



Strengthening the Occupational Health Expertise and Scientific Performance of Public Health Institution of Turkey



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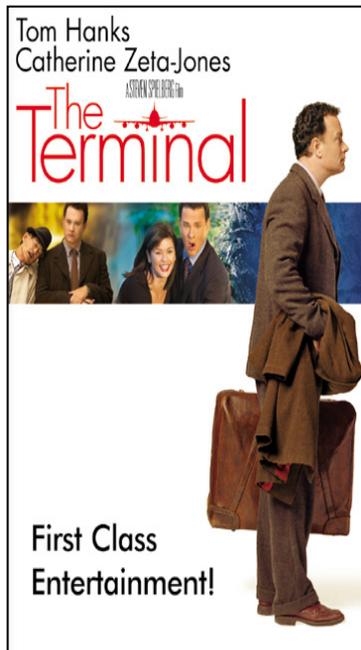
Communication skills

PPT C1.1





COMMUNICATION SKILLS



Sühendan ADIGÜZEL van
ZOELEN



Objectives

After this activity you are able:

- * to describe the communication process**
- * to explain the role of perception in communication**
- * to describe important communication skills that are needed for senders and receivers of messages**



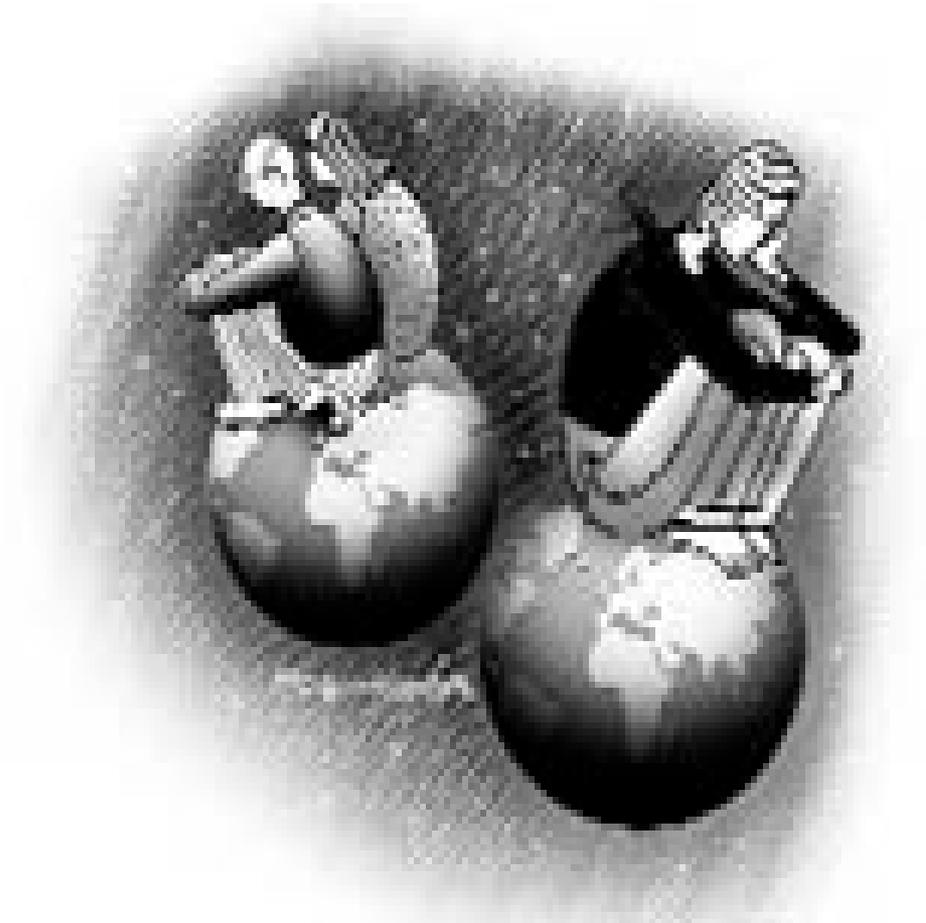
Communication

sharing of feelings,
thoughts and
knowledge with
others in different
ways





Communication makes big differences in life...





