

Types of communication

Verbal Communication	Non Verbal Communication
Spoken Language	Laughing, Crying...
Written Language/ Sign Language	Body Language/ Gestures

Shannon and Weaver model of Communication

Sender

Encoder

Channel

Noise

Decoder

Receiver

Feedback

Types of feedback include

1. Positive feedback
2. Negative feedback
3. Constructive feedback

Stress

Stress can refer to any 'physical, mental or emotional' strain or tension

Stress can also be defined as a mental state wherein an individual may feel overwhelmed with a situation.

Some symptoms may be common to some people while some might be different person to person.

Stress Management Techniques

Physical Exercise

Nature Walks

Vacation with family or friends

Meditation

Yoga

Non Verbal Communication

Advantages

Supports main message

Visual Appeal

Faster Communication

Substitutes Verbal Communication

Disadvantages

Continuity

Culture

Distracting

Non specificity

Barriers to effective communication

Language

Culture

Physical

Lack of Attention

Jargon/Slangs

Psychological

Importance of Stress Management

Improves mood

Checks distractions

Helps in increasing life span

Boosts immune system

Benefits of working independently

Ensures better and faster learning

One feels more responsible and empowered

Accountability

Fosters creativity and satisfaction

The Four Self Awareness Archetypes

	Low external self awareness	High external self awareness
High internal self awareness	Introspectors	Aware
Low internal self awareness	Seekers	Pleasers

Facts

Body Language is also known as kinesics or kinesics

65% of communication happens through non-verbal methods

7 C's of Effective Communication

Completeness

Conciseness

Clarity

Consideration

Concreteness

Courtesy

Correctness

Stress Symptoms

Physical

Breathlessness

Sweaty Palms

Fatigue

Nausea

Mental

Anxiety

Boredom

Irritation

Mood Swings

Enhancing ability to work independently

Self Awareness

Self Regulation

Self Motivation

Types of Self Awareness

Strength

Emotional Triggers

Weakness

Problems



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