Principles Of Effective Communication: Types Of Skills

There are different types of skills when we're looking at the principles of effective communication. These may be the following:

General Communication Skills:

Cultural Differences may affect communications because many workers may have different beliefs, culture and religion. This can impact the communication as someone that follows their culture in the business, their action or body language may appear rude in front of others, if we have more than one person with the same cultural beliefs, these can understand each other with what they do.

Adopting a modulating voice can affect your communication with other. It is all about manipulating your voice in workplace. For example if you're having a high pitch voice when talking to the workers, this can be misunderstood as you're treating them like a child and if you're using a low pitch voice, this can affect the communication too because the other person may feel mistreated and made fun of.

Terminology is the key when you're communicating. Some employees may communicate in a formal way than others including good vocabulary whereas others may speak using informal terminology and with simple vocabulary, if you don't understand them properly, it can impact your communication in a negative way.

Format is the way of interacting between the person speaking and the person receiving the information. This can happen through phone calls, text messages, emails and letter or may be face to face. For example if you're attending a meeting, this is a face to face formatting as you're receiving the information in person and you would use a formal format. Informal formatting is used when you're speaking to you friends.

Accuracy is sharing information and making sure the receiver is understanding the information in the right language. If you're speaking to someone who doesn't speak English as their first language, some words may mean something else to them than other depending location so it is important to make sure that the information is understood.

Engaging the Audience means providing exciting words that don't annoy the receivers and that keep them interested, this affects the communication as the audience is kept interested and they will like your work because of the enthusiasm that you bring to it.

Use of Technology such ad PowerPoint for your presentation in a meeting can be useful for the other workers to understand your ideas and this can affect the communication.

Question and Answers can be affective for communication as it encourages workers to interact with the speaker in a meeting.

Interpersonal Skills

Methods in presentations are useful when interacting with the audience. You need to look at the appropriate audience and how you should present it.

Verbal Exchanges is like communicating verbally with someone face to face or on the phone.

Signing is communicating with people with issues in hearing, this is basically moving hands or body to show what you're trying to say.

Lip Reading is communication with hearing difficulties as this helps them to understand what you're saying.

Body Language is a way to communicate with people, it includes body movements that helps two people communicate with movements of their body that have a meaning.

Use of intonation is the way you talk to someone in a way. For example if you are angry, you tend to speak in a way such as shouting, this can trigger the listener and it may be difficult for them to understand of why you're being shouting.

Positive Language encourage people to participate in communicating with others and carry on the discussions.

Negative language is when you're speaking to people in a rude way and making the person who is mistreated blamed and feel bad about themselves.

Active engagement is a good enthusiastic continuous speaker that never bores their audience.

Nodding mains makes the speakers understand that the information they provided are relevant and understandable for the audience.

Summarising means explaining a concept in your own words simply. Sometimes this may take a bit of time such as talking to someone about a topic that is long to explain.

Paraphrasing is when someone uses different words so the person that is receiving information understands what is said to them easily.

Barriers are the difficulties that can happen when the language spoken is hard to understand for the person listening, this can lead to the barrier of interaction between two or more people.

Background Noises can be an issue when someone is trying to communicate with you, it is difficult for you to understand them because of the noise that may occur in the background. At a football match, everyone is speaking, there is music at the back and you will be struggling to interact and communicate with the person next to you. It is easier for the people to communicate when they're found in a quieter place.

Distraction can be a problem for your attention and concentration when you're trying to do something. For example you are doing your homework and you see a TV series, it can take your attention away easily on the series as you may become interested about it.

Lack of communication can affect your communication with other because of you not concentrating in a task. So if you have something that is bothering your thoughts, it will make you not listen to the speaker and understand their ideas.

The Open Questions are sorts of questions where you are supposed to provide detailed answers and can include similar concepts linking to the original question.

The Closed Questions are short answers which may be one sentence and doesn't require details. For example 'yes, I did' 'no, I didn't'.

Probing can be like gaining information about a topic, so basically providing a good detailed deep researched response about a subject and probing for information.

Speed of responds allows the person speaking testing the knowledge and understanding of the topic of their audience by asking them questions and analysing how quick they're answering it.

Written Communication Skills

Guidelines are useful to give ideas of what to do when looking at a task, they're basically understandable information that are useful for us get a task completed. E.g. Guidelines for an Essay that includes the topics you need to talk about.

Emoticons are displayed emojis used to communicating, for example when wishing someone a good day, you can put a smiley face with the message.

Letter is a type of message that is via mail delivery. This is a formal way of communication that can be done with via post or online.

FAX is a physical message sent from one fax machine to another, the first machine keeps a copy of a message that can send to other machines and it can be printed too.

Email is an online message address that is sent from one address to another email address online. It can be re-opened if we like and it emails can be sent from one time zone to another, like across the world if needed.

Grammar is an important written communication that can be done correctly with no mistakes, this can show how professional you are. It is useful for you to use grammar because you message is shared accurately.

Spelling is important to check because when you're trying to communicate, you should check what you're typing as if you type something that you don't want to because you can't spell it properly, it can affect the communication skill as the receiver may not understand your message.

Structure is usually found in a message that is a way of what you're trying to express. For example, if you are trying to write a report, it is important that you look at the structure and what to include in it like at the beginning, middle and conclusion.

Identifying Relevance is checking if information that you are providing are relevant to the topic you're talking about.

Proof Read is checking grammar and spelling mistakes, it helps them understand what should be improved when reading.

Alternative Viewpoints is looking at other people's viewpoints and understanding what others opinions are and respecting them.

Note talking can be when you're taking notes of the important information and you can put it in your words and understand the topic in easy words.