

EFFECTIVE COMMUNICATION

CONTENT

- 1. Introduction to Communication & various modes of communication.
- 2. Importance of Communication.. How is effective communication different
- 3. The typical communication process – Medium / Barrier (Diagrammatic)
- 4. Organisational Communication flow.
- 5. 7Cs of Communication
- 6. Listening Skill - Importance; Can this skill be developed ?
- 7. Communication Barriers
- 8. Types of Communicators

- COMMUNICATION forms the essence of human interaction & an essential aspect of living beings.
- In simple words -
The process of exchange/ transmission of information /idea from one end (sender)to the other end(receiver) which may be
 - Verbal - Usage of Words/written communication.
 - Non verbal - Body language/gestures/visuals, etc.

VERBAL :

- a. SPOKEN - Face to face , Telephonic, Radio, Television, etc.
- b. WRITTEN : Letters/ E-mails/ Books, Internet, Text messages

NON VERBAL :

- Body Language
- Gestures
- Dressing style, etc.

VISUAL:

- Graph
- Chart
- Logos,
- Pictures, etc.

Most Common Ways to Communicate

Speaking

Writing

**Visual
Image**

**Body
Language**



Why is Communication skills given so much importance today ??

Communication Skill forms the most BASIC BUILDING BLOCK when it comes to

- BOOSTING ONE'S SELF CONFIDENCE & SELF ESTEEM



- **BETTER TEAMWORK**



- **QUICKER RESULTS**



- **ULTIMATE SUCCESS**



- **AVOIDING CONFLICTS& SOLVING ISSUES AMICABLY**



Communication Skills

BUILDING HEALTHY PERSONAL AS WELL AS PROFESSIONAL RELATIONSHIPS'!

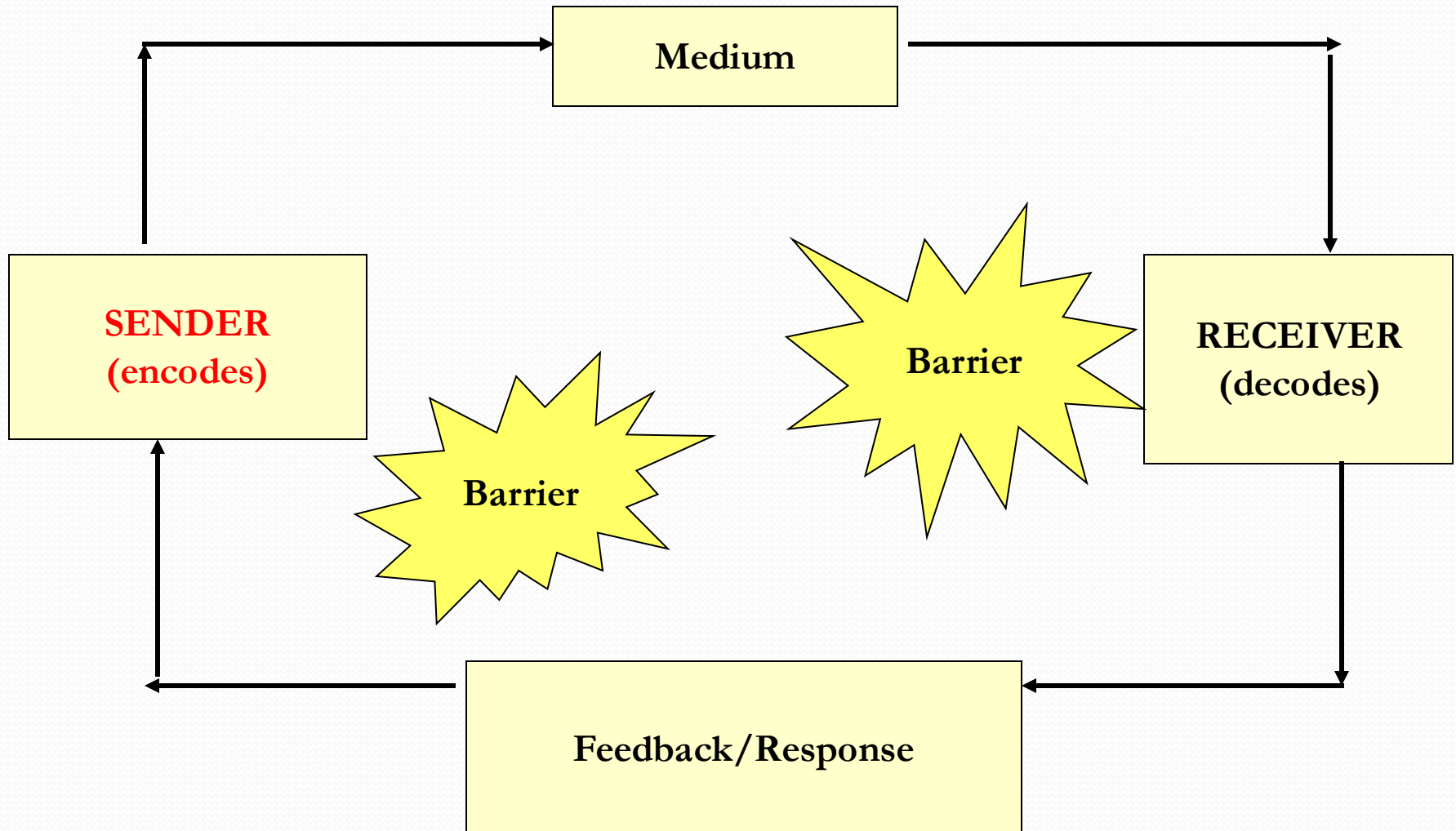


‘The most valuable skill for any business leader is his ability to organise and express his ideas in speaking and writing.’ by Peter Drucker, the Management Guru.

- What you say can have a **LASTING IMPRESSION** on others. Hence, how you say makes all the difference!

..... This is where the need for Effective Communication comes in.

PROCESS OF COMMUNICATION





THANK YOU!