

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