

# COMMUNICATION AND TYPES OF COMMUNICATION

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# Communication



# Introduction

- \* Communication is a process of exchanging information, ideas, thoughts, feelings, and emotions through speech, signals, writing or behavior.
- \* Message sending and receiving in the process of communication.
- \* Coding and decoding



# Types of Communication

- \* Verbal communication
- \* Non-verbal communication
- \* Verbal communication: words transmitted orally or in writing.
- \* Non-verbal communication: wordless messages- other than oral or written.



# I. Verbal Communication

## 1. Oral Communication:

Spoken words are used.

Face to face conversation.

Telephonic conversation.

## 2. Written communication:

written signs or symbols are used.

vocabulary and grammar is strictly observed.

sent through e-mail, letter etc.



# Advantages and Disadvantages of oral communication

- \* Advantages:

- \* Quick feedback
- \* Reading facial expression

- Disadvantages:

- \* Unable to collect his ideas
- \* May be misinterpreted



# Advantages and Disadvantages of Written communication

- \* Advantages:

- \* Can be edited and revised many times
- \* Provide record –can be referred afterwards
- \* Receiver understands fully and appropriately

- \* Disadvantages:

- \* Doesn't receive instant feedback
- \* More time for composition



# II. Non-verbal communication

- \* Non-verbal communication is the sending or receiving of wordless messages.
- \* Gesture, body language, posture, tone of voice, or facial expressions is called non-verbal communication.
- \* eg. Nodding of the head





# Types of communication based on purpose and style

- \* Formal communication:
  - \* In formal occasions and situations. eg. office
  - \* Certain rules, conventions and principles are followed
- \* Informal communication:
  - \* Informal occasions and situations eg. Birthday party
  - \* No rules, conventions and principles.
  - \* Slang words, foul language is allowed.



# Barriers to Effective communication

- \* Lack of attention, interest, distractions, or irrelevance to the receiver.
- \* Differences in perception and viewpoint.
- \* Physical disabilities such as hearing problems or speech difficulties.
- \* Physical barriers to non-verbal communication.
- \* Language differences and the difficulty in understanding unfamiliar accents.



**THANK YOU !!!**

