


# Effective communication skills





Game

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- Communication is a very basic and fundamental process for human beings.
  - The ability to convey information to another effectively and efficiently.
  - The exchange of information between two or more people.



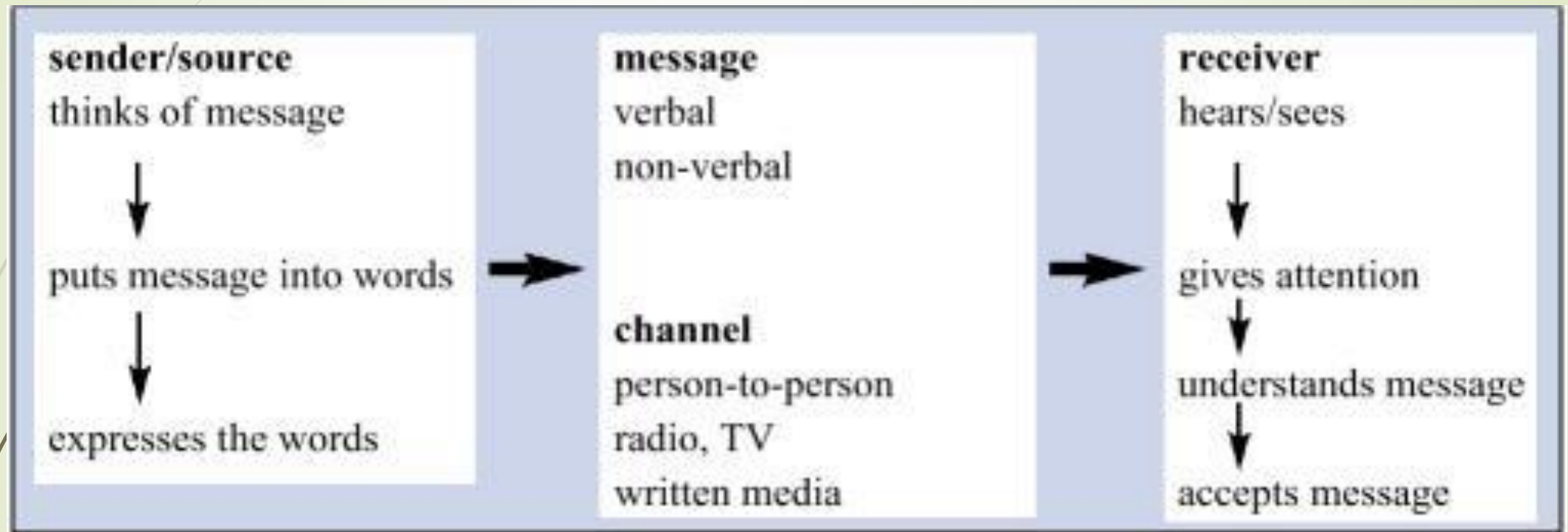
Game

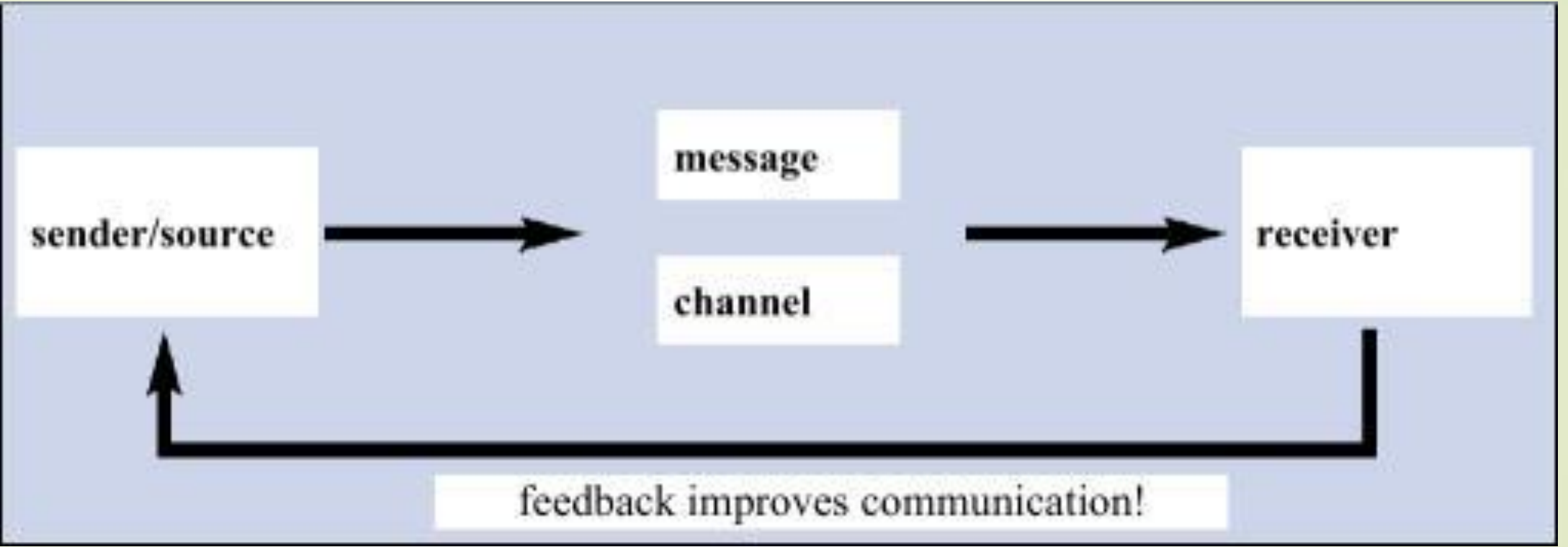


# Elements of communication

Sender ..... Idea ..... Encoding..... Receiver..... Decoding

.....Feedback....







