

Done by:
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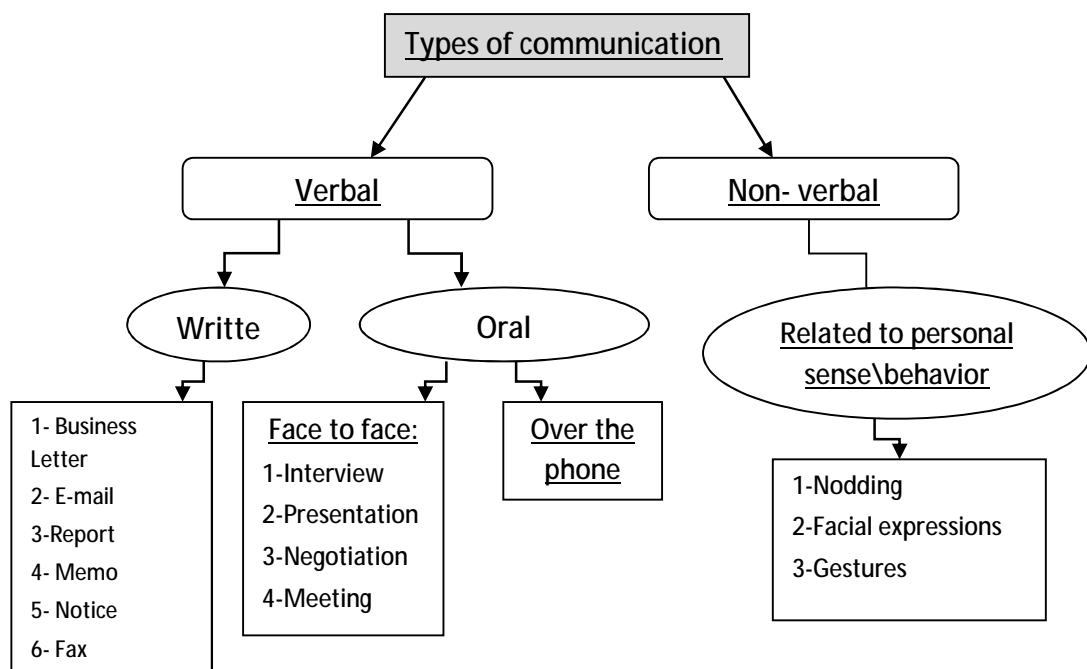
Communication Skills

Name	Definition
<u>Communication:</u>	Is giving, receiving or exchanging information, opinions or ideas by written, speech or visual means any combination of the three.
<u>Verbal communication:</u>	The messages that are expressed in words.
<u>Non- verbal communication:</u>	Any information not spoken; or written that are perceived by our behavior\senses.
<u>Barriers</u>	Anything that prevents the understanding of a message.
<u>Communication network</u>	The flow\direction of communication within organization.

Types of communication:

- 1- Verbal communication
- 2- Non-verbal communication

<u>Types (examples) of non-verbal communication</u>	
1- Physical appearance.	2- The time.
3- Body language, includes:	
<ul style="list-style-type: none"> ✓ The smile. ✓ The eyes ✓ The way a person sits. 	



Purposes of communication:

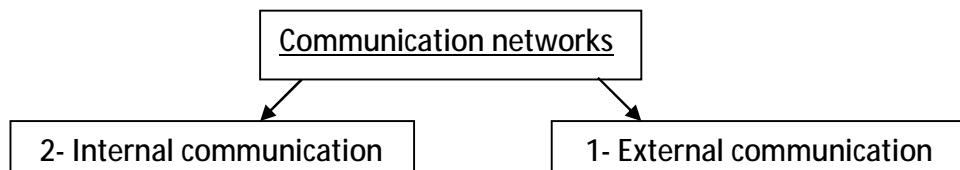
- 1- To inform
- 2- To evaluate
- 3- To persuade
- 4- To instruct

Barriers to communication:

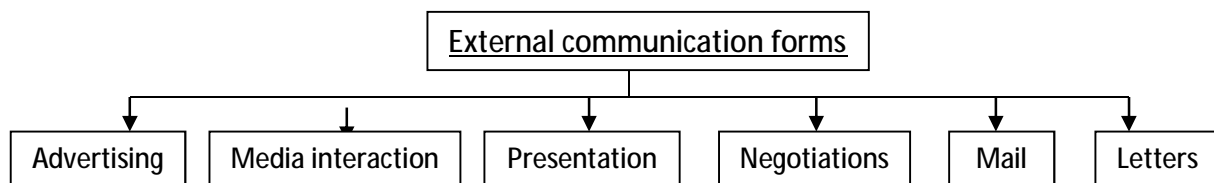
- Poor listening
- Lack of feedback
- Difficult language
- Selecting wrong channel

Overcoming barriers:

- ü Improve your communication skills.
- ü Select a proper channel.
- ü Use simple and understandable language.



<u>Internal communication</u>	
Name	Definition
<u>a) The formal communication network: examples:</u>	
<u>1- Downward communication</u>	From top management to employees\workers.
<u>2- Upward communication</u>	From employees\workers to top management.
<u>3- Horizontal communication</u>	Among people at the same level of the organization's chart.
<u>b) The informal communication network: examples</u>	
1-Waiting to use the photocopier	
2- Eating in the cafeteria	
3- Chatting at a local meeting	



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Questions:

1- Define the following:

- **Communication:**

Giving, receiving or exchanging information, opinions or ideas by written, speech or visual means any combination of the three.

- **Verbal communication:**

The messages that are expressed in words.

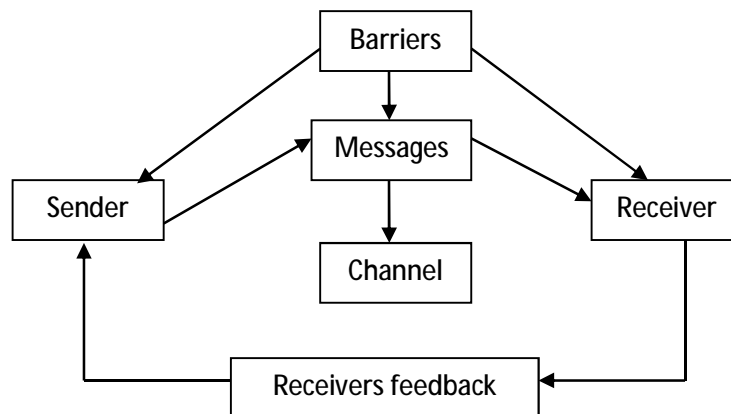
- **Non-verbal communication:**

Any information not spoken; or written that is perceived by our behavior\senses.

- **Downward communication:**

From top management to employees\workers.

3- Complete the model of communication:



4- State whether the following sentences are true or false:

- a) True
- b) False
- c) False
- d) False

5- Write the name of the method of communication below and decide its type (verbal\non-verbal):

Presentation
Type: Verbal

Letter
Type: Verbal

Gestures
Type: Non-verbal

Over the phone
Type: Verbal

Meeting
Type: Verbal

Facial expressions
Type: Non-verbal

6- Circle the correct answer:

1- B

2- A

3- C

4- A

5- D