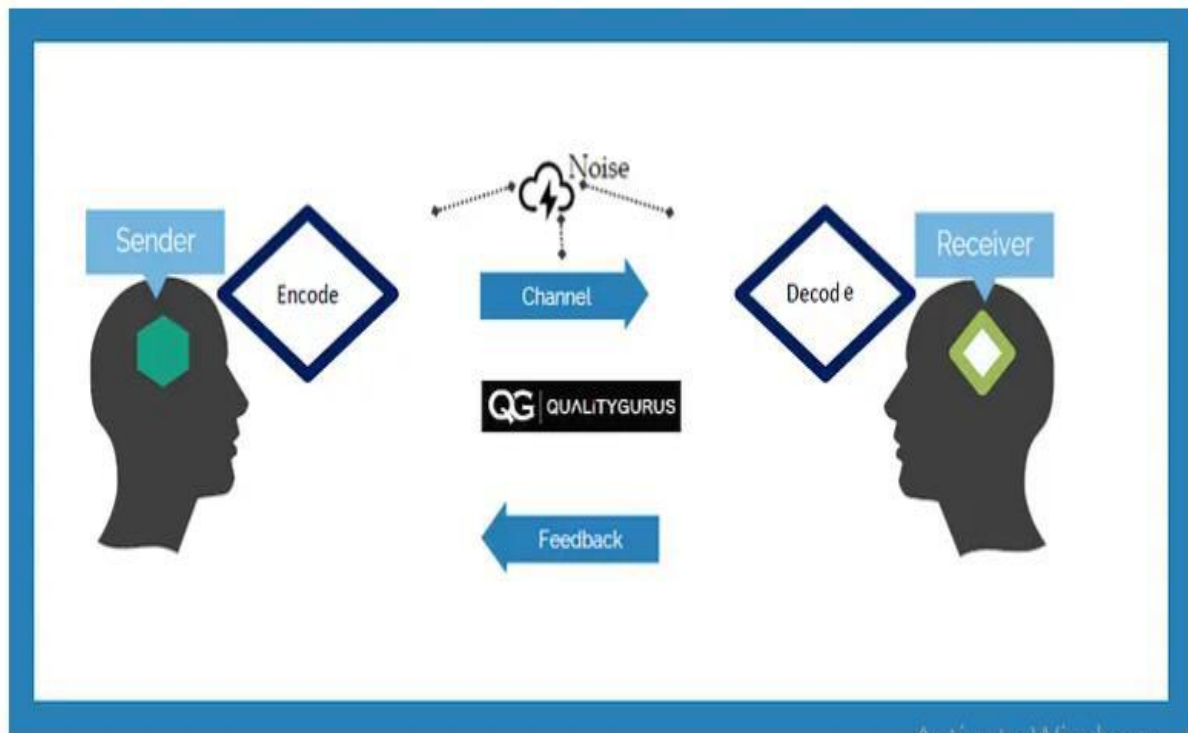


## 8. Communication



Communicating effectively will benefit you in every aspect of your life. Good communication skills impact your relationship with every person you interact with.

Leaders need to communicate their messages to people within their teams clearly. Your ability to communicate well can create a stronger sense of teamwork among your employees. If you're not communicating effectively, you won't be able to lead others successfully.

**Types of Communications:** there are Four Types of Communications

### 1. Verbal Communication

The most common form of communication is the spoken word. It can be used to convey information, ask questions or request a response from others. Verbal communication includes all forms of speech, such as talking, shouting, whispering, singing, chanting, and reading aloud.

## **2. Non-verbal Communication**

There are many other ways that people communicate with each other without using words. Non-verbal communication includes nodding, shaking hands, pointing, eye contact, smiling, frowning, touching, leaning forward, standing up straight, sitting down, crossing arms, etc. These gestures help us understand what another person means when they speak.

We also use non-verbal cues to express ourselves to others. For example, if someone smiles at me while I'm speaking to him, he might be expressing interest in what I have to say. Or if he leans back in his chair, it tells me that he doesn't want to hear what I am saying.

## **3. Written Communication**

The written word has been an important means of communication since ancient times. Written communication includes letters, e-mails, faxes, memos, reports, and other written messages. Written messages include text on paper and computer screens. Writing allows us to store large amounts of information quickly and easily.

## **4. Visual Communication**

Another way that we communicate with each other is through pictures or images. Visual communication includes photographs, paintings, diagrams, charts, maps, graphs, drawings, sketches, animations, and videos.

## **Improving Communication Skills**

If you want to improve your communication skills and become an effective leader, here are some tips:

- 1) Listen more than you talk - Ask questions that help you understand the other person's point of view. This is one way to get information from someone else.
- 2) Show interest - Don't just listen; show interest by asking about what is being said. You'll gain respect when you show interest in what they have to say.
- 3) Be clear - Make sure everyone understands exactly what you mean. Avoid using vague words like "maybe" or "kind of."
- 4) Use appropriate body language - Stand up straight, keep eye contact, make gestures with your hands, and smile. These actions send signals to the listener that you care about them and respect them.
- 5) Don't interrupt - Let people finish what they are saying before responding. Interruptions cause listeners to lose focus.
- 6) Keep your emotions under control - When you feel angry, frustrated or upset, take a few deep breaths and count to ten. Then tell yourself that you will remain calm and collected until you've had time to think things over.