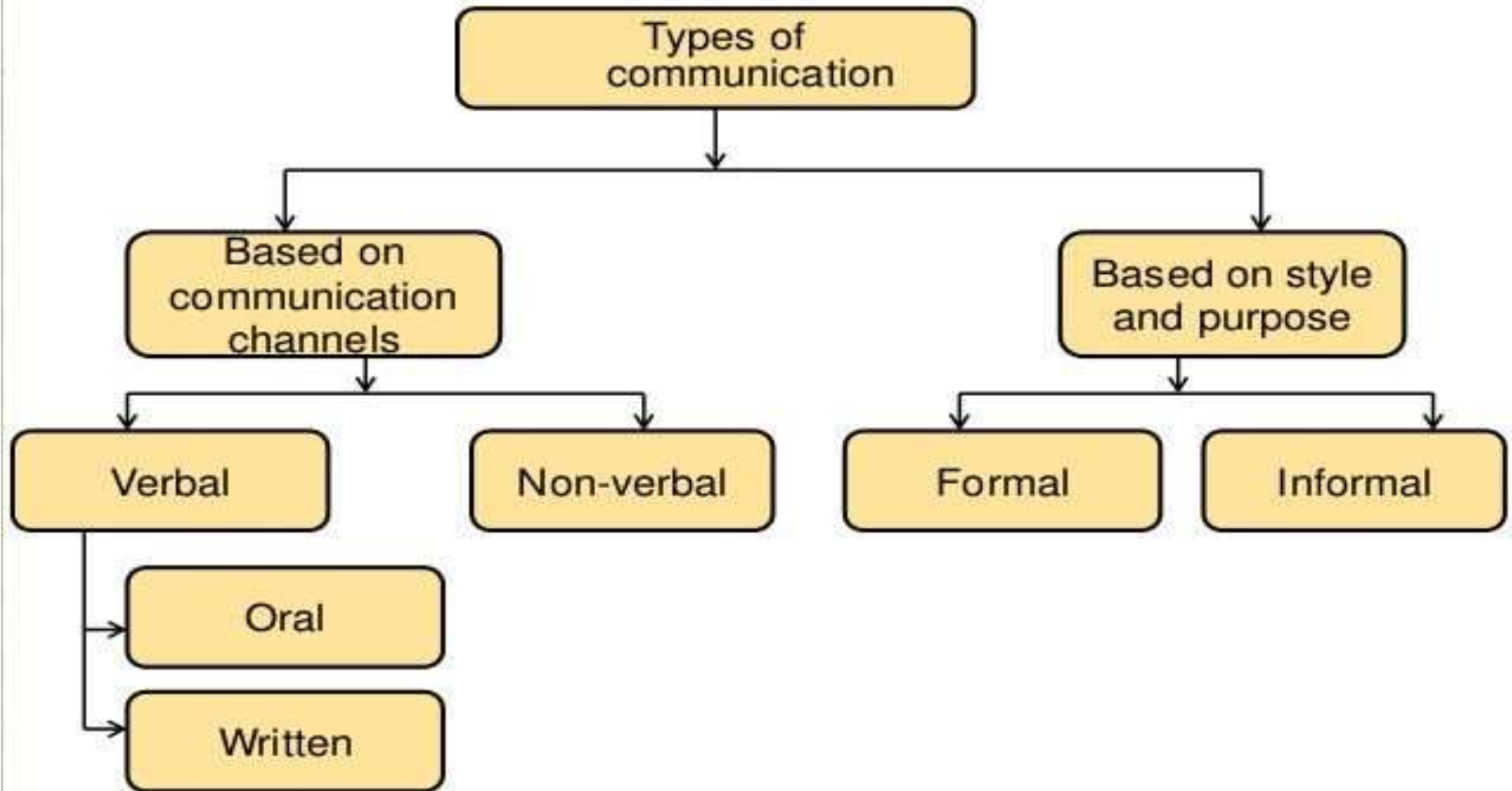


# **Communication and Therapeutic Communication**

## **Types of Communication**

# Types of communication



**Communication is: “any verbal or nonverbal behavior that is perceived by another person.**

**In communication with others only 30% of the communication is verbal, and 70% is non-verbal**

# Verbal Communication

- Verbal communication is refers to the form of communication in which message is transmitted verbally, communication is done by word, mouth and a piece of writing. Objective of every communication is to have people understood what we are trying to convey.

