

# Part 1

# An Introduction to Communication Skills



The Skills You  
Need Guide to  
Interpersonal Skills

**The Skills You Need Guide to Interpersonal Skills**

# **AN INTRODUCTION TO COMMUNICATION SKILLS**

Skills You Need

This is one of a series of eBooks by Skills You Need available for sale at:  
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# INTRODUCTION

This book is part of a series of guides on improving your interpersonal skills. These skills are about how you relate to and interact with other people, especially in person.

Effective communication skills are fundamental to good interactions between two or more people. This book, *An Introduction to Communication Skills*, is the first in the series. It starts by explaining more about the theory and nature of communication, then moves on to discuss effective spoken communication, the importance of body language and other aspects of non-verbal communication, and the essential skill of listening to others, before discussing barriers to communication, and how to improve communication.

The book focuses on interpersonal spoken or non-verbal communication, including body language, face and voice, as well as effective speaking and listening. It does not cover written communication.

We hope that it will be useful to anyone wishing to improve their communication skills.

## HOW TO USE THIS BOOK

It is perfectly possible to use this book simply as a guide: read it, inwardly digest and (hopefully) put it into action.

We think, however, that you will get the most out of it if you also do the exercises suggested throughout the book. Some of them can be done alone and at any time. Others will need the right opportunity at work, or perhaps while volunteering, and some will only work with the cooperation of a friend or trusted colleague.

You may find it helpful to use a notebook to consciously write down the outcomes of the exercises to act as an ongoing reminder, and help you to process your learning more effectively.

## NOT SURE IT'S FOR YOU?

Try our Interpersonal Skills Self-Assessment to find out where your strengths and weaknesses lie, and whether you could benefit from improving your communication skills.

The assessment covers listening skills, verbal communication, emotional intelligence and working in groups.

It is available free online at [www.skillsyouneed.com/ipstest](http://www.skillsyouneed.com/ipstest), or as a hard copy from the Skills You Need website shop [www.skillsyouneed.com/shop](http://www.skillsyouneed.com/shop).

## MORE ABOUT COMMUNICATION SKILLS

We hope that you find this book useful, and that it enables you to understand and improve your communication skills.

If so, you may also want to read our second book on communication skills, **Advanced Communication Skills**.