

Name

Date

# Communication

Communication involves sending and receiving messages. Good communication skills are essential for succeeding in the workplace. When working, you may be asked to communicate with your supervisor, coworkers, suppliers, and others involved with the company and its customers.

**Communication methods can take several forms:**

## Written

- letters
- memos
- notes

## Electronic

- e-mails
- faxes

## Pictorial

- charts
- diagrams
- drawings
- computer-generated pictures

## Verbal

- face-to-face conversations
- phone conversations
- voice mail

These methods often overlap, so you need to develop all of these skills. While communicating with people is easier and faster than ever because of technology, these skills still need to be learned and practiced.

There are times when you don't use words and you are still able to communicate. This nonverbal communication can take the form of body language, body posture, gestures, facial expressions, personal space, eye contact, and silence.

When you are communicating, you need to keep in mind that there are barriers that can prevent you from communicating effectively. They can include poor oral communication skills, poor listening skills, noise, and mixed messages (for example, your verbal message and nonverbal communication might not match).

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## Effective Oral Communication

Many people are afraid of public speaking. However, whether you are speaking in front of a group or speaking to one person, what you say will affect people's impression of you. If you make a good impression through your speech, you will be more likely to be successful at work and in other areas of your life.

Consider the following suggestions to improve your oral communication skills:

- Think about what you are going to say before you say it.
- Pause and think before you answer questions.
- Speak slowly.
- Speak clearly.
- Speak in an organized fashion.
- Use a pleasant tone of voice.
- Use respectful and considerate words.
- Use correct grammar.
- Pronounce words correctly and clearly.
- Don't use slang.
- Use complete sentences.
- Don't cut off the ends of words.
- Try not to use filler words (such as um, uh, like).