

fast→track

Helping Adults Identify and Get on the Right Career Path

Communication

Communication



What is communication?



Communication is the sending and receiving of information. Communication can be from one place, person, or group to another.

Communication can be face to face or through digital communication devices. Communication skills allow individuals to comprehend others and to also feel understood. A lot of factors are significant in the framework of these skills, such as listening, speaking, observing, and practicing empathy. Expanding these skills enables numerous individuals to make headway in the workplace.



Why is Communication important for you?

Having a good standard of communication is an important instrument in achieving productivity and sustaining strong working relationships in the workplace. The significance of strong communication operates deep within the workplace. Communication in the workplace is crucial as it increases employee morale, engagement, productivity, and satisfaction. Communication is paramount for better team collaboration and teamwork. Effective workplace communication assists in achieving better development for individuals, teams, and organisations.



5 step communication process

IDEA FORMULATION

- The communication process begins when the sender has an idea to be communicated. The idea will be influenced by complex factors surrounding the sender. The sender must begin by clarifying the idea and purpose. What exactly does the sender want to achieve? How is the message likely to be perceived? Knowing this information provides a higher chance of successful communication

MESSAGE ENCODING

- The idea must be encoded into words, symbols, and gestures that will convey meaning. Because no two people interpret information in the exact same way, the sender must be careful to choose words, symbols and gestures that are commonly understood to reduce the chances of misunderstanding. Therefore, a sender must be aware of the receiver's communication skills, attitudes, skills, experiences, and culture to ensure clear communication.

MESSAGE TRANSMISSION

- Choosing the medium to transmit the message is the next step in the communication process. Messages can be transmitted in a verbal, written, or visual manner. For clear communication to occur, the medium and message must match

DECODING

- When the message reaches the receiver, the message must be decoded into its intended meaning. Therefore, the receiver must translate the words, symbols, and gestures as the sender intended. Because no two people interpret information in the exact same way, incorrectly decoding a message can lead to misunderstanding. Successful decoding is more likely when the receiver creates a receptive environment and ignores distractions. Alert receivers strive to understand both verbal and nonverbal cues, avoid prejudging the message, and expect to learn from the communication.

FEEDBACK

- A vital part of the communication process is feedback. Feedback occurs the sender and receiver check to ensure the message was understood as intended. Feedback is a shared responsibility between the sender and the receiver and can be verbal or non-verbal. For example, the sender can elicit feedback by asking, "Do you have any questions?" The sender can also improve the feedback process by only providing as much information as the receiver can handle. Receivers can encourage clear communication by providing clear, timely, descriptive, and non-judgmental feedback. For example, the receiver can shake his/her head up and down to confirm "yes" I have a question.

Communication barriers

There are different kinds of communication barriers.

These are most common ones:

1. Dissatisfaction or disinterest with one's job
2. Inability to listen to others
3. Lack of transparency & trust
4. Communication styles (when they differ)
5. Conflicts in the workplace
6. Cultural differences & language

→ **Can you identify communication barriers you encountered?**

Listening bad habits

Listening is very important in communication. But there are common bad habits people have while listening.

These are most common ones:

1. Interrupting the speaker.
2. Not looking at the speaker.
3. Rushing the speaker and making him feel that he's wasting the listener's time.
4. Showing interest in something other than the conversation.
5. Getting ahead of the speaker and finishing her thoughts.
6. Not responding to the speaker's requests.
7. Saying, "Yes, but . . .," as if the listener has made up his mind.
8. Topping the speaker's story with "That reminds me. . ." or "That's nothing, let me tell you about. . ."
9. Forgetting what was talked about previously.
10. Asking too many questions about details.

→ Can you think of these habits and try remembering if you have one of them?

Ways that you can ensure that you listen more effectively

1. **Be prepared** to listen. Concentrate on the speaker, and not on how you are going to reply.
2. **Keep an open mind** and avoid making judgements about the speaker.
3. **Concentrate** on the main direction of the speaker's message. Try to understand broadly what they are trying to say overall, as well as the detail of the words that they are using.
4. **Avoid distractions** if at all possible. For example, if there is a lot of background noise, you might suggest that you go somewhere else to talk.
5. **Be objective.**
6. Do not be trying to think of your next question while the other person is giving information.
7. **Do not dwell** on one or two points at the expense of others. Try to use the overall picture and all the information that you have.
8. **Do not stereotype the speaker.** Try not to let prejudices associated with, for example, gender, ethnicity, accent, social class, appearance or dress interfere with what is being said

Principles of non-verbal communication

Culture, age, gender and geographic location are critical

Gestures may mean very different things in different regions. Cultural and family norms also affect the way we react to nonverbal cues.

