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Syrian Private University

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Art of Communication skills

EFFECTIVE COMMUNICATION SKILLS

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Lecture 1

Objectives

- Define and understand communication and the communication process
- List and overcome the filters/barriers in a communication process
- Practice active listening
- Tips to improve verbal and non verbal communication

What is Communication?

COMMUNICATION IS: THE ART OF TRANSMITTING INFORMATION, IDEAS AND ATTITUDES FROM ONE PERSON TO ANOTHER. COMMUNICATION IS THE PROCESS OF MEANINGFUL INTERACTION AMONG HUMAN BEINGS.

ITS ESSENCES :

- ★ PERSONAL PROCESS
- ★ OCCURS BETWEEN PEOPLE
- ★ INVOLVES CHANGE IN BEHAVIOUR
- ★ MEANS TO INFLUENCE OTHERS
- ★ EXPRESSION OF THOUGHTS AND EMOTIONS THROUGH WORDS & ACTIONS.
- ★ TOOLS FOR CONTROLLING AND MOTIVATING PEOPLE.
- ★ IT IS A SOCIAL AND EMOTIONAL PROCESS.



What are the most common ways we communicate?

Spoken Word

Written Word

Visual Images

Body Language

Types of Communication

Downwards Communication :

Highly Directive, from Senior to subordinates, to assign duties, give instructions, to inform to offer feed back, approval to highlight problems etc.

Upwards Communications :

It is non directive in nature from down below, to give feedback, to inform about progress/problems, seeking approvals.

Lateral or Horizontal Communication :

Among colleagues, peers at same level for information level for information sharing for coordination, to save time.

In modern business environment communication extends beyond written or spoken words to listened word.

Visual dimension added by T.V., computers has given to new meaning to communication.

Barriers to communication

- Noise
- Inappropriate medium
- Assumptions/Misconceptions
- Emotions
- Language differences
- Poor listening skills
- Distractions



Hearing Vs Listening

Hearing – Physical process,
natural, passive



Listening – Physical as well
as mental process, active,
learned process, a skill



VALUE OF LISTENING



- ★ Listening to others is an elegant art.
- ★ Good listening reflects courtesy and good manners.
- ★ Listening carefully to the instructions of superiors improve competence and performance.
- ★ The result of poor listening skill could be disastrous in business, employment and social relations.
- ★ Good listening can eliminate a number of imaginary grievances of employees.
- ★ Good listening skill can improve social relations and conversation.
- ★ Listening is a positive activity rather than a passive or negative activity.

ESSENTIALS OF COMMUNICATION

Do

1. Always think ahead about what you are going to say.
2. Use simple words and phrases that are understood by every body.
3. Increase your knowledge on all subjects you are required to speak.
4. Speak clearly and audibly.
5. Check twice with the listener whether you have been understood accurately or not

ESSENTIALS OF COMMUNICATION

Do Cont,

6. In case of an interruption, always do a little recap of what has been already said.
7. Always pay undivided attention to the speaker while listening.
8. While listening, always make notes of important points.
9. Always ask for clarification if you have failed to grasp other's point of view.
10. Repeat what the speaker has said to check whether you have understood accurately.

ESSENTIALS OF COMMUNICATION

DON'Ts

- ★ Do not instantly react and mutter something in anger.
- ★ Do not use technical terms & terminologies not understood by majority of people.
- ★ Do not speak too fast or too slow.
- ★ Do not speak in inaudible surroundings, as you won't be heard.
- ★ Do not assume that every body understands you.
- ★ While listening do not glance here and there as it might distract the speaker.
- ★ Do not interrupt the speaker.
- ★ Do not jump to the conclusion that you have understood every thing.

How to Improve Existing Level of COMMUNICATION?

1. IMPROVE LANGUAGE.
2. IMPROVE PRONUNCIATION.
3. WORK ON VOICE MODULATION.
4. WORK ON BODY LANGUAGE.
5. READ MORE
6. LISTEN MORE
7. AVOID READING OR WATCHING OR LISTENING UNWANTED LITERATURE, GOSSIP, MEDIA PRESENTATION ETC.
8. INTERACT WITH QUALITATIVE PEOPLE.



Improving Body Language -Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Be aware - people may give false cues دلالة
- Maintain eye contact
- Smile genuinely



Success for YOU...

...in the new global and diverse
workplace requires
excellent communication skills!



Thank You

Excellent body language