## Types of Verbal Communication

➤ **Oral Communication**

□ **Written Communication**

□ **Mixed Communication**

# Oral Communication

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- In oral communication, Spoken words are used. It includes face-to-face conversations, speech, telephonic conversation, video, radio, television, voice over internet. In oral communication, communication is influenced by pitch, volume, speed and clarity of speaking



# Oral Communication



- ❑ Pronunciation
- ❑ Self Confidence
- ❑ Concise and complete message
- ❑ Logical Sequence
- ❑ Natural Voice
- ❑ Tone
- ❑ Variations in the tone pattern

# **ORAL COMMUNICATION**

- **Methods**
- **Face to face communication**
- **Teleconferencing (Conference calls)**
- **Telephone (Phone calls)**



# Forms of Oral Communication

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- Informal face to face talk
- Interviews
- Group Communication
- 4. *Debates*
- 5. *Meetings*
- 6. *Conferences*
- 7. *Committees*
- Speeches and Presentations

# ORAL COMMUNICATION

## Advantages

- Immediate clarification
- Speedy
- Suitable for emergency
- Lesser formal
- Group communication
- Personal Quality

## Disadvantages

- No record
- Lengthy message
- Distortions
- Speaker's Ineffectiveness
- Limitations of human memory

# written Communication

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- In written communication, written signs or symbols are used to communicate. A written message may be printed or hand written. In written communication message can be transmitted via email, letter, report, memo etc. Message, in written communication, is influenced by the vocabulary & grammar used, writing style, precision and clarity of the language used.