Everything starts with communication ...





Communication starts when two people become aware of each other

- Talking
- Being silent
- Doing something
- Not doing anything

everything means something

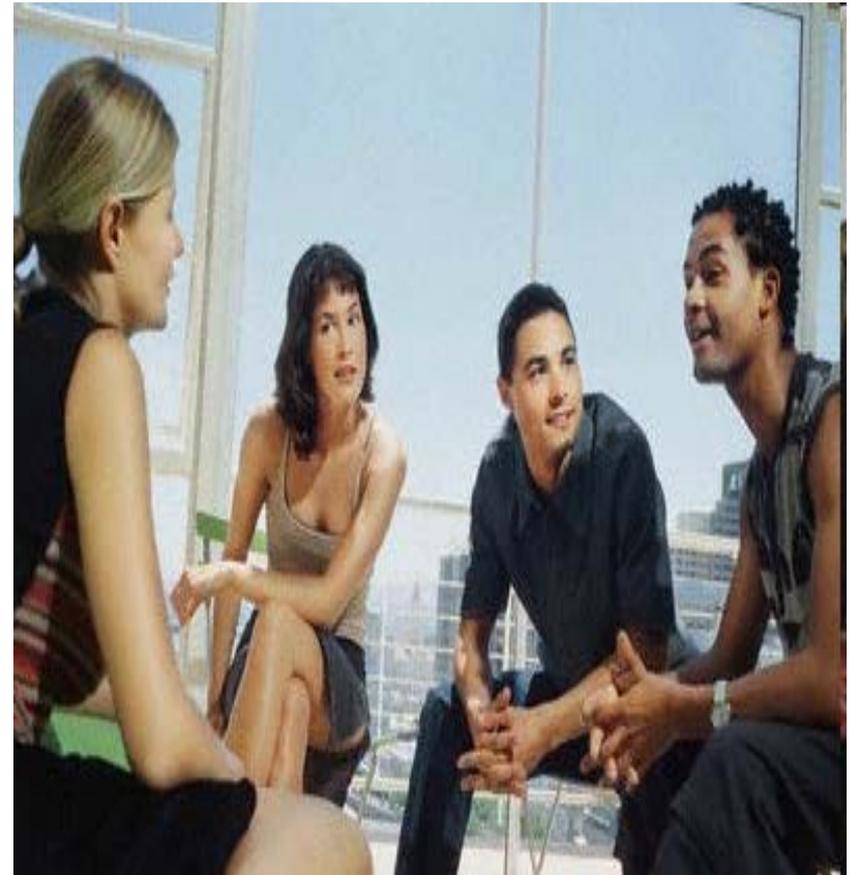




OBJECTIVES OF EFFECTIVE COMMUNICATION

