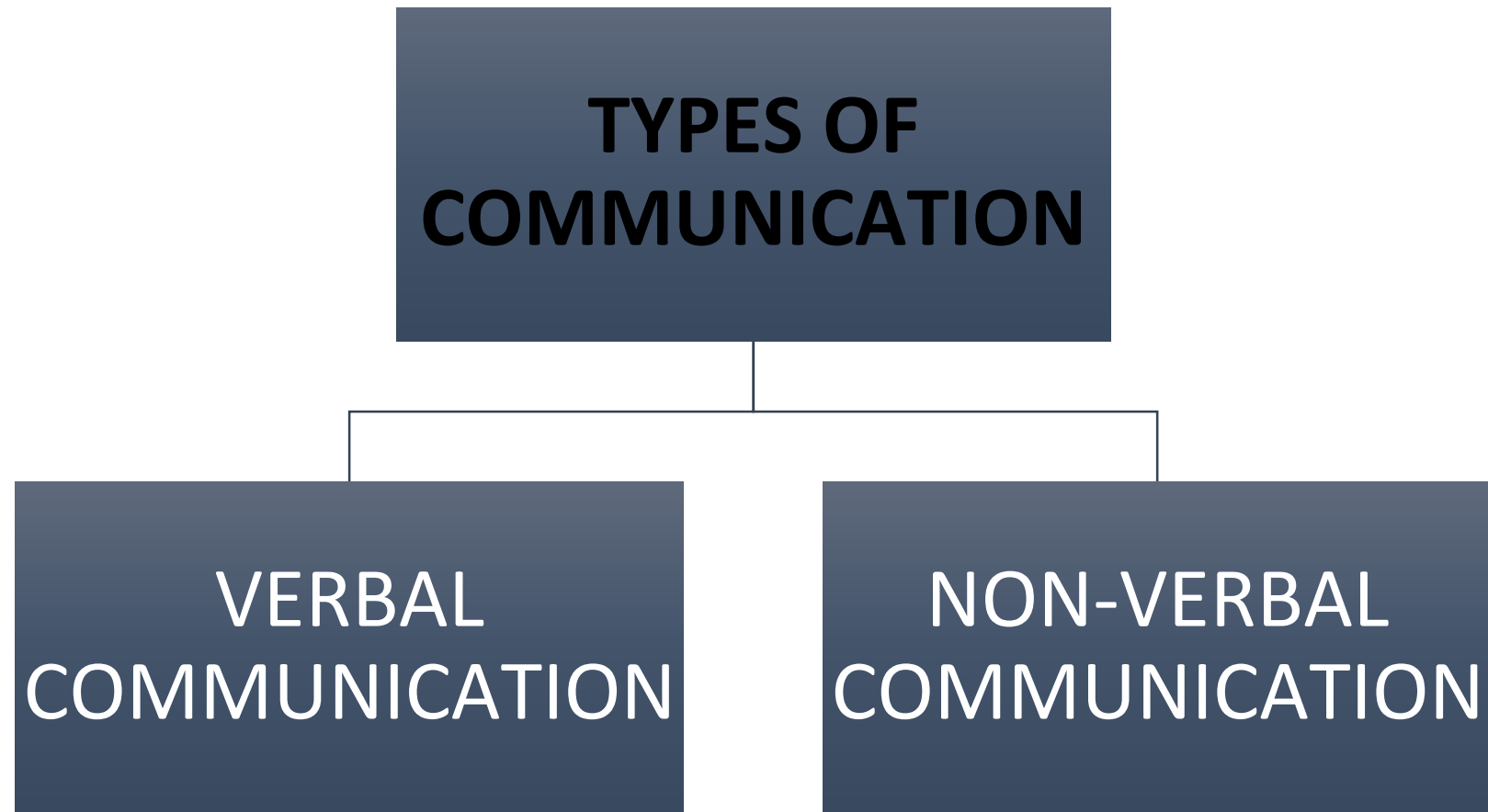
