Effective Communication

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Self-Inventory
• **What is communication?**
  “the imparting or exchanging of information or news.”
  “means of connection between people or places, in particular”

• **When is communication effective?**

• **Why are communication skills important?**
3 Skills to Consider

**Non-Verbal Skills**

**Speaking Skills**

**Listening Skills**
Non-Verbal Skills
Interactive: What is the emotion?
Non-Verbal Skills

How can we develop our non-verbal skills during communication?
Speaking Skills

How can we develop our speaking skills during communication?
Listening Skills
Interactive: Pick from the bag!

Hello CR, can I talk to you about the last test? I didn't really do well in it and.....
Empathic Listening
Empathic Listening

- It takes place in a conversation where one person is sharing personal experiences and information while the other listens.

- The listener ensures that there are no distractions
Empathic Listening

- The other person sets the pace
- The other person is completely free to be natural
- The other person gets more self-understanding
- Empathic listening encourages “connected” communication
Tips for Empathic Listening

• Give undivided attention
• Don’t feel that you have to solve the persons personal problem
• Watch for non-verbal clues to the person’s feelings
• Reply
• Be honest
When to use empathic listening?
When *NOT* to use empathic listening?
Listening Skills

How can we develop our listening skills during communication?
What are some roadblocks to communication?
What are your goals towards developing your communication skills?
Credits

Special thanks to all the people who made and released these awesome resources for free:

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- Paper backgrounds by [SubtlePatterns](#)