****

**Effective communication**Communication skills

NAME:

DATE:

WORKPLACE:

**Please Highlight what applies to you:**

|  |  |  |
| --- | --- | --- |
| I can follow verbal instructions | I feel confident talking to a new person | I know when it is right to smile in a conversation |
| I feel confident doing a presentation | I speak clearly | I feel comfortable with eye contact |
| I let other people have their say in a discussion | I choose words that the listener will understand | I can explain ideas clearly |
| I can explain things to other people | I think about what I am going to say | I pay attention when people talk to me |
| I use my hands a lot when I am talking | I fidget when I am nervous | I am confident speaking in front of the class |

**Please fill in the missing boxes use internet research for help with answers:**

**Barriers to Effective Communication – Part A**

|  |  |  |
| --- | --- | --- |
| **Type of Barrier** | **Description** | **Methods to Overcome** |
| **Problem with Sender** | Too much technical language is used. |  |
|  |  | Feedback should be given –ask sender to repeat. |
|  | Message sent to wrong person.  *(email?)* |  |
|  |  | Summary of main points needed.  Don’t use oral communication? |
| **Problems with Medium** | Message is lost. |  |
|  |  | Look at benefits of each method; important? Use verbal **and** written. |
|  | Long Chain of Command. |  |
|  |  | Use verbal, not written communication. |
|  | ICT System breaks. *(Studywiz!)* |  |
| **Problems with Receiver** |  | Ensure message is not dull *(assembly)*, ask for feedback. |
| **Problems with Feedback** | Feedback is too slow. |  |

**Barriers to Effective Communication – Part B**

|  |  |  |
| --- | --- | --- |
| **Type of Barrier** | **Description** | **Methods to Overcome** |
| **Problem with Sender** |  | Avoid technical language.  *(Wow! That was difficult).* |
|  | Speaks too quickly or unclearly.  *(Mr. Nelson?)* |  |
|  |  | Don’t send message to wrong person! Check! |
|  | Message is too long or dull. |  |
| **Problems with Medium** |  | Ensure all messages have feedback. |
|  | Wrong method or channel selected. |  |
|  |  | Delayering,  Use email or staff meetings. |
|  | Feedback is essential, but not received. |  |
|  |  | Ensure you have a skilled ICT department, who can fix problems quickly. |
| **Problems with Receiver** | May not be listening. |  |
| **Problems with Feedback** |  | Don’t pass message through a long Chain of Command, use direct communication. |