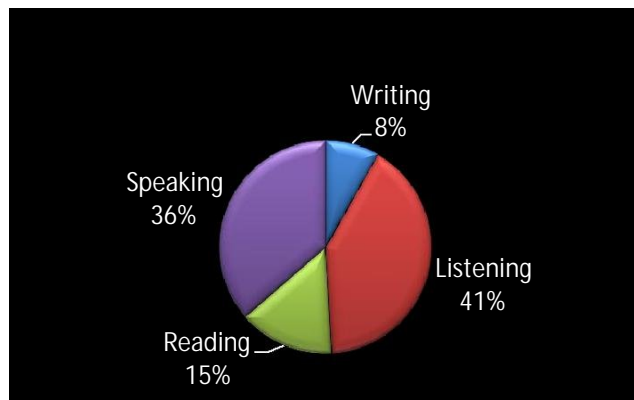


## Media/Means of Communication

### Verbal-

- ✚ Oral
- ✚ Written



### Levels of Oral Communication-

- ✚ Intra personal
- ✚ Interpersonal
- ✚ Public Communication
- ✚ Mass Communication

### Written Communication-

- ✚ Keep it Brief
- ✚ Make it Clear and Complete

### Non Verbal-

- ✚ Sign language
  - ✓ Visual Sign
  - ✓ Audio Signs
- ✚ Silence
- ✚ Chronemics
- ✚ Haptics
- ✚ Kinesics
- ✚ Paralanguage
- ✚ Artifactual

Non Verbal Communication- Words are not the only way we communicate. While we use language to explicit information and message content, we use non- verbal communication to convey relational messages, including how we feel about another person as well as status and power. While one can refuse to speak or write, it is impossible to avoid behaving non-verbally:

One may continue to communicate through:

- ✦ Kinesics or Body Language
- ✦ Paralanguage
- ✦ Artifactual Communication
- ✦ Proxemics
- ✦ Chronemics or Time language
- ✦ Haptics
- ✦ Silence

Listening- A key ingredient of Effective Communication-

What Happens when we listen?-

- ✦ Sensing
- ✦ Interpreting
- ✦ Evaluating
- ✦ Remembering
- ✦ Responding

Types of Listening-

- ✦ Content listening
- ✦ Critical listening
- ✦ Empathic listening
- ✦ Active listening

Listening Preferences-

- ✦ Content oriented
- ✦ Action oriented
- ✦ People oriented
- ✦ Time- oriented

Poor Listening Habits-

- ✦ Avoiding Difficult listening Situations
- ✦ Tolerating Distractions
- ✦ Faking Attention
- ✦ Criticizing speaking Style or Mannerism

- ✦ Majoring in Minors
- ✦ Wasting the –‘Thinking- Speaking’ time differential

#### Skills Building to Improve Listening Habits-

- ✦ Focusing
- ✦ Tracking
- ✦ Reflecting
- ✦ Digging
- ✦ Dampening
- ✦ Redirecting

#### Rules for Effective Listening-

- ✦ Listen for ideas, not facts-ask yourself what they mean
- ✦ Judge content, not delivery, ie what they say, not how they say it
- ✦ Listen optimistically- don't lose interest straight away
- ✦ Don't jump to conclusions
- ✦ Be flexible, adjust your note-taking to the speaker
- ✦ Concentrate- don't start dreaming- and keep eye contact
- ✦ Don't think ahead of the speaker- you will lose track
- ✦ Work at listening- be alert and alive
- ✦ Keep emotions under control when listening
- ✦ Open your mind- practice accepting new information
- ✦ Breathe slowly and deeply
- ✦ Relax and be comfortable