

Objectives of communication

To consider verbal and non-verbal communication methods

To understand and practise effective listening skills

To communicate in clear, respectful and non-judgemental ways

To know when to seek advice..

Verbal vs non verbal

Can we communicate without words?

Voice attributes

What are they and how do they affect communication?

Physical attributes

What could be considered here and how do they affect communication?

The power of touch

What and when is OK?

Which is better, verbal or non verbal?..

Does personal presentation make a difference to the way we are perceived?

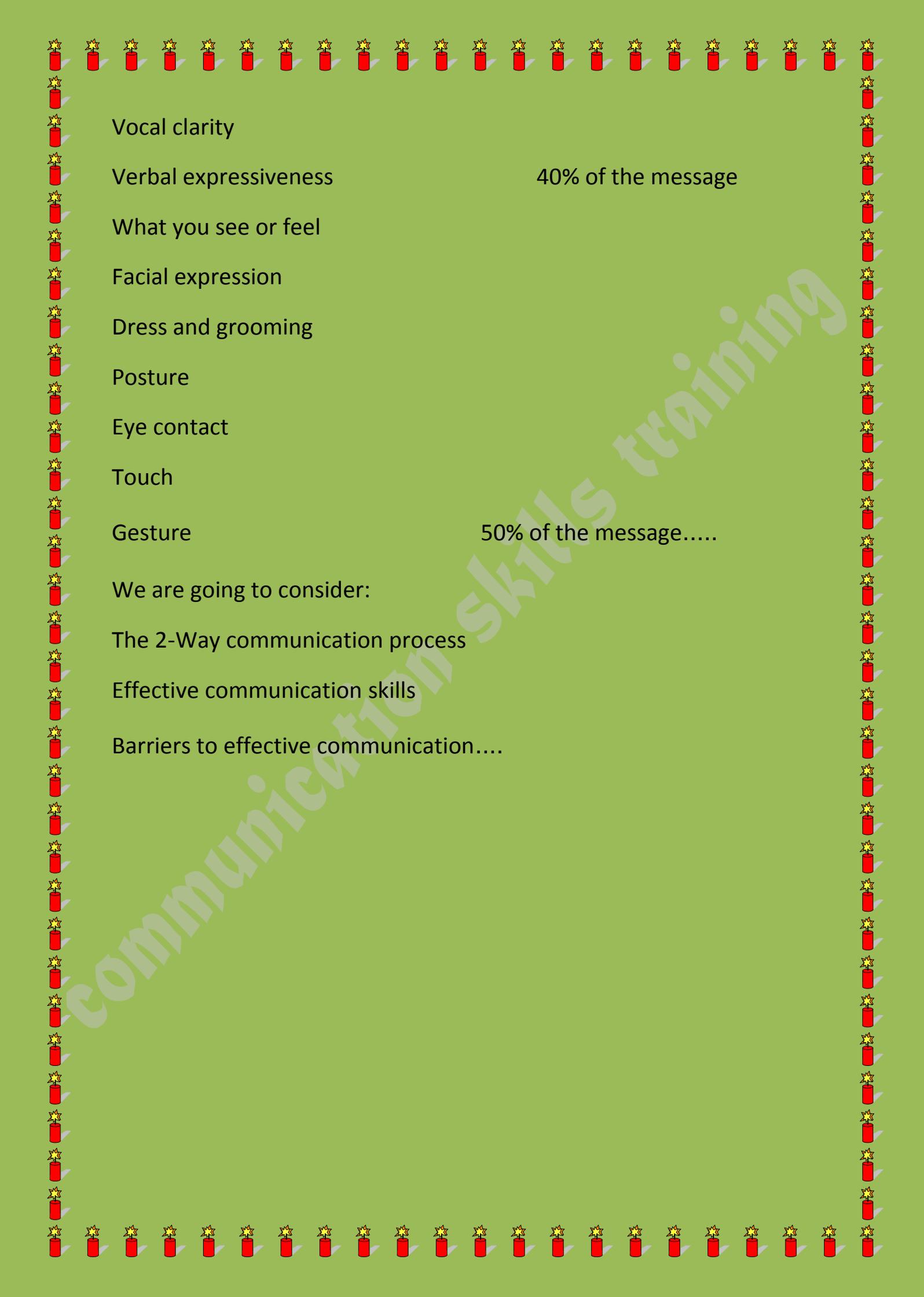
Does it matter?

What can we do about it - do we have to look bland and boring?

What if our organisation has a dress code...

What you hear

Tone of voice



Vocal clarity

Verbal expressiveness

40% of the message

What you see or feel

Facial expression

Dress and grooming

Posture

Eye contact

Touch

Gesture

50% of the message.....

We are going to consider:

The 2-Way communication process

Effective communication skills

Barriers to effective communication....

Effective Communication Skills



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