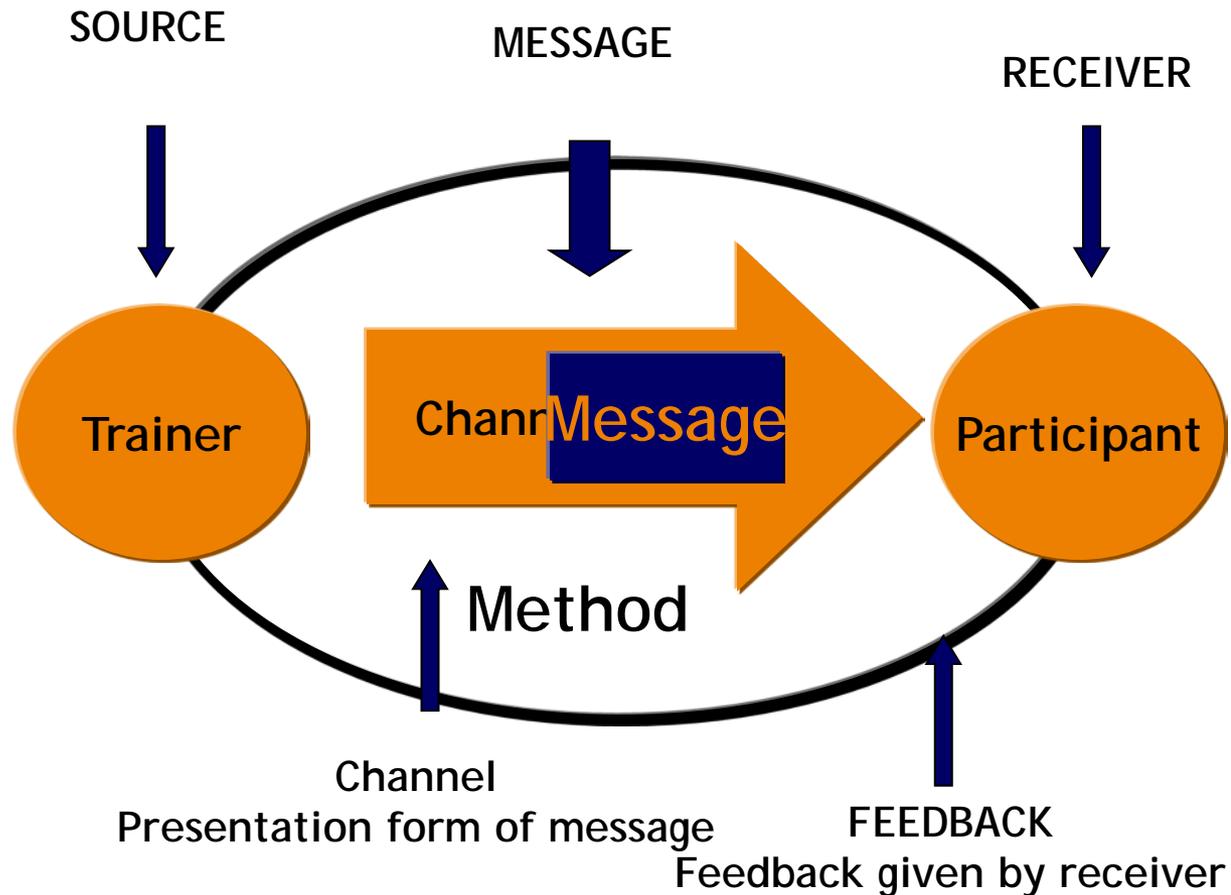
- to express a message
- to be understood
- to be able to get what you want
- to make people to do what you want 😊

If you notice people have a difficult time understanding you, consider evaluating your ability to send messages effectively





