Communication

Communication

- **COMMUNICATION:**
  - Involves a sender and a receiver.
  - SENDER:
  - RECEIVER:
    - Needs listening/interpretation skills.

Forms of Communication

- **VERBAL** communication:
  -
- **NONVERBAL** communication:
  -

Listening

- **ACTIVE LISTENING:**
  - It encourages further communication.
- **FEEDBACK:**
- **PASSIVE LISTENING:**
- **CARELESS LISTENING:**
  - Causes problems of words out of context.
- **NARROW LISTENING:**
- **DEFENSIVE LISTENING:**

Empathy

- **EMPATHY:**
  - Understand how the person feels and why.

Nonverbal Communication

- **BODY LANGUAGE:**
  - Can be positive or negative.