

Communication

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# Purpose

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*Define communication and highlight its most important components.*

*Review and understand the importance of good communication.*

*Highlight typical objectives of effective communication*

*Learn how to send and receive messages effectively when communicating*

*Review the different types of communication*

*Ensure a safe communication environment physically and interpersonally*

*Review how remembering and forgetting play into communication.*

*Learn about conflict resolution and how to approach it.*

*Highlight important take aways to increase positive communications*

# What is communication?

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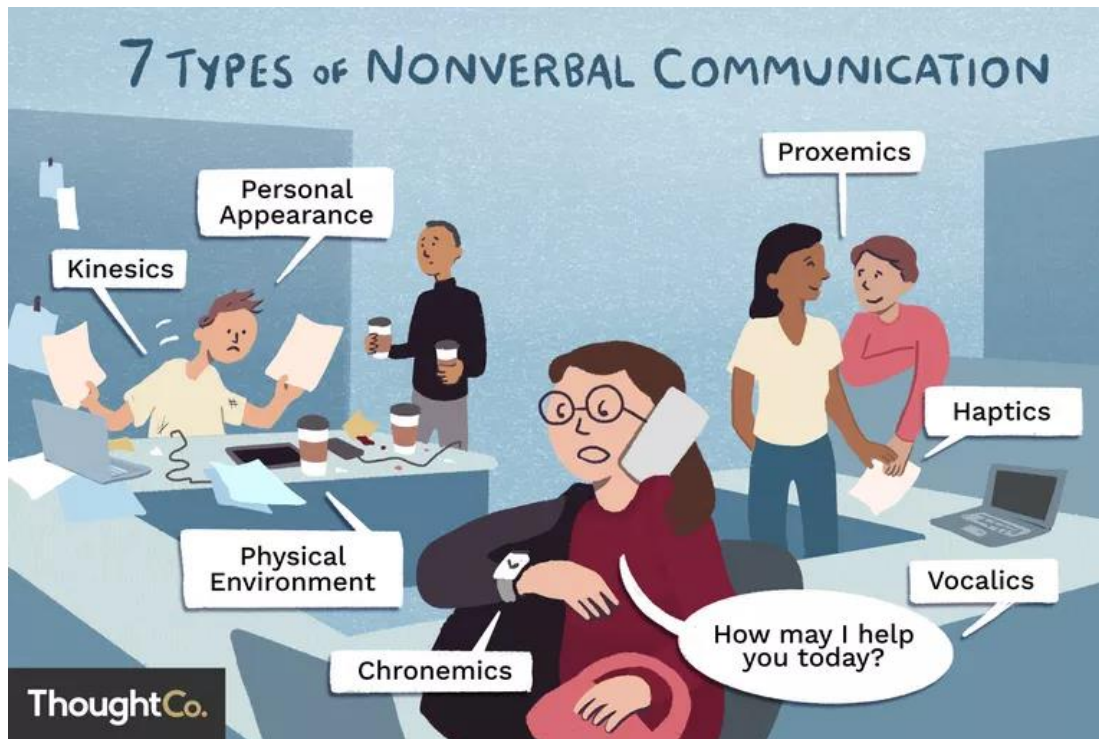
*Communication- the imparting or **exchange** of information*

*The exchange is the most important component of effective communication.*

*There are a few considerations for effective communication to take place*

- 1. There must be someone on the receiving end of the dialog in order for the exchange to be considered communication.*
- 2. How messages are delivered (the medium) can either hinder or add value to the communicative exchange.*
- 3. Communication can be verbal and non verbal*
- 4. Non-verbal communication- 7 types- Affect and play a big roll in shaping communication.*
- 5. Mis interpretations occur due to a combination of verbal and non verbal communication*

# Non Verbal Communication



1. *Personal Appearance*
2. *Physical Environment*
3. *Vocalics- nonverbal uses of the voice.*
4. *Kinesics-non verbal bodily movements*
5. *Haptics- non verbal use of touch*
6. *Chronemics- times effect on communication*
7. *Proxemics- non verbal use of the environment/space*

# Why should I care about reviewing communication?

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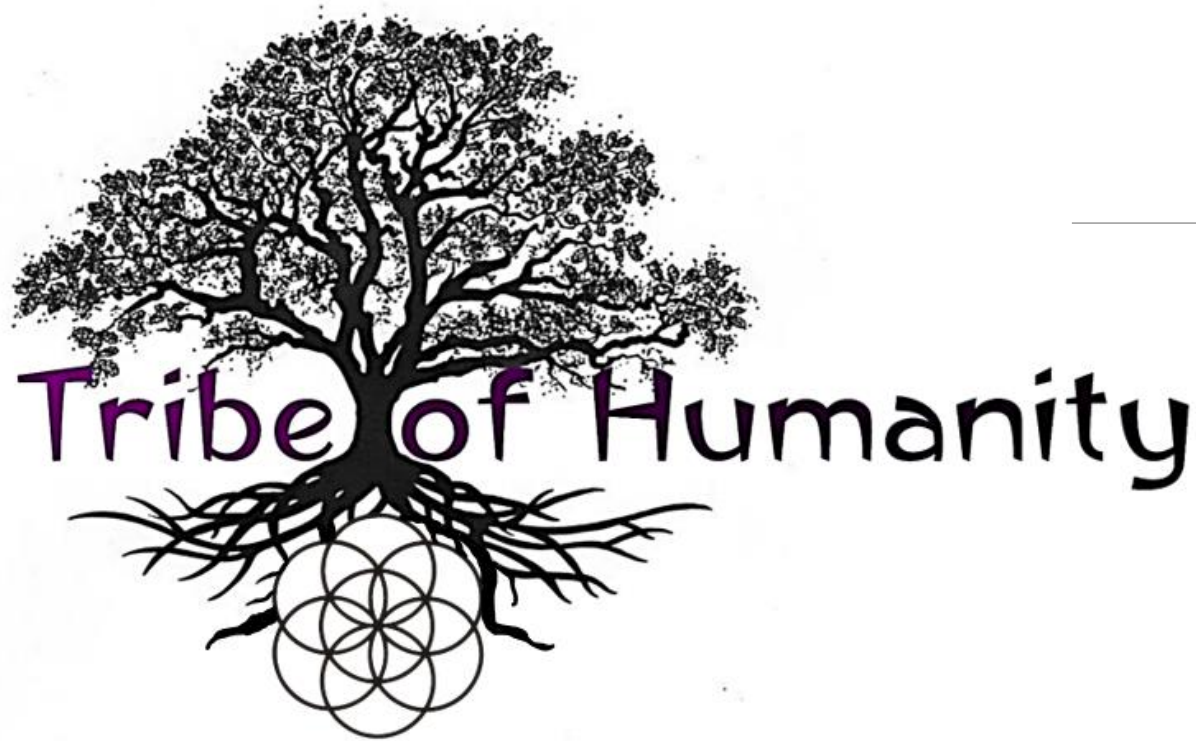
*Effective communication is an essential part of life to ensure understanding and well-being between individuals.*

*Effective communication is necessary to ensure collaboration and positive movement in relationships whether personal or business related.*

*Effective communication is necessary to ensure people understand each other and can follow through on messages received and sent*

*Effective communication requires paying attention to not only the delivery of the communication but the receiving of the communication.*

*Reviewing aspects of non verbal communication can make you more aware of the unspoken part of communication.*



Preview End