COMMUNICATION PROCESS





Features of Communication

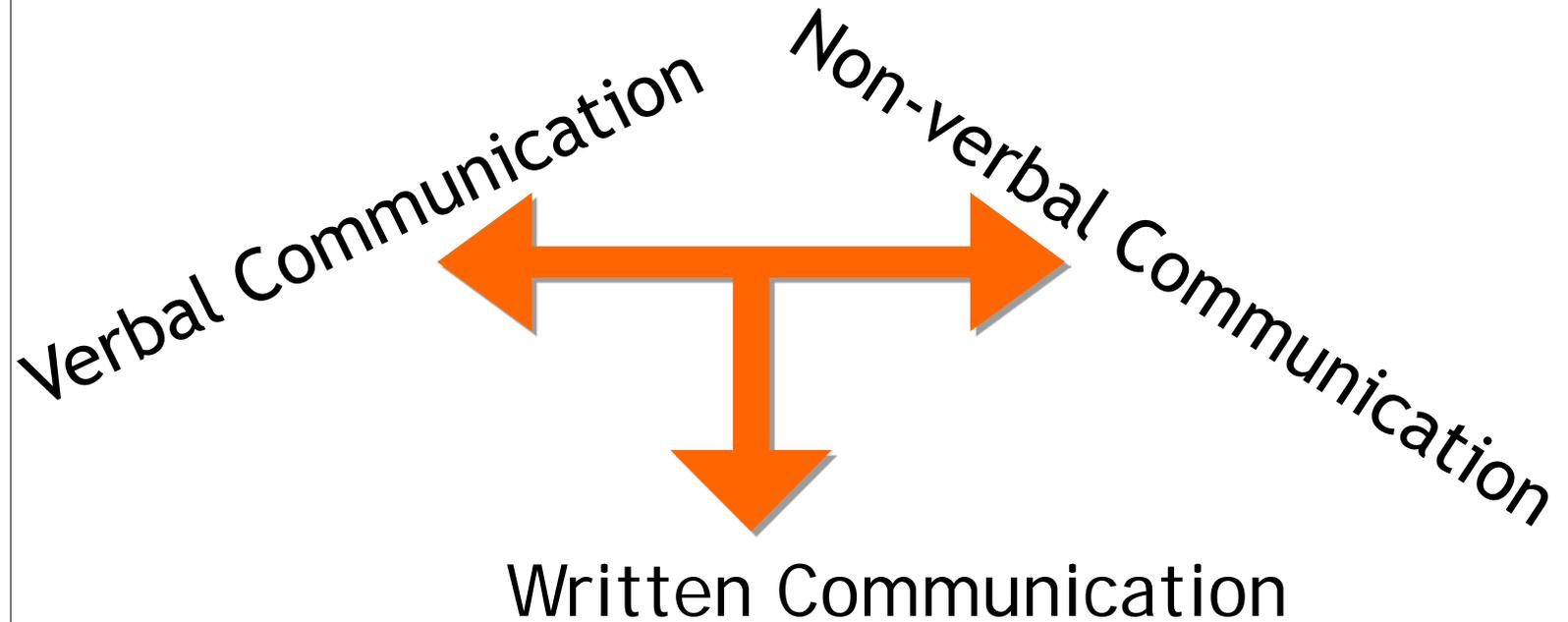


- › There will be no communication if one of the parties is not ready
- › Communication is done with a person not to a person
- › First impression-start is important
- › Words, hands, eyes, position play important roles in communication
- › Basic for communication is trying to comprehend



