



Effective Communication

Created By: Funmi Borisade





Self-Inventory

Effective Communication

- ***What is communication?***

“the imparting or exchanging of information or news.”

“means of connection between people or places, in particular”

- ***When is communication effective?***

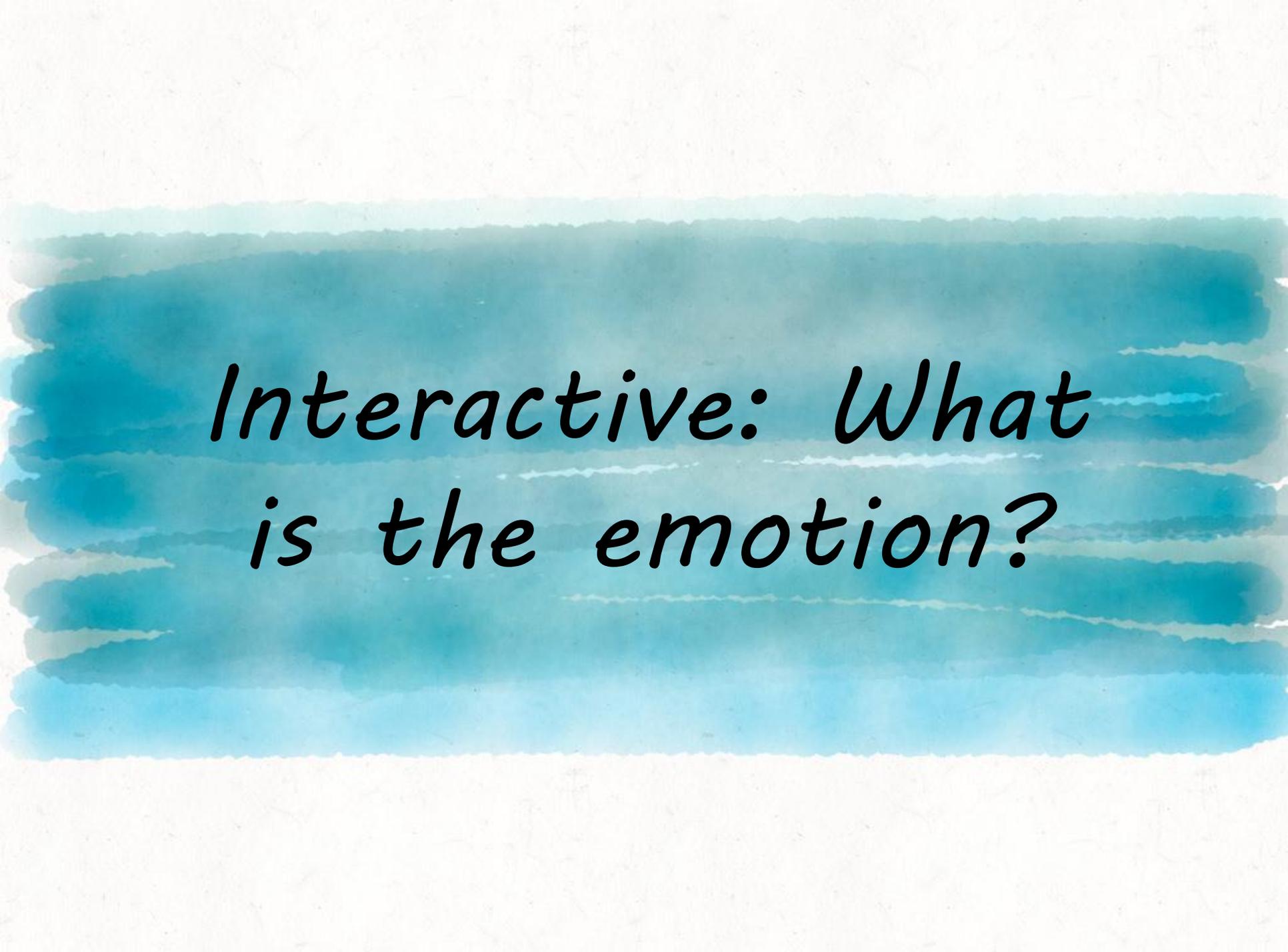
- ***Why are communication skills important?***

3 Skills to Consider





*Non-Verbal
Skills*



*Interactive: What
is the emotion?*



Non-Verbal Skills

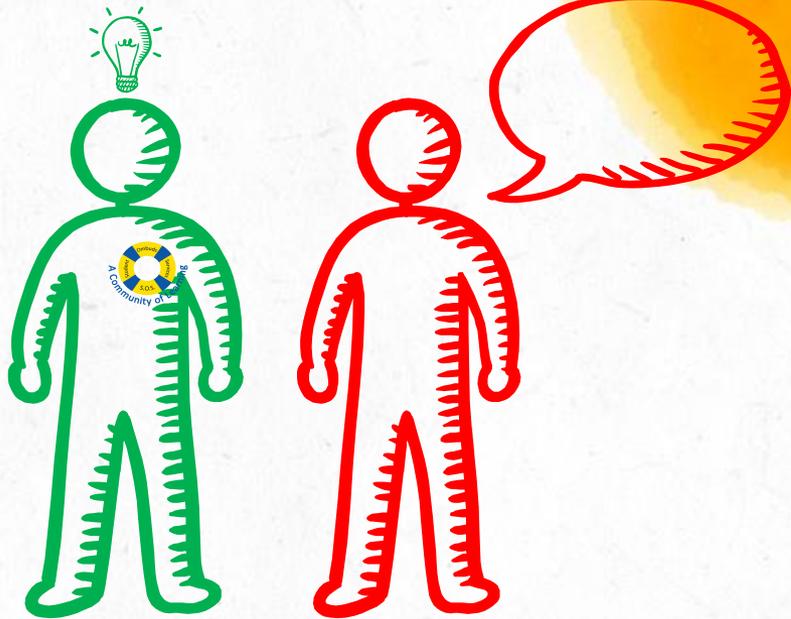
How can we develop our non-verbal skills during communication?



Speaking Skills

How can we develop our speaking skills during communication?

Listening Skills



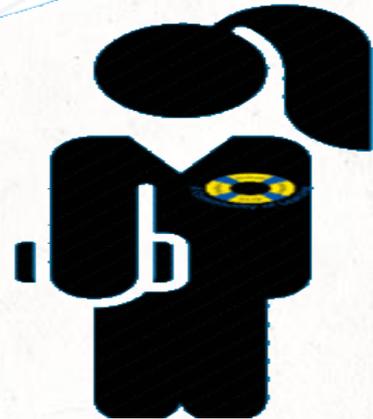
Interactive: Pick from the bag!

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

.....



ze



“

*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:

- ▶ Presentation template by [SlidesCarnival](#)
- ▶ Photographs by [Unsplash](#)
- ▶ Paper backgrounds by [SubtlePatterns](#)