# Other factors

- ▶ **Noise:**

Any sort of interference that affects the message being sent, received, or understood.

- ▶ **Context:**

The setting and situation in which communication takes place.





# Examples

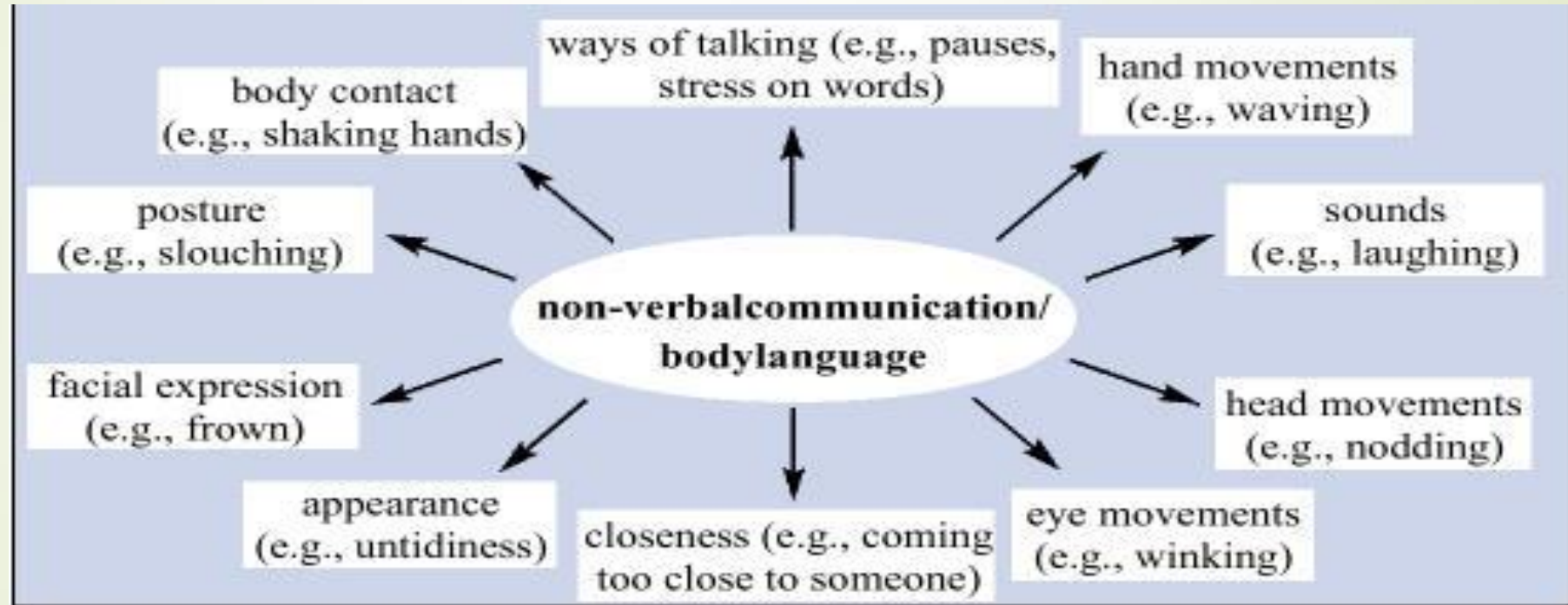




# Types of Communication

- Verbal Communication.

The objective of such communication is to ensure that people understand whatever you want to convey.

# Non-verbal Communication.



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- Written Communication.
  - Formal & Informal Communication.
  - Visual Communication



**How can I know whether I am communicating well as a teacher?**

### **About the style of presentation**

- *Does the teacher speak clearly?*  
(loud enough; not too fast; faces the class; avoids mannerisms like 'um')
- *Is the teacher's non-verbal communication suitable?*  
(appropriate gestures and expressions; moves around; eye contact with whole class)
- *Does the teacher speak understandably?*  
(uses words that the students should be able to understand)
- *Is the speed of presentation right?*  
(the students must be able to absorb the material that is presented)
- *Is there two-way communication?*  
(the teacher checks regularly if the students have understood)
- *Is there evidence of a good relationship between teacher and students?*  
(teacher and students respect each other, listen to each other)

### **About the content**

- *Does the teacher emphasise important knowledge?*  
(the main messages are clear and emphasised, unnecessary detail is left out)
- *Is information presented in a logical sequence?*  
(bits of information follow logically after each other – easy to understand and remember)

### **About the place where the teaching is happening**



- *Is the place conducive to good communication?*  
(enough light; no noise from outside)
- *Are the students comfortable?*  
(adequate seating; students can see the teacher; not too hot/ too cold)

### **About the use of teaching aids**

- *Are the teaching aids relevant?*  
(the aids only deal with the subject matter of the lesson, and clarify it)
- *Are the teaching aids well prepared?*  
(only contain highlights/ main points; neat; different colours are used)
- *Are the teaching aids easy to read and understand?*  
(letters and pictures are large enough; not too much crammed onto one aid)
- *Are the teaching aids skilfully used?*  
(the teacher handles them with confidence; uses a pointer; does not mix them up)





**What I hear, I forget; what I see, I remember; what I do, I know.**



Communication is something that doesn't always happen. Sometimes is a lack of time, a lack of resources, a lack of knowing how to get the point across or a language barrier.



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- ▶ **Teachers communicate by speaking, but also by writing.**
  - ▶ **An important element of communication in teaching is the use of teaching aids: such as; Pictures, written posters and practical demonstrations.**
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# Emotional intelligence





# Advices