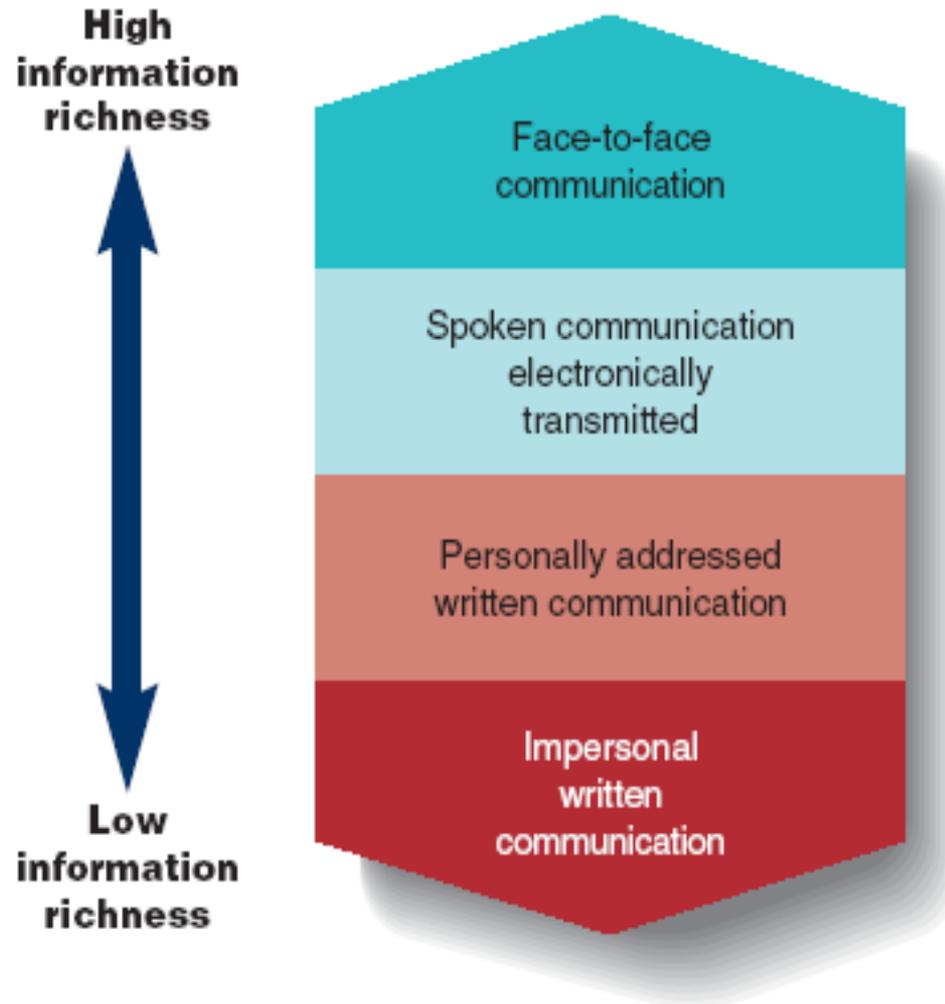


Types of Communication





Information Richness of Communication Media



- Verbal
- Non- verbal





DURING COMMUNICATION

- › Body language 60%
- › Voice 30%
- › Words 10%

matters !!

- **What** we say is not important,
- **How** we say it is important





NON-VERBAL COMMUNICATION

- Body language
- Face "smiling face, eye contact"
- Mimics
- The way of sitting
- Posture





SMILE !

Even if you are in a bad mood,

YOU STILL LOOK NICE ...

AND

YOU WILL FEEL NICE ...





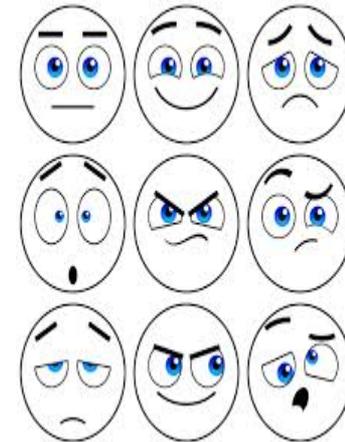
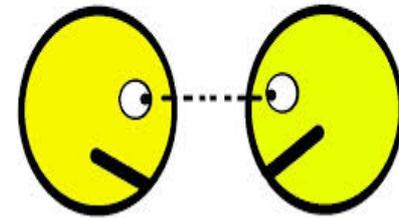
Non-Verbal Communication

- The other should be met with a smile in a polite way
- Be interviewed face to face with eye contact



