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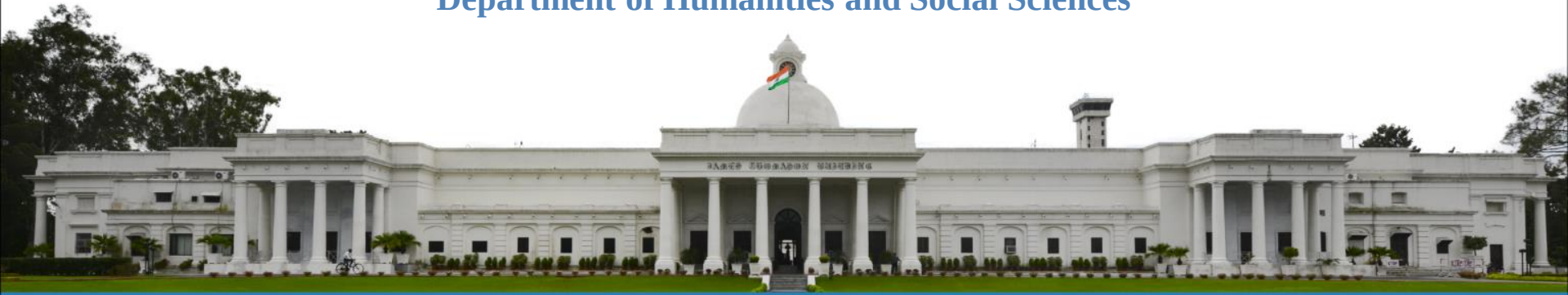
NPTEL ONLINE CERTIFICATION COURSE

LECTURE-7

Technical communication skills

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3 Main Types of Communication

- **Verbal Communication-** most obvious of the different types of communication.
- **Nonverbal Communication-** provides some insight into a speaker's word choice.
- **Visual Communication-** is the conveyance of ideas and information in forms that can be seen.

9 Tips for Improving Your Communication Skills

- Make communication a priority.
- Simplify and stay on message.
- Engage your listeners or readers.
- Take time to respond.
- Make sure you are understood.

Cont.

- Develop your listening skills.
- Body language is important.
- Maintain eye contact.
- Respect your audience.

Nonverbal Communication

- **Nonverbal Communication-** Your body-language, eye contact, hand gestures, all color the message you are trying to convey.
- **Eye contact is also important-** it demonstrate that you are focused on the person and the conversation.
- **Pay attention-** to other people's nonverbal signals while you are talking.

Good verbal communication

- **Friendliness-** encourage your coworkers to engage in open and honest communication with you.
- **Confidence-** shows your coworkers that you believe in what you're saying and will follow through.
- **Open-mindedness-** Be open to listening to and understanding the other person's point of view.
- **Respect-** People will be more open to communicating with you if you convey respect for them and their ideas.