# Written Communication

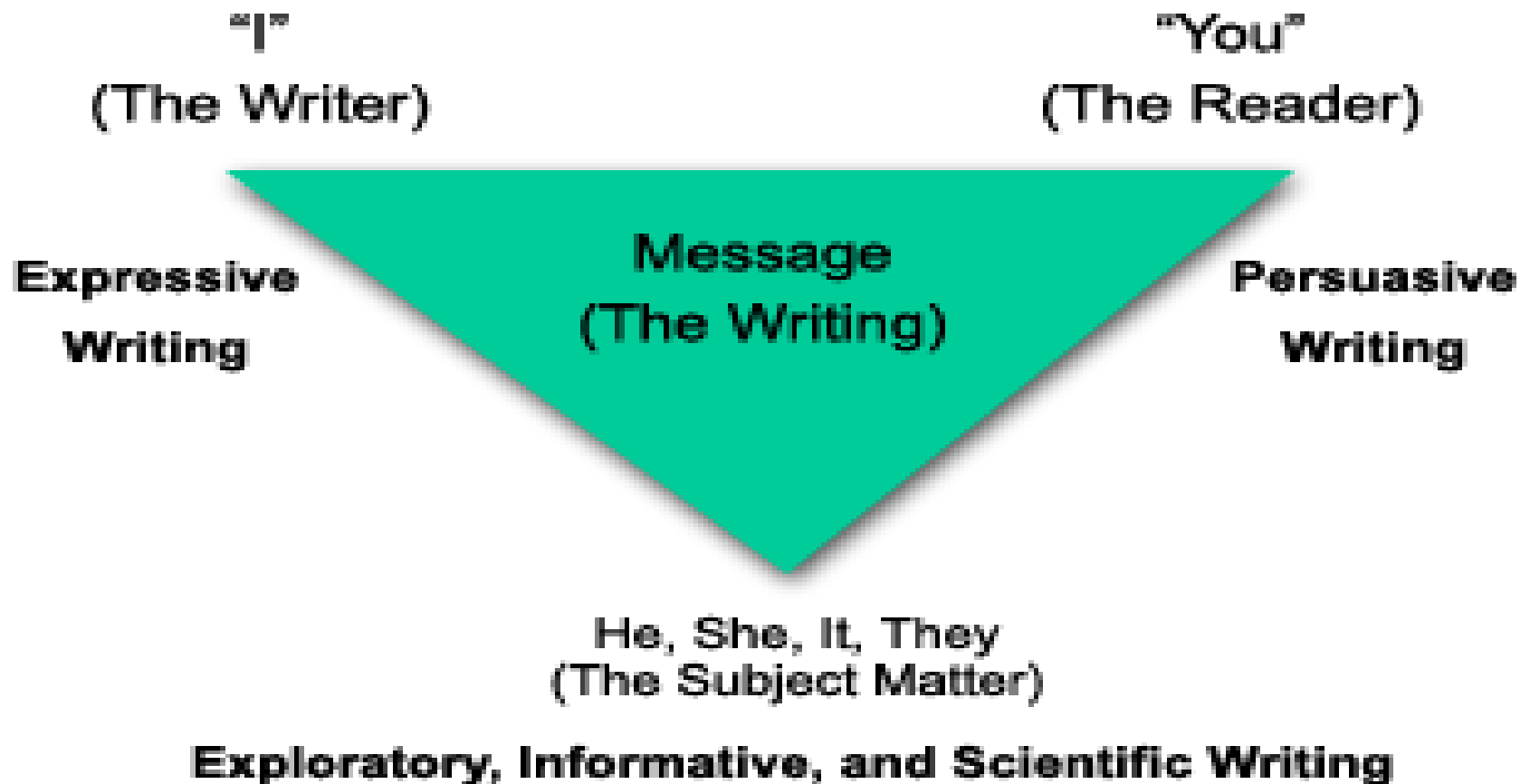
## Methods:

**Letters ,Memos Email Reports Web  
sites**

**Promotional Materials**

**New information technology**

# TRIANGLE OF WRITTEN COMMUNICATION



## **The Communication Triangle**

# Written Communication: Hints

## 1- Do not overuse

- That, would, was
- Very, quite

## 2- Avoid redundant adverbs and adjectives

- The radio blared loudly
- He clenched his teeth tightly

## 3- Eliminate contractions (don't → do not)

## 4- Spell numbers...when appropriate

## 5- Use the active voice –avoid passive voice

- This paper was written by me                      vs.

I wrote the paper

)passive = 7 words; active = 4 words



# Written Communication

## □ **Advantages**

1. Ready Reference
  2. Legal Defence
  3. Promotes Uniformity
  4. Mass Access
  5. Suitable For Distance Communication
  6. Images Building
  7. Accurate and Unambiguous
  8. Permanent In Nature
  9. Facilities In Order To Assign responsibility
  10. Permits substitution and revision.
- 

## □ **DisAdvantages**

- Limited to literate world
- Time consuming
- Lot of paper work
- Needs expertise in expression
- Lack of immediate feedback
- Costly
- More man hours needed
- No immediate clarification



# Difference B/w Written & Oral

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- ❑ Static v/s Dynamic form
- ❑ Degree of Precision
- ❑ Speed and Spontaneity
- ❑ Appeal of Message
- ❑ Effectiveness
- ❑ Feedback and reading the audience
- ❑ Scope of correction
- ❑ Message retention

# Written Versus Oral Communications

## Written

- Tangible
- Verifiable
- More permanent
- More precise
- More care is taken

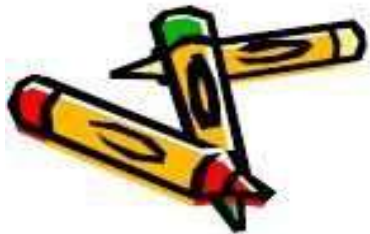
with the written word

## Oral

- 1-Less secure
- 2-Known receipt
- 3-Quicker response
- 4-Consumes less time
- 5-Quicker feedback

