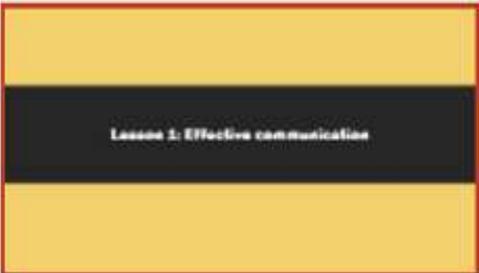
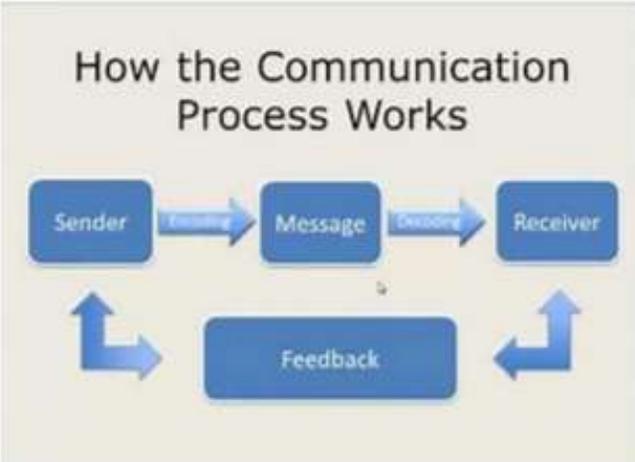


<p>Lesson</p>	<p>Lesson 1: Effective communication</p> 
<p>Duration</p>	
<p>Content</p>	<p>CLICK Effective Communication</p>
<p>SLIDE 8 (1 min)</p>	 <p>What is this thing we humans do called Communication? Go through Football Comparison PAGE How the Communication Process Works NOTES</p>  <pre> graph LR Sender[Sender] -- Encoding --> Message[Message] Message -- Decoding --> Receiver[Receiver] Receiver -- Feedback --> Sender </pre>

The communication process can be compared to football

1. Sender (The Quarterback) is the person transmitting a message

- The Quarterback determines the play - How will the message be sent?
- The sender needs to communicate the message (throw the ball) as accurately as possible.

2. The Receiver is the one who is catching the ball (the person receiving the message)

- **Their job is to decode** or interpret that message.
- **Decoding** means
 - **Listening** to what is being said
 - **Thinking** about the message to 'decode' it

3. In football, if we have **an interception the message (the ball) was not able to travel between the quarterback and the receiver.**

- In the communication process we call this interference **NOISE**. **What do you think might be some examples of noise in a failed communication process?**

Types of Noise

- Physical
- Receiver's mental state – Is he/she pre-occupied?
- Level of education
- Language Barriers
- Cultural Differences

Now the end game of the communication process is when the receiver transmits the feedback to the sender

- Confirm understanding or discover miscommunication

The **team** makes a **touchdown** when the communication process is completed using effective communication skills.

- **Formally explained**, effective communication is the process of exchanging ideas, thoughts, and opinions and that the message is received and understood with clarity and purpose.
- It ensures **you are understood, and your customer, or co-workers, are being heard** in a way that benefits both you and them.

SLIDE 11
(1 min)



CLICK AND READ SLIDE

Effective communication is very important when you're interacting with customers:

- Better communication leaves less room for misunderstanding or confusion
- It builds relationships
- It decreases conflict potential with effective communication
- It helps to build trust with customers and co-workers

Effective Communication assists in conflict resolution: **If any conflict** does arise, we want to be able to **use solid communication skills to make sure that the situation is resolved in a respectful and efficient manner.**