Put things into context

If someone has their arms crossed it may just mean they are chilly. Before jumping to conclusions, put the conversation and the individual into the context of the topic, timing and other external influences.

Look for a combination of signals

It is extremely difficult for our entire body to lie. People are capable of hiding their true intentions, but the real meaning often leaks through multiple channels.

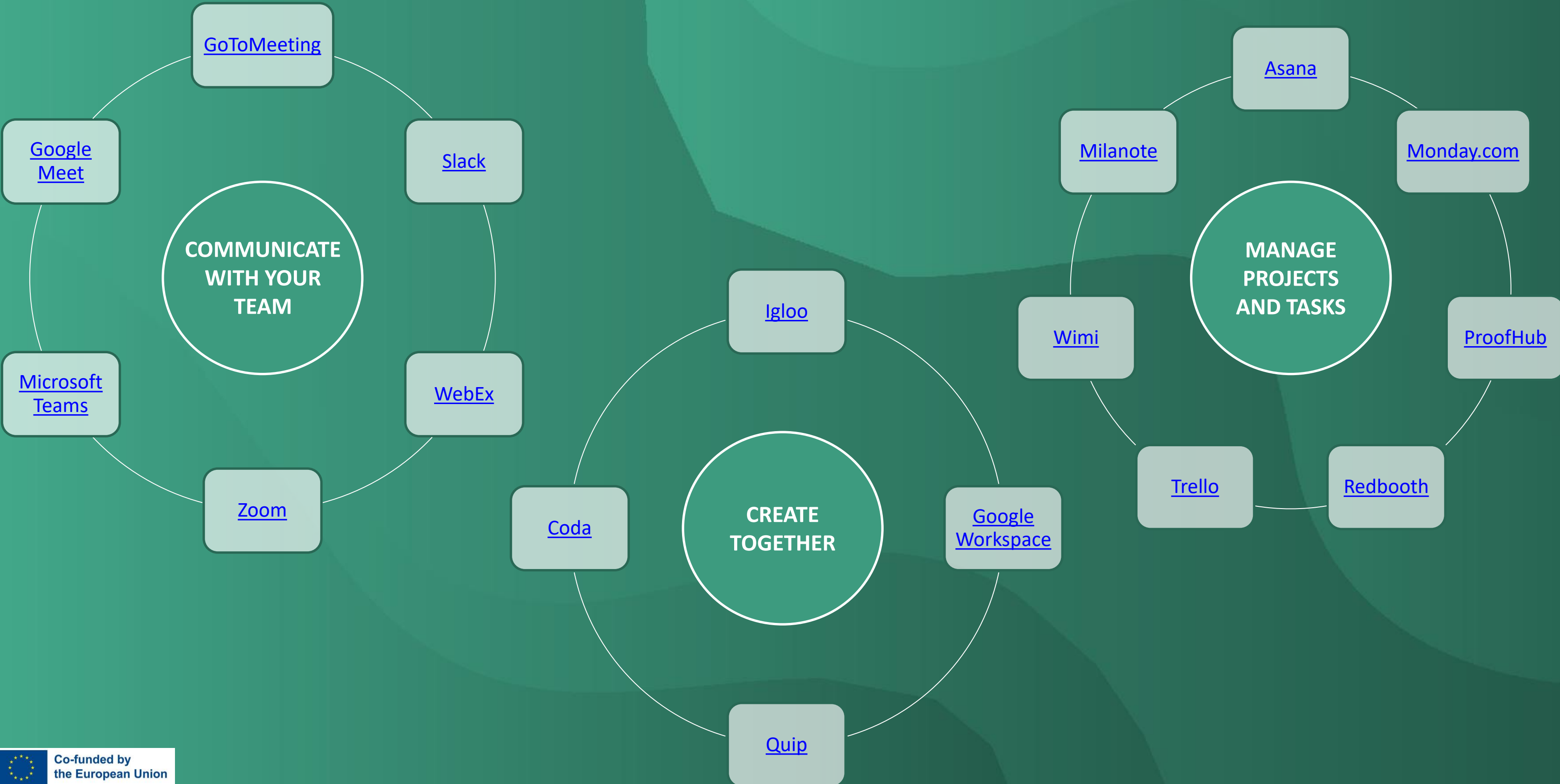
Incongruence can mean many things

When words and nonverbal cues don't align, our natural instincts kick in. Psychological discomfort may indicate that you are the recipient of untruths, but that uneasy feeling may mean other things, as well. Refining one's ability to become more attuned to nonverbal cues can increase one's ability to be more in tune with your own instincts.