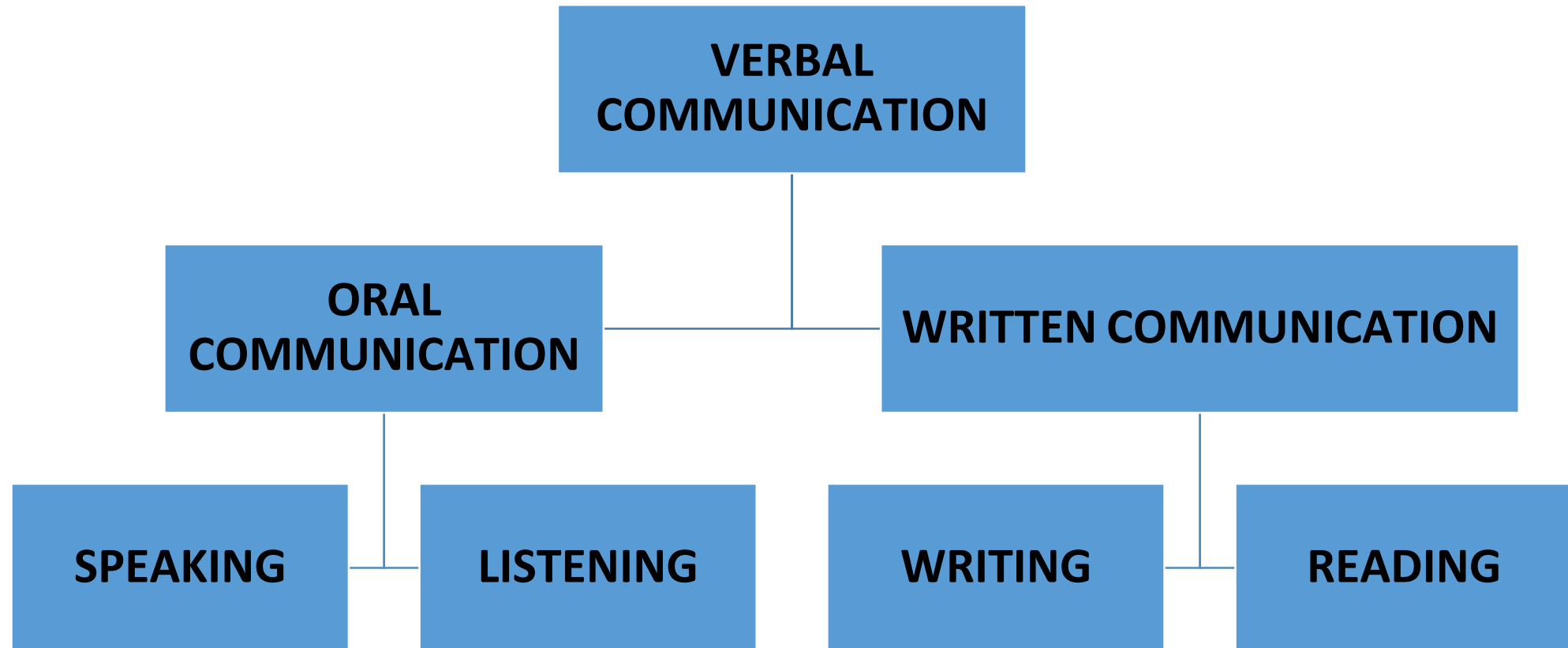