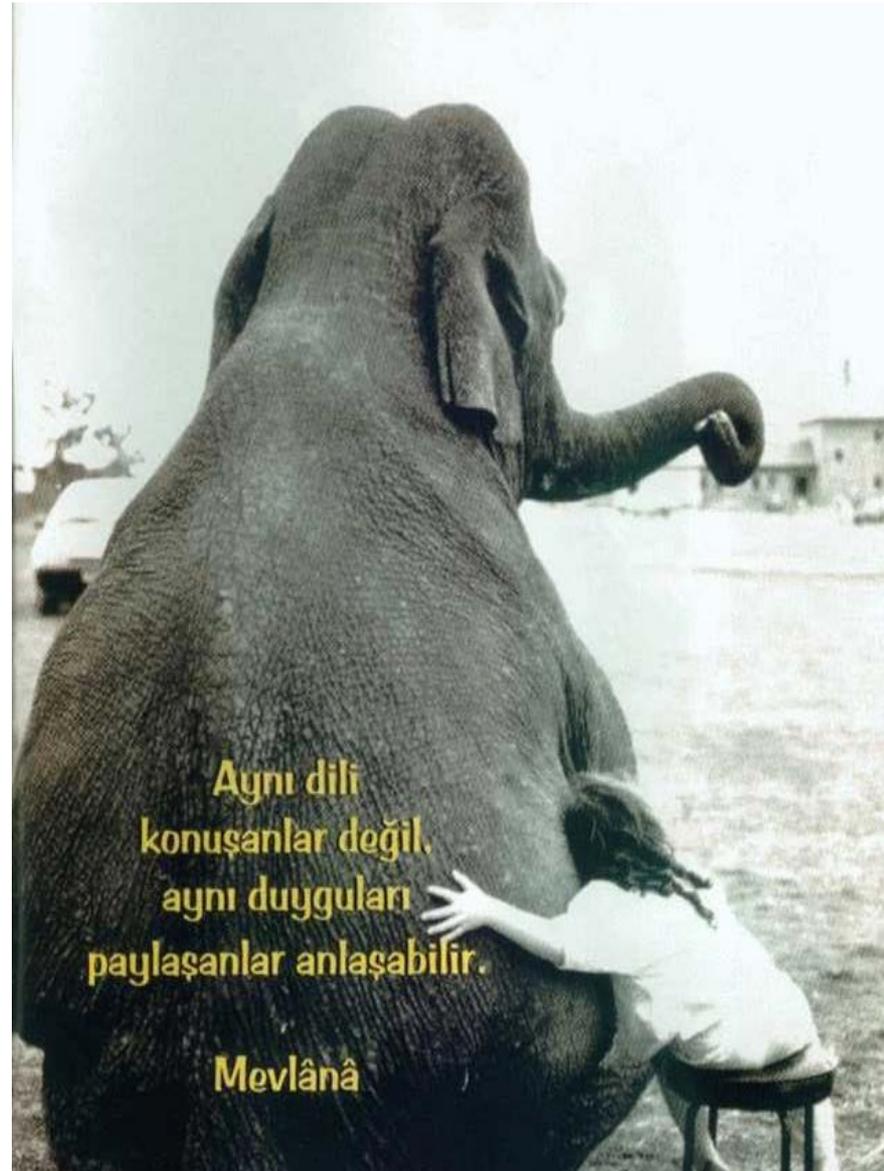
- * Eye contact
- * Facial Expressions
- * Head movements
- * Gestures
- * Posture
- * Touching
- * Appearance

Eye-Contact



Not the ones who
speak the same
language
understand each
other, but the ones
that share the
same feelings.

Rumi (Sufi poet,
1207-1273)





VERBAL COMMUNICATION

- › Voice
- › Listening





VOICE

- › Neither loud nor too silent
- › Important parts of the message should be emphasised