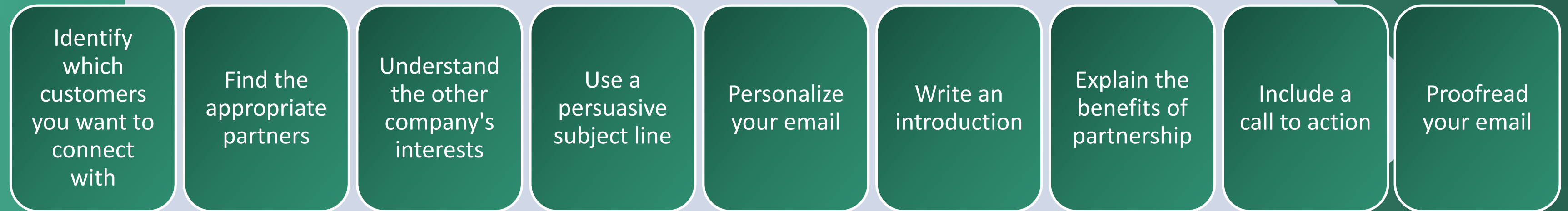
Trust your intuition

Intuition is the unconscious processing of information (e.g. subtle nonverbal signals) manifested as physical feelings. Authenticity is key since people easily pick up on unauthentic and insincere communication. The more one's awareness of the spoken and the unspoken, the more one's own instincts are heightened.

Digital tools for communication and collaboration



Writing a successful e-mail:



More content:

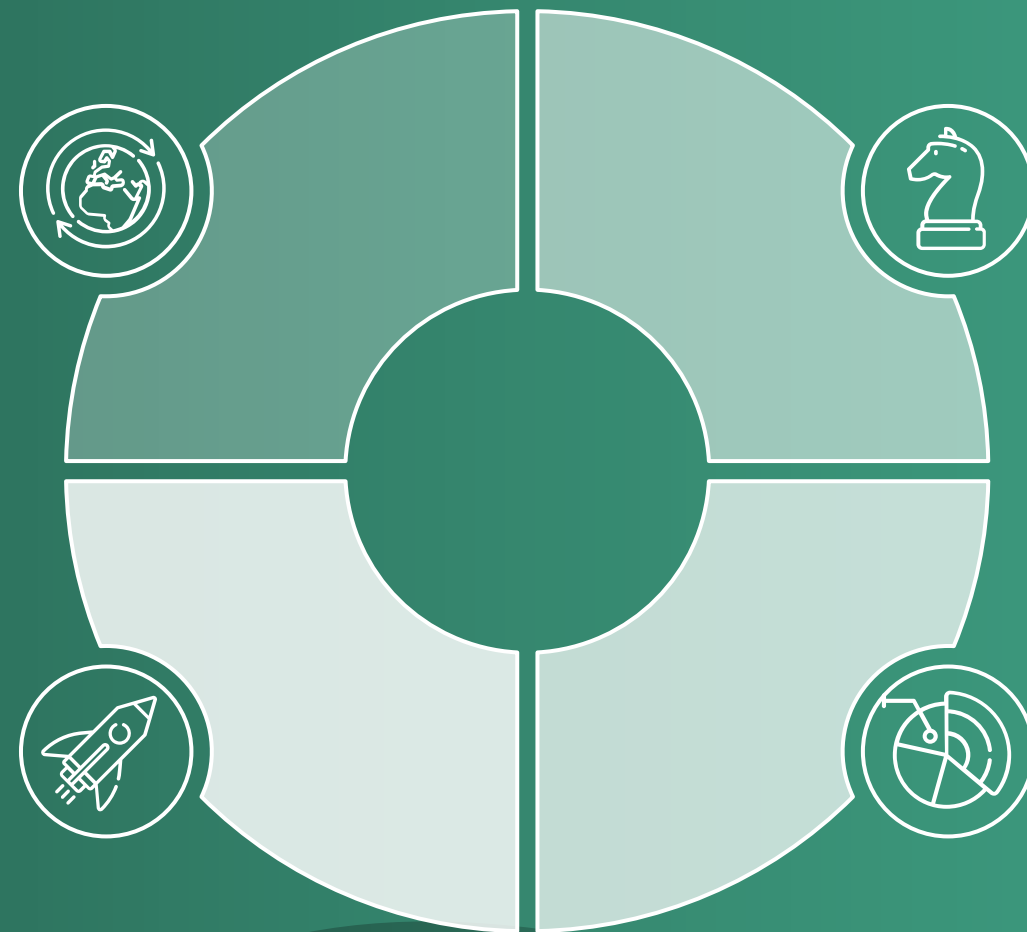
Conflict resolution - video

„Hunting weasel words”
exercise

7 Powerful Tips for Highly
Productive Online Meetings

Model of Communication

How to prepare a
online job interview?



Argumantation - video



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