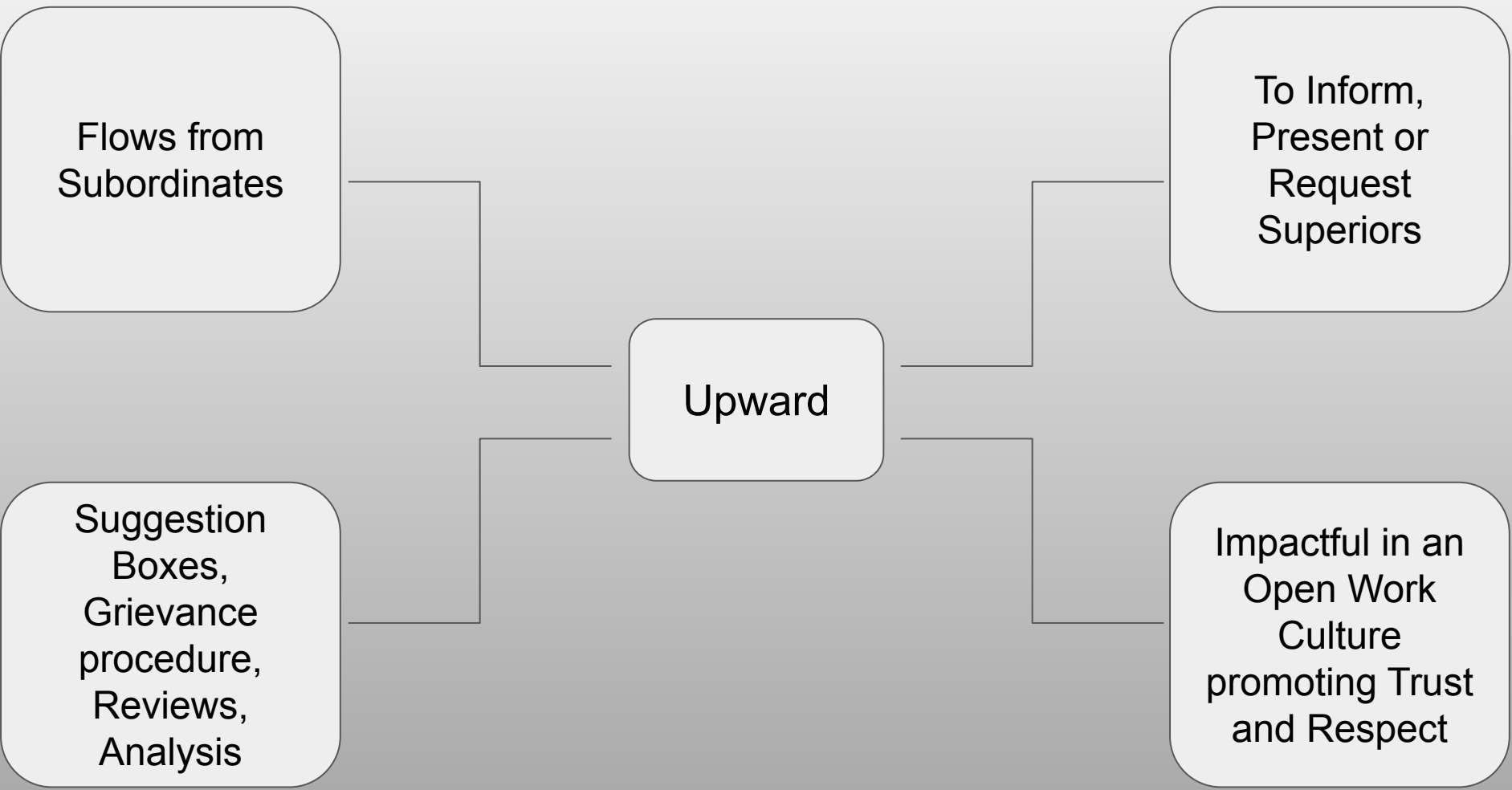
Flows from  
Subordinates

To Inform,  
Present or  
Request  
Superiors

Upward

Suggestion  
Boxes,  
Grievance  
procedure,  