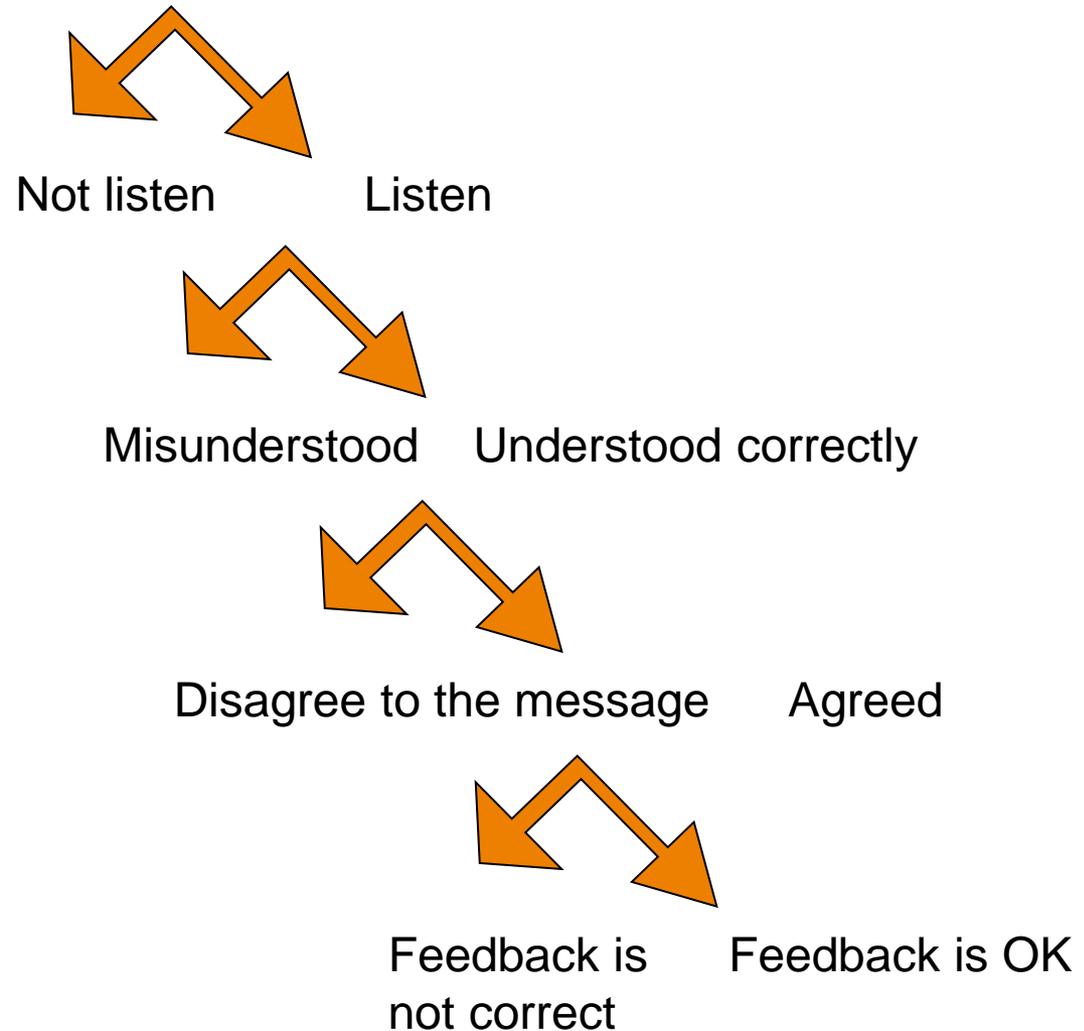
LISTENING TYPES

- › Pretended listening
- ›
- › Selective listening
- › Stucked listening
- › Defensive listening
- › Trap planner listening
- › Superficial listening
- › **Effective Listening**





