Communication
Communication Model

Sender

Encoder

Message

Channel

Encodes

Noise

Feedback

Receiver

Decodes
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 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.”
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.
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.
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
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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