



Communication skills I

Types of communication

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VERBAL COMMUNICATION

- Words are used as tools of interaction between two or more individuals
- It can be oral or written

Researchers have found that, on an average, a person spends 10 to 11 hours everyday in verbal communication i.e. speaking, listening, reading or writing.

VERBAL COMMUNICATION

- Some common forms of verbal communication are
 - a) conversations,
 - b) speeches,
 - c) letters,
 - d) newspapers,
 - e) magazines,
 - f) audio and video,
 - g) telephonic conversation etc.





NON-VERBAL COMMUNICATION

- Communication can also occur without words. Human senses- ears, eyes, touch and smell work as codes of communication



NON-VERBAL COMMUNICATION

Some common forms of non-verbal communication are

➤ Body language

- i. Appearance: (the way you are dress up or the way you carry yourself) the change in your appearance is also communication like dressing, shoes, haircut, stitching etc.
- ii. Movement: (the way you move your hands or your body movement).
- iii. Postures: (the way you hold yourself) attitude.
- iv. Distance (proxemics): measured by your relationship with addressee.
- v. Gestures: gifts, cards, greeting.
- vi. Facial expressions: different motions and positions of your face.



NON-VERBAL COMMUNICATION

➤ Paralinguistic features:

- the way you are saying or uttering something like accent, tone, pitch, volume, stress pattern etc.

➤ Environment/ settings:

- Your house, office, classroom structure or setting also effect your communication. All these things can communicate about yourself.

By cleanliness and neatness we assume that person is sophisticated and conscious.

And if environment is dirty and irritating, we think that person is careless.



NON-VERBAL COMMUNICATION

- Silence:
 - It also contribute to our communication.
 - A constructive silence moves a conversation or discussion forward.
 - A destructive silence shut downs the communication and also discourage a speaker to express his thoughts.
 - Leaden silence: (negative silences) e.g. awkward, appalled, embarrassed, defensive or fearful silences.
 - Golden silence: (positive silences) e.g. confident, comfortable, reflective, peaceful or respectful silences.



NON-VERBAL COMMUNICATION

- EXAMPLE RELATED TO SILENCE:
- IN GENERAL: will you marry me? (interpreted as uncertainty).
- IN JAPANESE: will you marry me? (interpreted as acceptance).



TYPES BASED ON STYLE AND PURPOSE

Formal/informal communication

Based on style and purpose, there are two main categories of communication and they both bear their own characteristics.

– Communication types based on style and purpose are:

- Formal Communication: occurs in formal and official style.

Usually professional settings, corporate meetings, conferences undergoes in formal pattern.

- Informal Communication: a casual talk. It happens among friends and family.