Relationship Between the Recipient and Delivered Message



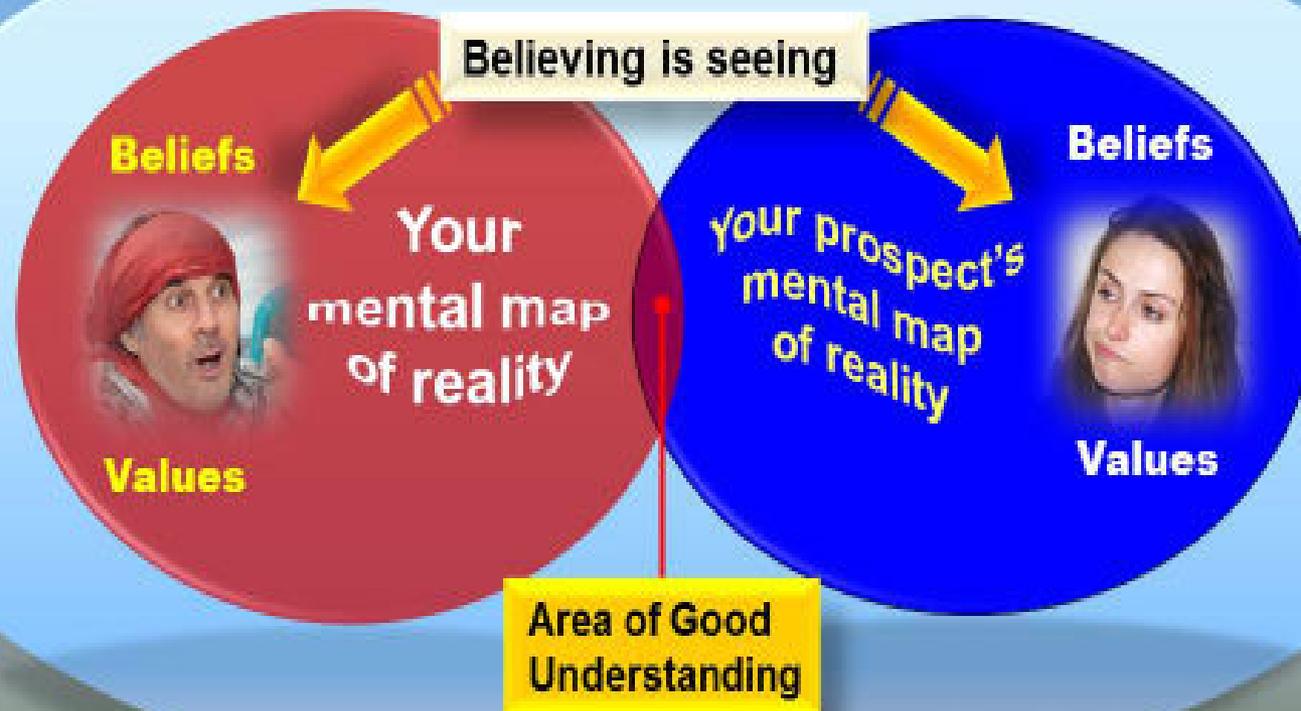
Understand People's Perceptions

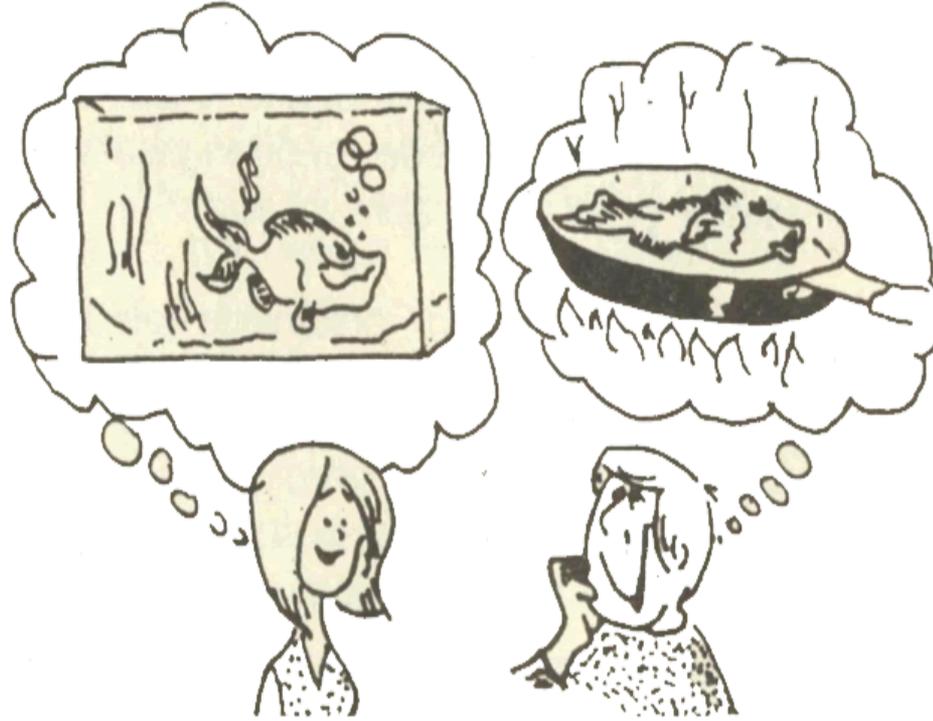


Map is not the Territory

"We see the things not as they are,
but as we are." ~ H.M. Tomlinson

Reality





-Baliđı çok severim

I love fish

- Ben del

Me too



EMPATHY

- › Empathy is the capacity to recognize emotions that are being experienced by another person.



*"Before you judge a man, stroll through
his shoes until sunrise to sunset "*



Saying of Indians



There are differences between :

What you are thinking,

What you want to say,

What you thought that you said,

What you said,

What the person wanted to hear,

What she/he heard,

What he wanted to understand ,

What he thought that he understood,

What he understood....

Therefore, there are at least nine
reasons for people to misunderstand





"LET'S HAVE A BREAK"

Sühendan

