Method of Communication

- **Verbal** (words)
  - **Oral**
    - telephon
    - loudespeaker
    - face to face
    - classroom lectures
    - speeches
  - **Written**
    - letters
    - reports
    - memos
    - circulars
    - manuals
- **Non-Verbal**
  - Gestures
  - facial expressions
  - Symbols
  - images
  - signal charts
  - body movements
- **Visual**
  - graphs
  - diagram
  - posters
  - books
  - maps
  - charts

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Page :
Date : / /

Method of communication.

Verbal - People use words to exchange thoughts, feelings and ideas with others.

Oral communication

Advantages

1. Quick feedback.
2. Save time
3. most interactive

Disadvantage

1. requires proximity.
2. not a complete form of communication

Proximity - the sender and receiver must be at the same place.

Written communication

Advantages

1. Permanent storage
2. suitable for lengthy message.
3. mass communication possible.

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Disadvantage.

1. Costly
2. Time consuming
3. barrier of language. (reader should know

Non-Verbal communication

Advantages

1. Very easy to demonstrate
2. Useful for conveying message
3. No language barrier.
4. Very fast.

Disadvantage.

1. Incomplete form of communication.
2. Not suitable for lengthy message
3. Chances of misinterpretation.

Visual communication.

Advantages.

1. reinforce other form of communication.
2. Clears the barrier of language.

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Page :
Date : / /

Disadvantage.

1. Expansive
2. Time consuming
3. not a complete form of communicati

Non-verbal Practices to follow During an Interview / body langua

1. Maintain eye contact.
2. smile and nod (at appropriate time)
3. Be polite and keep an even tone ~~of~~ to your speech.
4. Do not slouch while sitting.
5. Keep your feet on the floor and your back against the lower back of the ~~ch~~ chair.
6. Do not interrupt your interviewer

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Page :
Date : / /

Principles of Effective communication
or
7 C's of communication.

1. Clear - While communicating, be clear about the goal of message. The message being conveyed should be in the easily understandable language.
   Clarity is also about avoiding the use of complex words, sentences and confusing language.

2. Consise
   - The message must be precise and to the point.
   - Short and brief message should be used to maintain the receiver's attention.
   - Every word used should be meaningful and of interest to the receiver.

3. Concrete -
   The message should be supported by facts and figures to eliminate any doubt in the receiver's mind.

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- In case of written communication, *citation or references of the source of information ~~muts~~ must be given to increase credibility.

4. Correct -
Avoid mistakes, errors and use audience-friendly language.

5. COHERENT - Coherent means logical communication, i.e all points are connected and relevant to the main topic and the tone and flow of the text is consistent.

6. COMPLETE -
A complete message will have all the information the receiver needs to know.
To ensure that a message is complete, it is essential to think of the questions the receiver might have when he receives the message.

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7. Courteous – The message should convey respect for the receiver. Courteous communication uses friendly, open, and honest language with a respectful, decent tone emphatic body language.

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