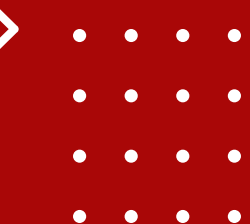


COMMUNICATION SKILLS

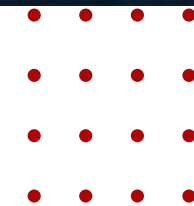
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WHAT IS COMMUNICATION?

- Communication is the process of sending and receiving information between two or more people.
- The person sending the message is referred to as the sender, while the person receiving the information is called the receiver.
- The information conveyed can include facts, ideas, concepts, opinions, beliefs, attitudes, instructions and even emotions.



Type of Communication

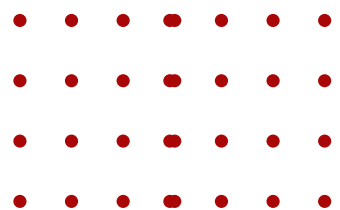
A: Verbal Communication

- This is the spoken or written conveyance of a message.
- As an educated man or woman in this world, it is expected that you should be able to speak clearly and intelligently at all times.
- All communications should have excellent English/Swahili with perfect grammar, write in full sentences and never use CAPITAL LETTERS or emoticons (emoji).





From this picture, you can tell that the person is excited.



B: Non-Verbal Communication

- This includes gestures, body language, facial expressions, eye contact, etc.
- Often times it's what you don't say that tells the most about you.
- When you meet someone for the first time, you want to communicate confidence and a great attitude, and you want them to grasp the positive aspects about yourself.
- It is very important to be aware of your body language.

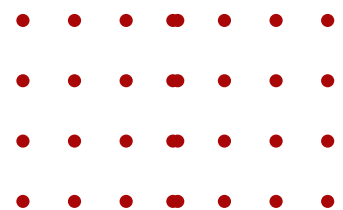
IT'S WHAT YOU **DON'T SAY** THAT COUNTS!



What do you recognize from the photos below?



Body language as a form of non-verbal communication tells a lot about your audience. Notice the postures of the audience in the pictures? What does their body language say?



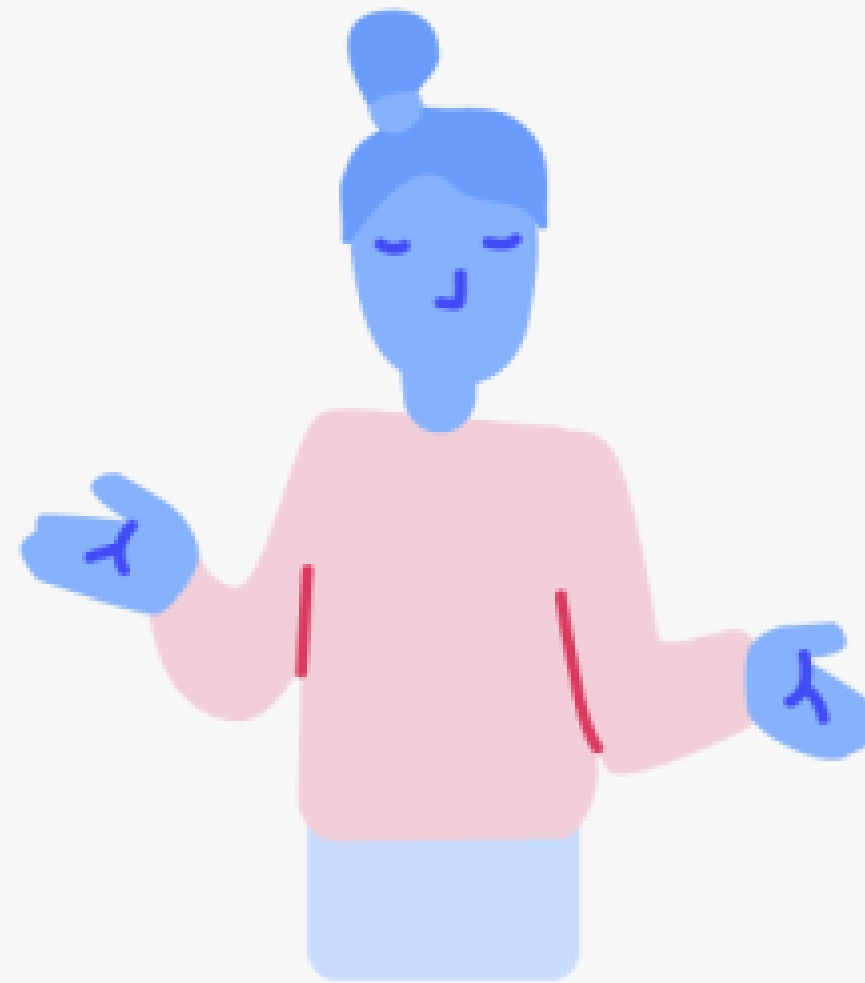
More examples of expressions and what they mean.