# Mixed Communication

- Web sites
- PowerPoint presentations (spoken and written communication)
- Performance reviews



## Tips for Using E-Mail

- Use short subject headings.
- Double-check to be sure that you are sending it to the correct individual(s) and not to others, inadvertently.
- Grammar- and spell-check all messages (poorly written e-mails reflect badly on you and your organization).
- Proofread all messages *before* you execute the “send” command.
- Avoid the use of emoticons like ☺, :-), and :-O in business communications.
- Send messages to a group only if everyone needs the information. Do not become a “spammer.”

## Tips for Using E-Mail

- Keep the message short. Use attachments to send long documents, photos, and other files.
- Don't be reactive; it is not necessary to respond to e-mails immediately.
- Set up and use professional "signatures" to identify yourself to recipients. (Include at least your name, title, and contact information.)
- Use the "return receipt" function if you need to confirm delivery of a message that you are sending.
- Keep copies of outgoing mail, if possible. If this is not possible, send copies to yourself.
- Set up a filing system to sort and organize your e-mail.

# BASIC VERBAL COMMUNICATION

## TECHNIQUES

- **Effective speaking**
- **Effective listening**
- **Feedback**
- **Alert to nonverbal signals**
- **Emotional effect**
- **Assertiveness, and**
- **Handling conflict**

# Speaking Consists of Two Parts:

- 1) What TO SPEAK
- 2) AND How to speak
- 2) How TO SPEAK.

**“What to Speak.**

## Content development:

- \*The first step is Brainstorming.**
- \*The next step is to choose a Presentation Format/  
Storage System.**
- \*The Final step is the Presentation itself.**



# How To Speak

- **Speed: Slowing down on rate of speech is the first step towards better speech.**
- **Clarity...if audible & free of distortion**
- **Pronunciation...utterance of speech**
- **Punctuation... use of various kinds of pauses (Full Stops, Commas, Semi colons, Question marks)**
- **Familiarity... acquaintance with words used**
- **Fluency... Able to express easily**
- **Expression... transforming of ideas into words**

# How to improve speech

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- ❑ Naturalness of Speech
- ❑ Posture of the body
- ❑ Control your breathing
- ❑ Significance of Pause and Rhythm
- ❑ The pitch and tone

# Tips for using TACTFUL conversation offered by :

**T = Think before you speak**

**A = Apologize quickly when you blunder**

**C = Converse, don't compete**

**T = Time your comments**

**F = Focus on behavior - not on**

**personality U = Uncover hidden feelings**

**L = Listen for feedback**

# **Dos and Don'ts To Accompany Tactful Strategies**

## **\*\*DO**

- \*\*be direct, courteous and calm**
- \*\*\*spare others your**
- \*\*unsolicited advice**
- \*\*acknowledge that what works for you may not work for others**
- \*\*say main points first, then offer more details if necessary**
- \*\*listen for hidden feelings**

## **\*\*DON'T**

- \*\*be rude and pushy**
- \*\*be patronizing, superior or sarcastic**
- \*\* make personal attacks or insinuations**
- \*\*expect others to follow your advice or always agree with you**
- \*\*suggest changes that a person can not easily make.**

# Emotional Effect

- Emotions include feelings, physiological changes, and a pattern of overt expression.
- One of the more difficult forms of communication for some people is sharing emotions. Before individuals can express their emotions they have to understand their feelings.
- In sharing emotions, it is more effective to use "I" statements rather than "you" statements. "I" statements are expressions of personal feelings.

## Emotional Effect

- **"You" statements judge another's behavior and place**

**the responsibility for emotions on the other person.**

- **"You" statements place blame and can force the listener into a defensive position, while "I" statements encourage discussion.**



GOOD LUCK??????