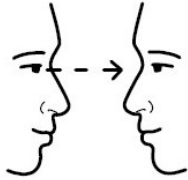


Effective Communication

Here are some guidelines for developing good communication skills that you can practice anywhere and at anytime.

1. Make eye contact.



2. Be aware of what your body is saying.



3. Have courage to say what you think

Have always the courage to say what you think!



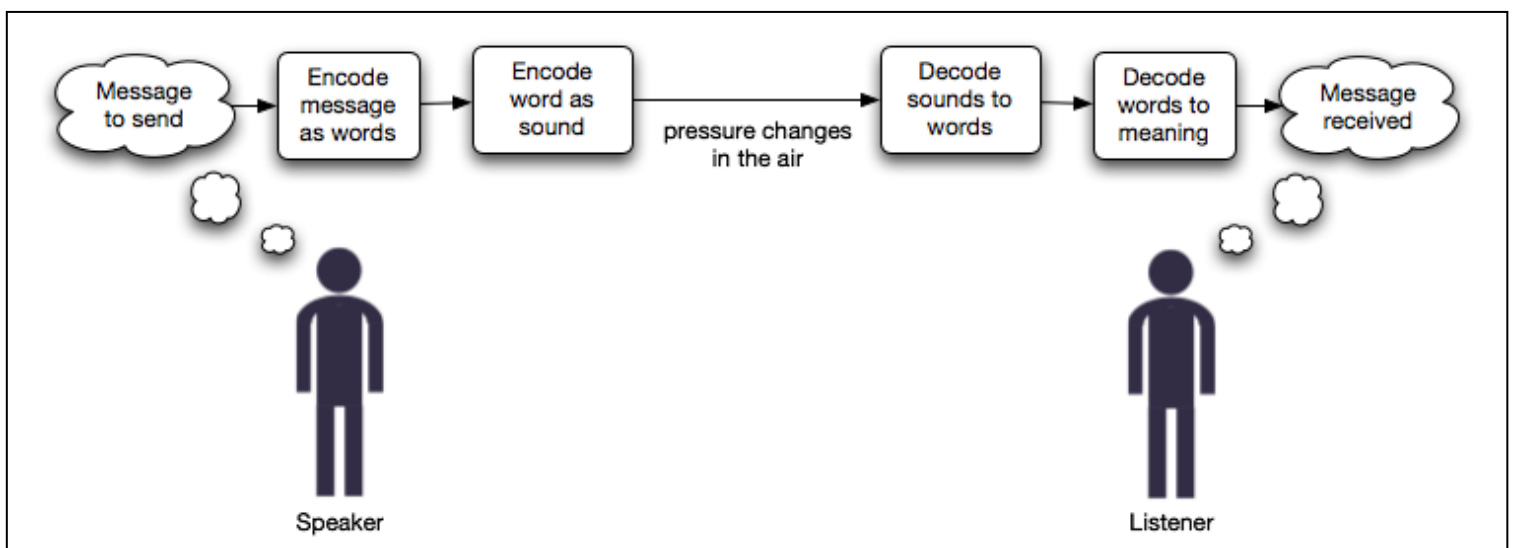
4. Speak loudly enough to be heard

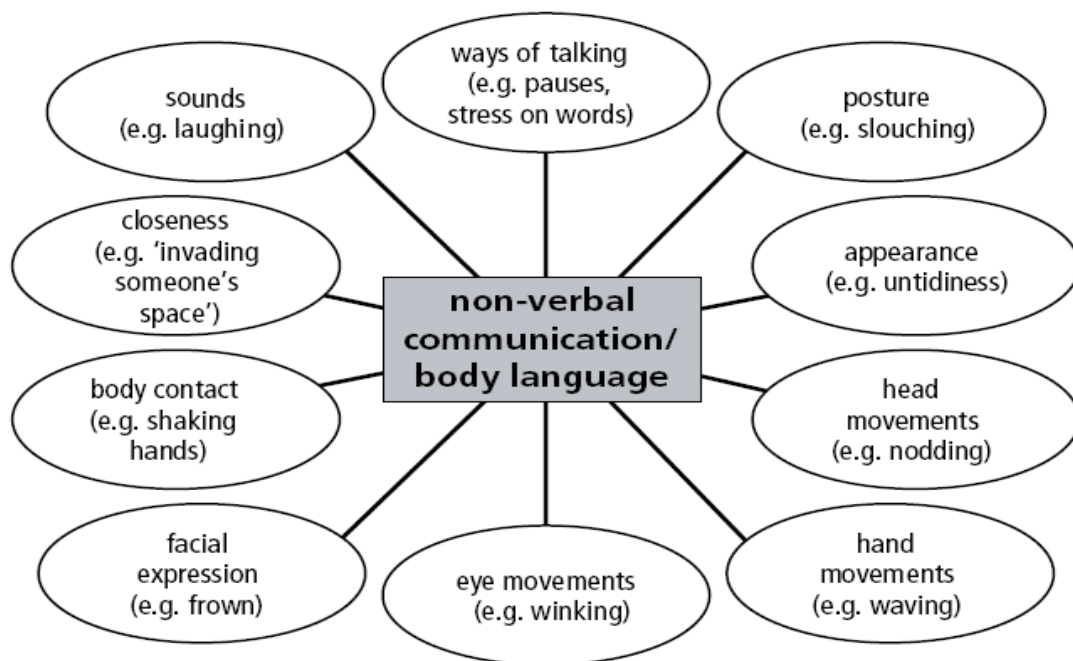
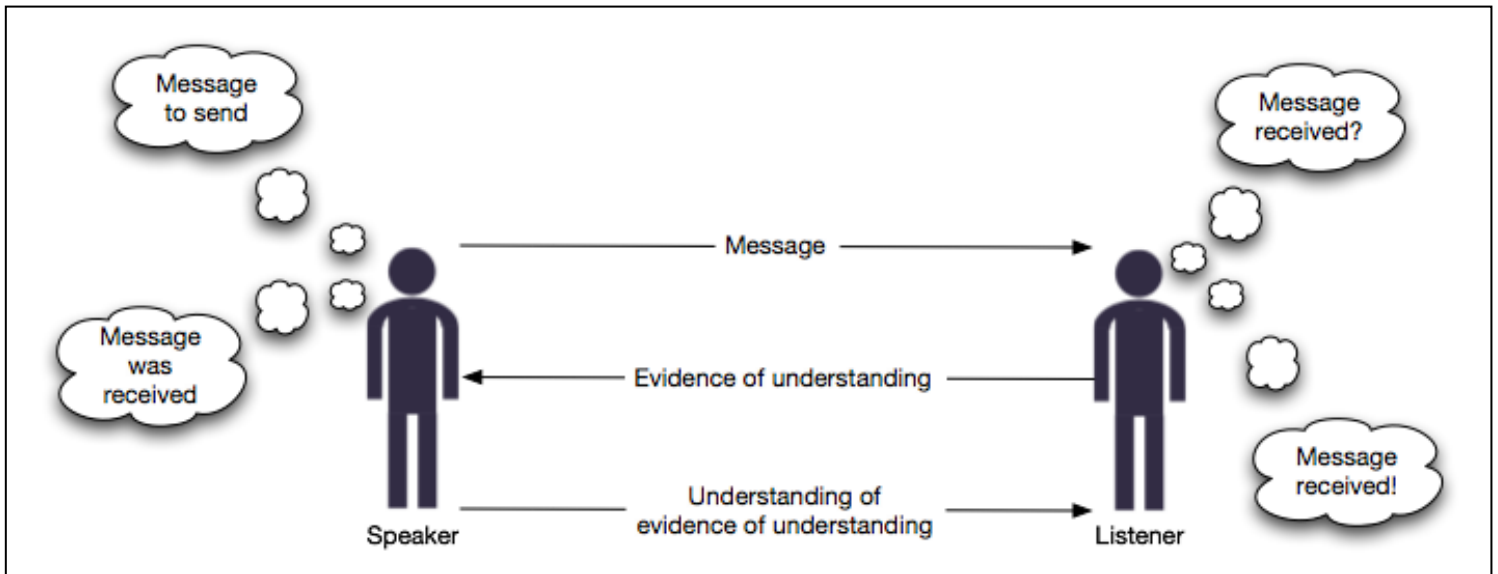


5. Practice



Model of Communication





Effective and Efficient Communication:

When people communicate with one another, at least two important things are at issue. One is the accuracy of the communication- an issue of effectiveness; the other is its cost-an issue of efficiency. Effective communication occurs when the intended meaning of the source and the perceived meaning of the receiver are virtually the same. Although this should be the goal in any communication, it is not always achieved. Even now, we worry about whether or not you are interpreting these written words exactly as we intend. Opportunities to offer feedback and ask questions are more important ways of increasing the effectiveness of communication.

Efficient communication occurs at minimum cost in terms of resources expended. Time, for example, is an important resource. Picture your instructor taking the time to communicate individually with each student in your class about the course subject matter. It would be virtually impossible to do so. Even if it were possible, it would be very costly in terms of time. People at work often choose not to visit one another personally to communicate messages. Instead, they rely on the efficiency of memos, posted bulletins, group meetings, email, or voice mail.