COMMUNICATION

TYPES OF COMMUNICATION





VERBAL COMMUNICATION (uses words)



SPEAKING



LISTENING

ORAL COMMUNICATION

VERBAL COMMUNICATION (uses words)



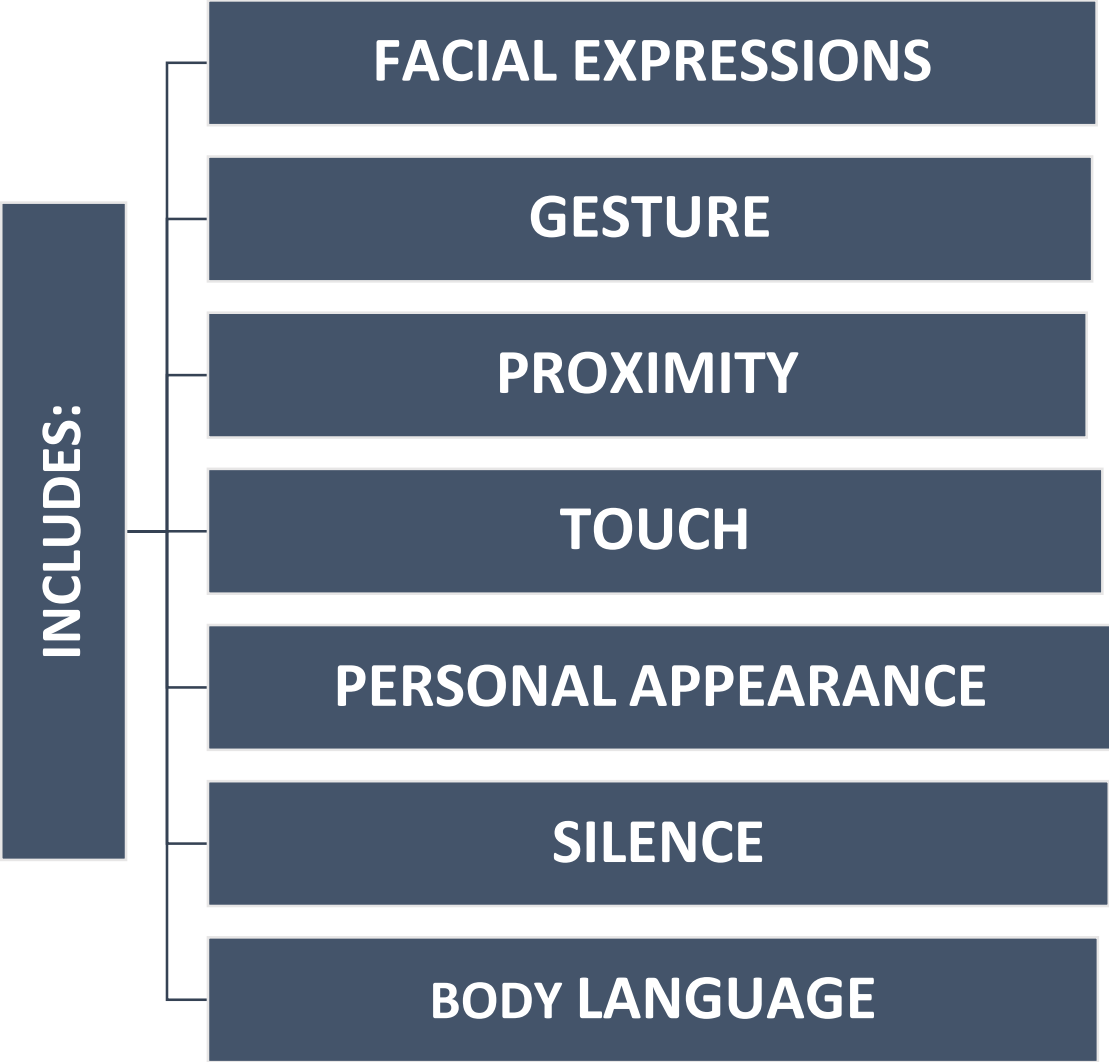
READING



WRITING

WRITTEN COMMUNICATION

NON-VERBAL COMMUNICATION





FACIAL EXPRESSIONS can show our feelings like anger, pleasure, surprise, suspicion, relief , disagreement etc.



GESTURES are actions or movements of the hands, head, arms and body that transport a message – actions like waving, pointing and nodding.



PROXIMITY refers to distance between people and the meaning it conveys.



TOUCH is often a way to subconsciously communicate.



PERSONAL APPEARANCE can give us a good idea about a person's mental state sometimes.



SILENCE can help with improved communication, better listening and faster resolution of issues.

BODY LANGUAGE

You will know more about this non-verbal method of communication in the subsequent modules.

