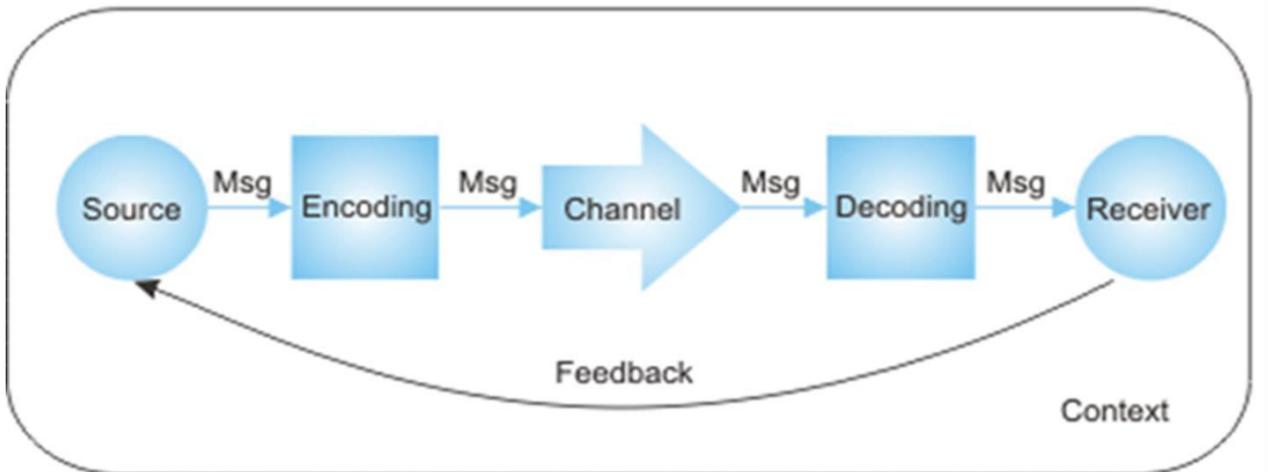


## Communication

### Definition of Communication:

The Communications Process



Is a process that involves exchange of information, messages, thoughts, ideas and emotions, as by speech, signals and writing.

Communication process that involves a sender who encodes and sends the message, which is then carried via the communication channel to the receiver.

### Discuss this figure above?

### Functions of communication:

1. To get, to give, & exchange information (Education).
2. To provide therapeutic effect.
3. To ensure understanding.
4. To convey feelings, opinion & perception & ideas.
5. To establish & enhance friendship (Advice and Instruction).
6. To improve public relation (Raising morale.).
7. To start action & implement activities.

### Give another function of communication?

## **Direction of communication:**

1. Downward communication (Connection from top to bottom): This type is characterized by transferred orders and directives and regulations from higher authorities to Smaller then Smaller.
2. Upward communication (Connection from bottom to top): This type of connection transferred Information from the small to the higher authorities of the institution.
3. Crosswise or Horizontal communication: Is referred to the communication which takes place between the department or personnel on the same level.

## **Types of Communication:**

### 1. Verbal Communication

- Language
- Speech
- Tone

### 2. Non-Verbal

- Gestures
- Body language
- Written
- Electronic

## **Benefits of Communication:**

- 1- increase productivity
- 2- reduce stress
- 3- better understand what others are saying
- 4- better understanding how to get your message across
- 5- enhance relationships
- 6- save time and money

## **Barriers of Communication:**

1. Language
2. Age
3. Understanding
4. Mental capacity
5. Hearing skills
6. Speaking skills
7. Noise
8. Feelings
9. Listening skills

## **Can you add another barriers of communication?**

## **Why communication is important:**

1. Good communication helps patients/clients feel at ease.
2. Good communication helps patients/clients to feel in control
3. Good communication makes patients/clients feel valued