Confidence



Relaxed



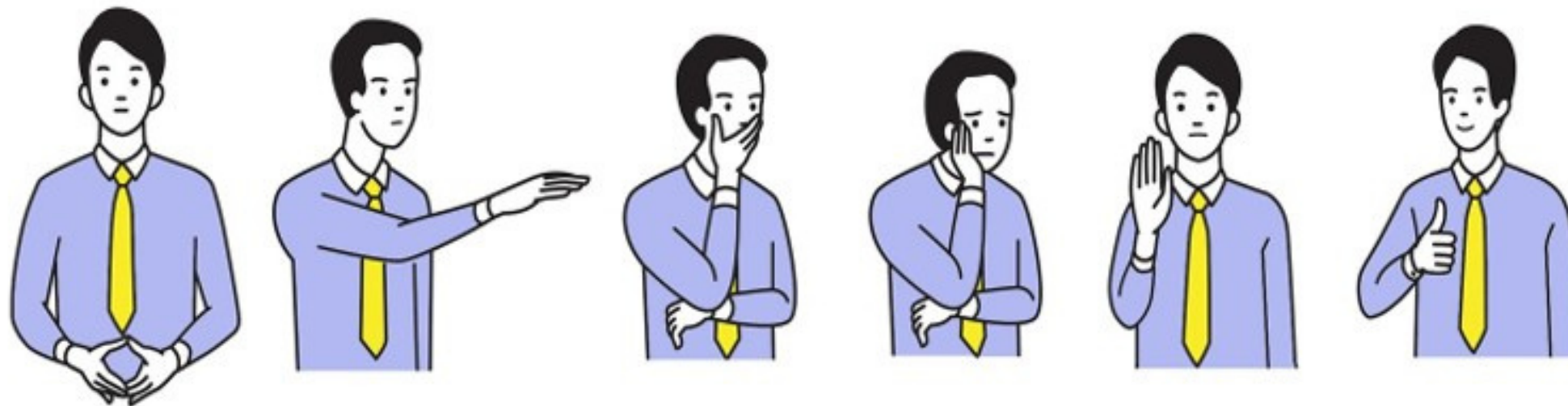
Trustworthy



Strength



GROUP EXERCISE



What message is the person in the picture trying to convey? See example 1 and 2 to start.

1. Perfect

2. Very good

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

11. _____

12. _____



Elements of Communication



For effective communication to have happened, the following elements or steps must happen.

Source/Sender

This is where communication originates. The source is the person or a thing attempting to share information.

Message

This is simply the information you want to send or communicate. It could be a thought, idea, news, etc.

Encoding

This is the process of assembling the message into a representative design so that the receiver can understand.

Channel

This is the means or model through which a receiver is able to get the message. It could be a paper, phone, book, etc.



Elements of Communication



For effective communication to have happened, the following elements or steps must happen.

Decoding

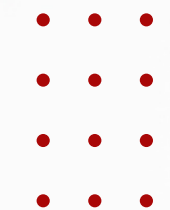
This is the process of the receiver interpreting the message. Reading and listening are both parts of how messages are decoded.

Receiver

The receiver is the one for whom the message is intended and who is responsible for decoding or interpreting the message.

