

## **Communication Skills (I)**

1. **Five Elements** of communication:

Sender, Message, Channel, Recipient, Interpretation of message.

2. An ideal communication is an **interactive** process. The sender and the recipient can send and receive message through channels, and respond after interpretation of the message.

3. Ineffective communication usually occurs when there are barriers in message transfer leading to misunderstandings.

4. Communication can improve mutual understanding, facilitate cooperation and promote interpersonal relationship.

5. Ideal attitudes in communication:

- **Respect:** show your respect by paying regard to other's point of view and feelings, don't look down on others.
- **Kind:** avoid speaking in offensive ways, let others feel at ease in a conversation.
- **Sincere:** express genuinely what you really think in attitude and behaviour.

6. **“B.E.S.T.”** --- Verbal & non-verbal forms of communication

**Body:** Head movements, gesture, posture, body movement, etc.

**Eyes & Face:** Eye contact, facial expressions, etc.

**Say:** Contents, choice of wordings, clarify if in doubt, etc.

**Tone & Voice:** loudness, speed, intonation, pitch, etc.

7. Verbal and non-verbal communications complement each other, allow more accurate expression and enhance understanding.

8. Look for non-verbal messages. These help you understand better of the unsaid.

9. Understand others' emotion and feelings by paying attention to their B.E.S.T.

10. Be respectful, kind and sincere to build up a long-lasting and harmonious interpersonal relationship.