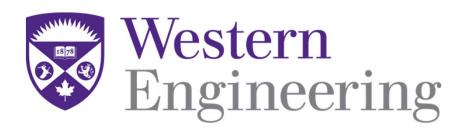
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EFFECTIVE COMMUNICATION

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The act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else.

COMMUNICATION

https://www.youtube.com/watch?v=8LDKkumGsM4 https://www.youtube.com/watch?v=nhe0KSGoUgc

WHAT IS EFFECTIVE COMMUNICATION?

Effective Communication

- Is not just exchanging information
- It's about understanding the emotion behind the information.
- Essential for teamwork, decision-making, and problem solving, and prevent motivation losses.
- It combines a set of skills including nonverbal communication, active listening, stress management, and the capacity to recognize and understand your own emotions and those of the person you're communicating with

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https://www.youtube.com/watch?v=FwEltOeW9aY

WHAT IS ACTIVE LISTENING?

General Steps for Active Listening

- Pay Attention
- SHOW that you're listening
- Provide Feedback
- Defer Judgement
- Respond Appropriately

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