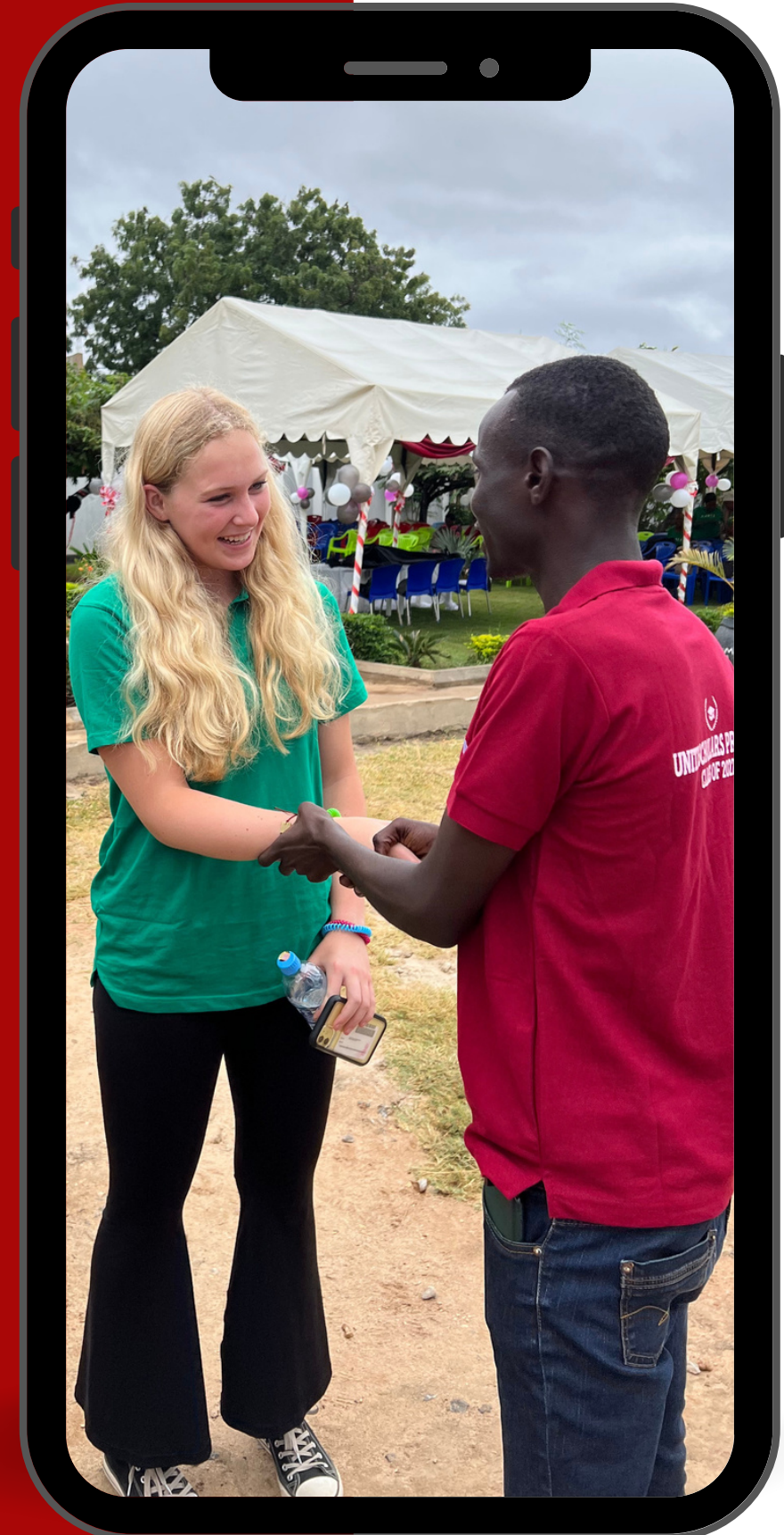
Feedback

Feedback ensures that the receiver understood the message in the way the sender intended the message to be understood.



EXERCISE/DELIVERABLE

- What is the importance of having good and effective communication?
- What are the barriers/obstacles that can hinder effective communication?
- Do you have a habit of asking for clarity when you don't understand someone or something?
- Do you pay close attention to other people's gestures and body language?
- From what you have learned about communication, what advice would you give your fellow peers on the importance of communication?





THANK YOU

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