Reviews,  
Analysis

Impactful in an  
Open Work  
Culture  
promoting Trust  
and Respect





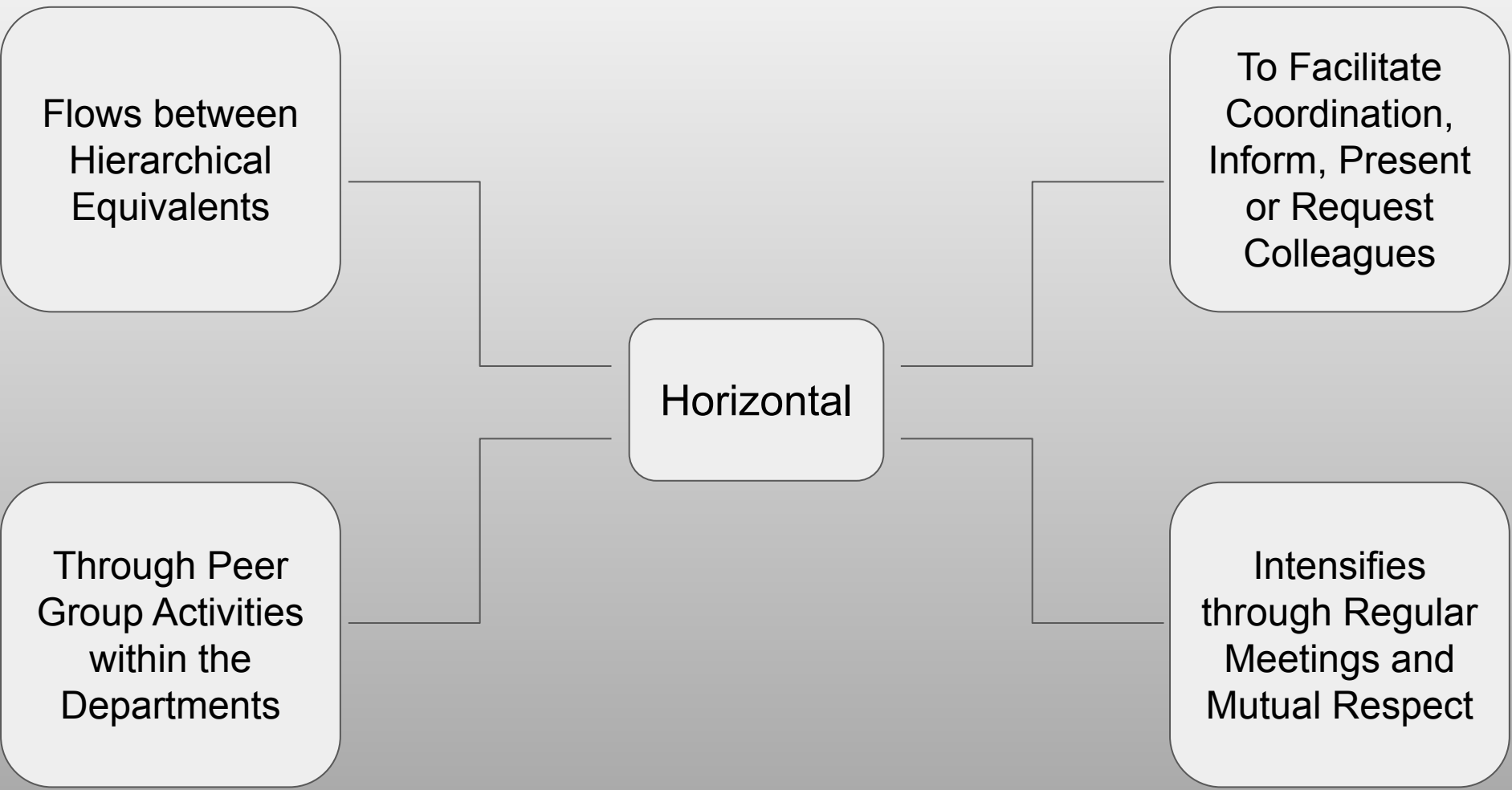
Flows between  
Hierarchical  
Equivalents

