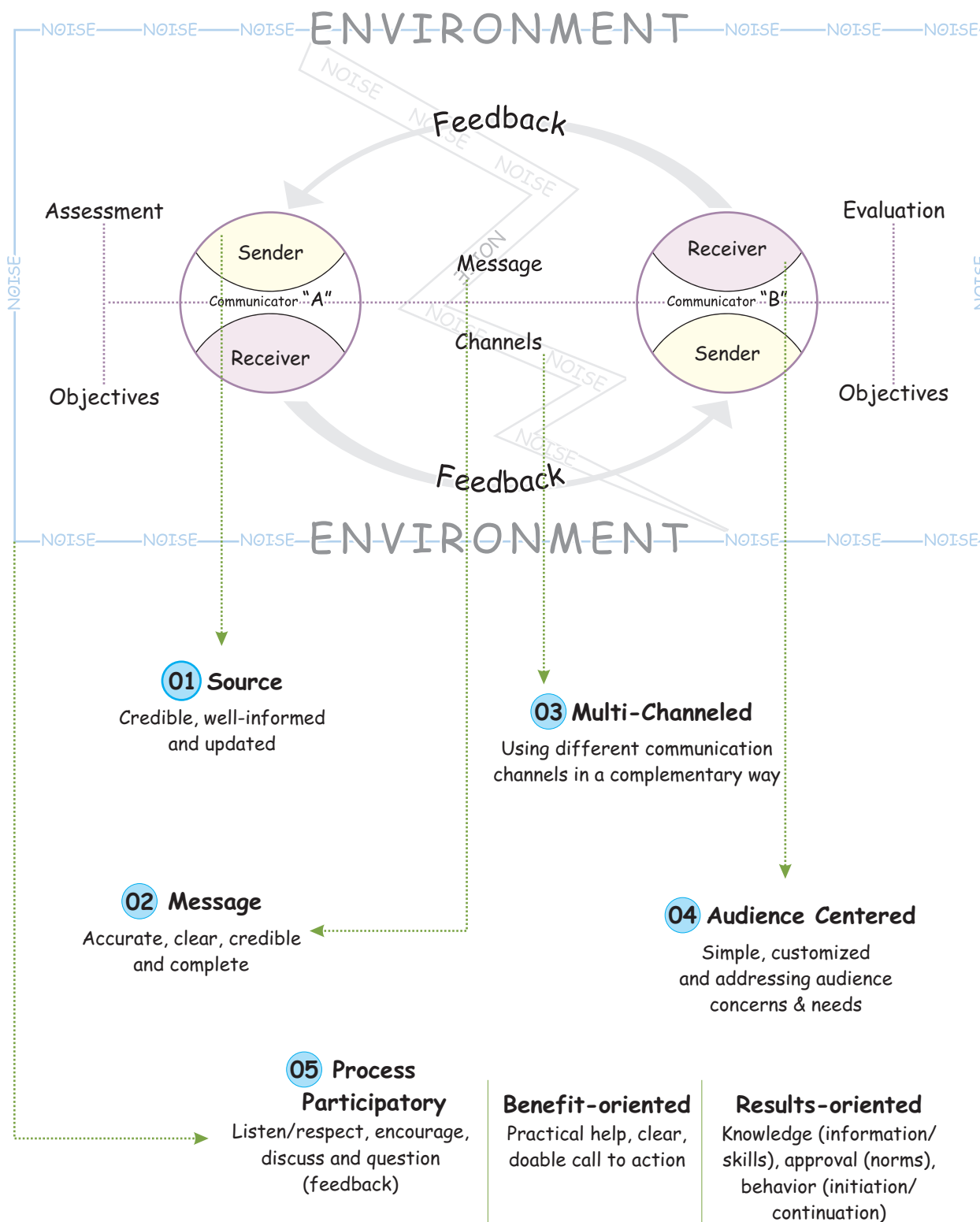


Elements of Effective Communication



Barriers to communication



Perception



Interest



Knowledge



Emotions



Personality



Appearance



Distraction



Listening



Language

Ineffective communication results in...

1
Dissatisfaction

2
Panic & loss of control

3
Loss of good will

4
Incomplete information

5
Incorrect information

6
Myth propagation

Effective verbal and non-verbal communication

Remember!

People understand

7%	38%	55%
Of the words you are saying	Of the voice you are using	Of the body movements you are doing








Techniques for verbal and non-verbal communication

'KISSS' (Verbal)	'REAL' (Non-Verbal)
<p>Keep It</p> <ul style="list-style-type: none"> ■ Short: Distinguish between nice to include and need to include. Too much information cannot be remembered. ■ Simple: Use simple and clear information that can be understood by all. Avoid complicated technical terms. This will avoid misunderstanding (rumors). ■ Straight: Clarify to the audience what you are trying to achieve and summarize 'take away' points/messages at the end of your session. 	<ul style="list-style-type: none"> ■ Give respect: Be attentive - show involvement with participants and subject under discussion through facial expression and tolerance for questions ■ Emphasize: Highlight important points through use of multiple channels, appropriate body language, and repeating the message as needed. Use training aids and material effectively. ■ Create a positive atmosphere: Ensure a friendly and encouraging environment that can promote learning through your smile, words and attitude. ■ Listen: Ensure that all participants are active and engaged. Listen with your ears and eyes, and listen to words and feelings. Encourage feedback and discussion and ask open ended and probing questions to make sure you are understood.

Effective listening

Listening is generally used as an overall label for the complex psychological, neurological and physiological factors involved in the understanding and retention of verbal material presented in the spoken form

Tips to improve listening skills

 Talk less	 Avoid hasty judgments	 Focus on what you can learn
 Read the non-verbal language	 Make notes	 Let the speaker finish
	 Ask questions	

Notes:

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Understanding adult learning

Adult learning or facilitation is very different from education directed towards children. Adults choose if they want to participate in a learning process, they want to know 'why' they need to learn. They will want to know how learning will benefit them and their families. A typical adult learning cycle is shown here below.

