

Basic Communi cation Skills

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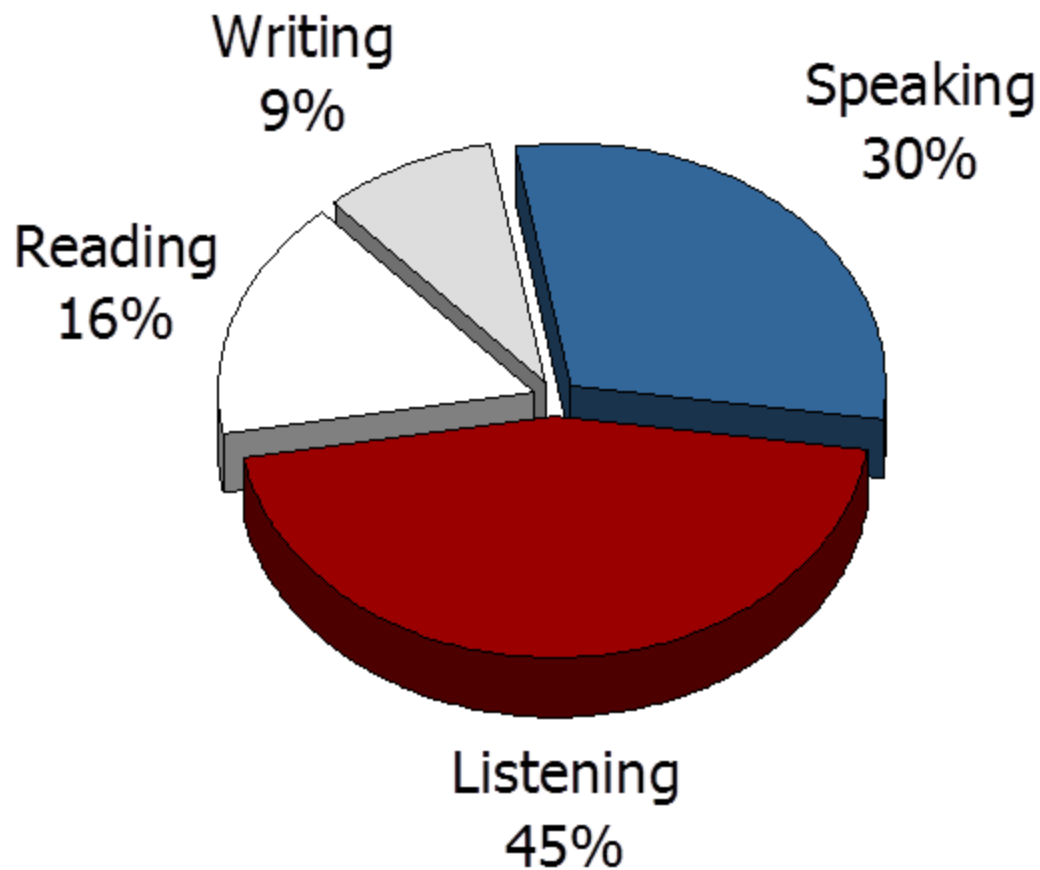
ESTABLISHING RAPPORT

- How do you go about Establishing Rapport?
 - You need Self-Confidence
 - You must Understand People
 - You must be Enthusiastic
 - You must make Eye Contact
 - You must be Interested in them

Communication - Meaning

- Communication is a dynamic process...
- Through this process we convey a thought or feeling to someone else.
- How it is received depends on a set of events, stimuli, that person is exposed to.
- How you say what you say plays an important role in communication

TOTAL COMMUNICATION PROCESS



LEVELS OF COMMUNICATION

■ VERBAL

- Intra verbal: intonation of word and sound
- Extra verbal verbal: implication of words and phrases, semantics

■ NON-VERBAL

- Gestures
- Postures
- Movements

■ SYMBOLIC

Barriers in Communication

(that have to do with the **COMMUNICATOR**)

- Unwillingness to say things differently
- Unwillingness to relate to others differently
- Unwillingness to learn new approaches
- Lack of Self-Confidence
- Lack of Enthusiasm
- Voice quality
- Prejudice

Barriers in Communication

(that have to do with the
COMMUNICATOR)

- Disagreement between verbal and non-verbal messages
- Negative Self Image
- Lack of Feedback
- Lack of Motivation and Training
- Language and Vocabulary Level
- Lack of Self Awareness

Barriers in Communication (that have to do with the **RECEIVER**)

- Selective Perception
- Unwillingness to Change
- Lack of Interest in the Topic/Subject
- Prejudice & Belief System
- Rebuttal Instincts
- Personal Value System
- Here-and-Now internal & external factors

External Barriers in Communication

- Environment
 - The venue
 - The effect of noise
 - Temperature in the room
- Other People – Status, Education
- Time

5 Basic reasons we Do Not Listen

- Listening is Hard Work
- Competition
- The Rush for Action
- Speed differences (120 wpm v/s 360 wpm)
- Lack of Training

4 Levels of Listening

- The Non-Listener
- The Marginal Listener
- The Evaluative Listener
- The Active Listener

Improving Listening Skills

- By not being Preoccupied
- Being Open Minded & Non Defensive
- Minimizing Interruptions
- Effective Listening is: Hearing, interpreting when necessary, understanding the message and relating to it.
- By Asking Questions

COMMUNICATION

■ **7% WORDS**

- Words are only labels and the listeners put their own interpretation on speakers words

■ **38% PARALINGUISTIC**

- The way in which something is said - the accent, tone and voice modulation is important to the listener.

■ **55% BODY LANGUAGE**

- What a speaker looks like while delivering a message affects the listener's understanding most.





← Trimmied Haircut

← Clean Shaved

← Warm Smile

← Feel of Confidence

← Formal Dress

← Firm
Handshake

← Correct Body
Posture

TYPES OF BODY LANGUAGE

Remember that you are dealing with "PEOPLE"

■ **(P)OSTURES & GESTURES**

- How do you use hand gestures? Stance?

■ **(E)YE CONTACT**

- How's your "Lighthouse"?

■ **(O)RIENTATION**

- How do you position yourself?

■ **(P)RESENTATION**

- How do you deliver your message?

■ **(L)OOKS**

- Are your looks, appearance, dress important?

■ **(E)XPRESSIONS OF EMOTION**

- Are you using facial expressions to express emotion?



**THANK YOU
FOR LISTENING ;)**