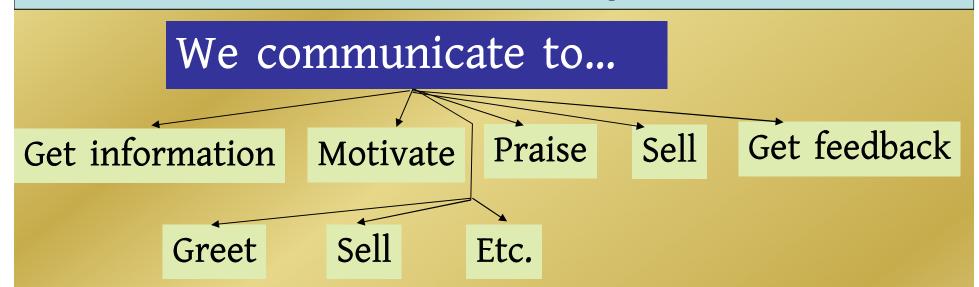
Communication is simply a two way process of exchanging ideas, information or transmitting verbal and non-verbal messages.



Impediments to Good Communication

- Inattentive
- Poor listening skills
- Selective listening
- Stereotyped attitude
- Pre conceived assumption
- Generalizing others opinion
- Premature evaluation
- Fixed ideas
- Ignoring information contrary to own belief

Essential 7c's Of Communication

CONSIDERATE

CONCRETE



COURTEOUS



COMPLETE



Introduction

Do's in case of

conversation/interview/GD/presentation

- Actively listen the receiver/interviewer/audience
- Use precise, memorable and powerful but popular words
- Give examples in support of you
- Make Eye contact
- Keep it short and simple answer/conversation
- Avoid interrupting while other side speaks
- Make appropriate facial expressions
- Exhibit affirmative head nods

In case of projector presentation Support your words with visual aids and Paraphrase

Introduction

Communication Skill Don'ts in case of conversation/interview/GD/presentation

- Do not use technical terms and terminologies not understood by majority of people
- Do not speak too fast or too slow
- Do not speak in inaudible surroundings as you wont be heard
- Do not assume that everybody understands you
- Do not interrupt the speaker.

Ask yourself

- What is the main purpose/aim?
- Who will receive it?
- What is the likely attitude of the listener?
- How much does he need to know?
- Is my timing right?
- What is the main subject?
- Are the major points clear?
- Is there any ambiguity?