

### Principles of effective communication

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#### **Aims**

- Explain the importance of effective communication.
- Identify barriers to communication between yourself and other relevant persons that may affect understanding.
- Strategies for overcoming these barriers to communication.



#### What is Communication?

- The imparting or exchanging of information by speaking, writing, visuals or using some other medium:
  - A sender who is sending the message and the receiver who is receiving the message.
  - In between, the message needs to be decoded and understood.



### Common types of Communication

- Verbal Communication
- Non-verbal / Interpersonal
- Written
- Visual



#### Good Communication skills?

- Listening
- Nonverbal communication
- Verbal clarity, volume and pace
- Tone and Friendliness
- Confidence
- Empathy



#### Good Communication skills cont.

- Open-Mindedness
- Respect
- Feedback
- Picking the Right Medium



# Common Barriers to Effective Communication

- Language
- Age
- Use of jargon
- Religion
- Prejudices
- Socio-economic status
- Cultural
- Gender

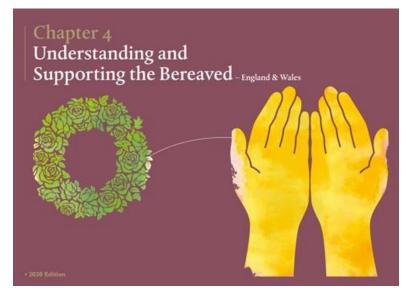
Discussion ?Strategies to overcome these



# Factors affecting communication with the bereaved

- Emotion
- Change
- Understanding
- Unfamiliarity
- Shock

Discussion: (Assignment task)
?Common reactions by the bereaved:





# Any questions?



## Further reading:

Website Module 1