

# WHAT IS COMMUNICATION?

**Communication** is the method by which people share their ideas, information, opinions and feelings.



# Methods of communication:

1. Person to person-face to face, reading a letter, making a phone call;
2. In a small group-planning, problem solving, written reports, memos;
3. In a meeting-presenting, bargaining, negotiating agreements;
4. Others-training, teaching,entertaining.

# Verbal communication

Is when a person puts across a message by speaking. The message can be sent in a person via an intercom, over the phone, email etc.

## Non-Verbal communication

There are numerous ideas, thoughts and feelings that are communicated without words.

# Non-verbal communication is divided into six types:

- ▣ Body languages;
- ▣ Physical characteristics and appearance;
- ▣ Voice;
- ▣ Space;
- ▣ Environment;
- ▣ time.

# To be a good communicate everybody must know 6 rules:

1. Plan what you will say;
2. Organize your thoughts;
3. Recognize that actions speak louder than words;
4. Be concise;
5. Always translate your message into benefits for the other part;
6. Listen carefully to the other part.