Horizontal

To Facilitate  
Coordination,  
Inform, Present  
or Request  
Colleagues

Through Peer  
Group Activities  
within the  
Departments

Intensifies  
through Regular  
Meetings and  
Mutual Respect



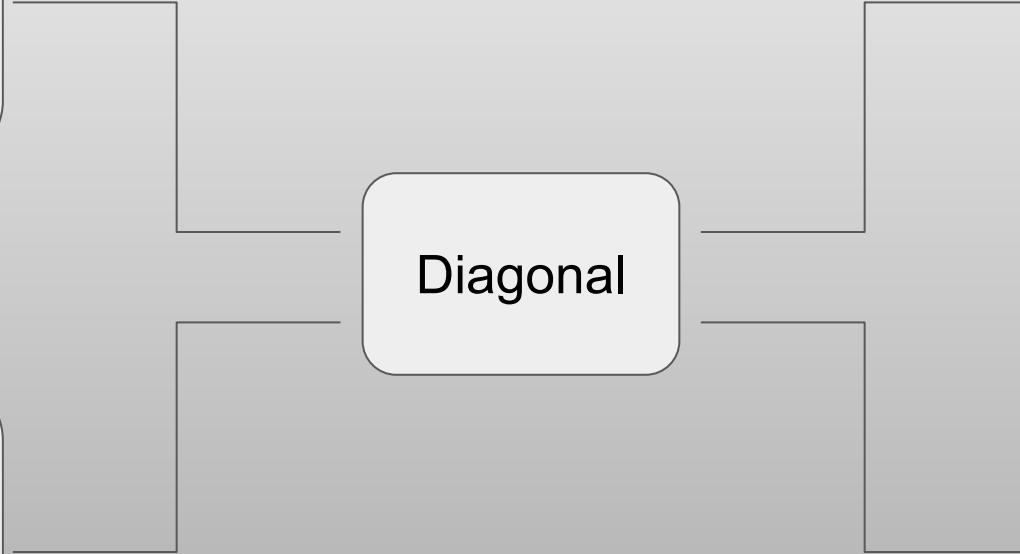
Flows between  
Various levels

To Facilitate  
Inter  
Department  
Coordination,  
Track Files and  
Data

Diagonal

Interactive  
through  
Cross-wise,  
Radial or  
Circular  
Conversations

Accentuates the  
Feeling of Unity,  
Oneness and  
Transparency



# *Levels of Communication*

01	Extrapersonal	<ul style="list-style-type: none"><li>• Between Human Beings and Non Human Entities</li><li>• Transmission of Information through Sign Language</li><li>• Eg: A dog responding to your arrival at home</li></ul>
02	Intrapersonal	<ul style="list-style-type: none"><li>• Takes place within an Individual</li><li>• Pertains to Thinking, Contemplation and Imagination</li><li>• Eg: Self Motivation, Planning Activities for Yourself</li></ul>
03	Interpersonal	<ul style="list-style-type: none"><li>• Sharing Information amongst People</li><li>• Expression of Ideas, Beliefs, Emotions</li><li>• Eg: Conversations in Private, Dialogue, etc</li></ul>
04	Organizational	<ul style="list-style-type: none"><li>• Takes place at Different Hierarchical Levels</li><li>• Proper Networking System is Essential</li><li>• Eg: Diagonal, Downward Communication</li></ul>
05	Mass	<ul style="list-style-type: none"><li>• Meant for Larger Audiences</li><li>• Audiences are usually Heterogeneous and Anonymous</li><li>• Eg: Journals, Books, Newspaper</li></ul>

*Thank You*