

Communication Skills

OBJECTIVES

- To identify the definition of Communication
- To identify steps in taking responsibility for your own communication
- To explore the use of words, tone of voice and body language in communication
- To identify ways to establish rapport in communication
- To compare “telling” and “asking” questions styles in solving questions
- Recognize and understand the power of communication
- Understand how problems develop due to listening
- Identify specific communication problems and apply treatment
- Learn techniques to manage and ensure proper communication
- Enhance knowledge of non-verbal communication

Definition of Communication

- 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.
- Communication is shared feelings/shared understanding.
- IF ONE CAN HONESTLY ACHIEVE THAT GOAL, YOU ARE COMMUNICATING

Definition continued

- Communication is the process by which a MESSAGE is sent from one person (a SENDER) to another (a RECEIVER) using a MEDIUM (CHANNEL) and expecting a behavioural change (FEEDBACK).

Methods of Communication

- One Way

Memo, fax, email, voice mail, letter

- Two –Way

Phone call, in-person, whatsapp etc

- Collaborative

Team meetings, consulting, consensus, decision making, group problem solving.

Communication Advantages

- Increased productivity
- Reduced stress
- Better understanding of what others are saying
- Better understand how to get your message across
- Enhanced relationships
- Save time and money

Communication is a 2 way process

- Communication skills involve
- Listening to others (Receiving)
- Asserting

The Communication Equation

- What you hear
 - Tone of voice
 - Vocal Clarity
 - Verbal expressiveness40% of the message
 - What you see or feel
 - Facial expression
 - Dress and grooming
 - Posture/Body Language
 - Eye contact
 - Touch
 - Gesture50% of the message
- WORDS..... ONLY 10% of the message

Selecting Appropriate Media, Channels and Technology

- Facilitators of the Process
 - A facilitator of the Communication Process is anything that helps the message to be received and understood. These include but are not limited to:

Selecting the appropriate MEDIA, CHANNEL and TECHNOLOGY

- Appropriate message format
- Appropriate language (to include local venacular and creole forms; age of audience, cultural experience, level of education, the context of the situation).
- Accessibility of Channel
- Aids that enhance the encoding of the message(microphone, projector, graphs and charts, ICT).

Selection cont'd

- Barriers to the Process.
 - A barrier is anything that interferes with or hinders the process and prevents the message from being successfully received by the intended receiver.
 - Anything that causes the understanding of the message to be negatively affected.

Selection cont'd

- Usually these barriers are context specific:
 - Ambiguous message...one that is unclear and may have more than one interpretation
 - Inappropriate message format. If a message format is unsuitable for audience, it will affect how well it is interpreted
 - Inaccessible channel
 - Language barrier
 - The use of jargon (use of highly technical or unfamiliar terms).

Selection cont'd

- Cultural differences
- Expectations and prejudices
- Internal barriers (peculiar to the receiver..(hunger, stress, fatigue, pain, hearing or visual impairment etc)
- External barriers (peculiar to the sender or outside of the receiver's control(noise, distractions from the environment, the sender's speech impediment etc).

Key Points

- Communication is a process
- Using the process is a skill
- Good communicators are aware of facilitators and barriers to communication
- Selection of appropriate forms and methods of communication is key to success.