AN INTRODUCTION TO COMMUNICATION SKILLS
The Skills You Need Guide to Interpersonal Skills

PART 1

AN INTRODUCTION TO COMMUNICATION SKILLS

Skills You Need

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

www.skillsyouneed.com

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law.

Cover design by Skills You Need; illustrations by Pikisuperstar / Freepik

Published by Skills You Need Ltd
© 2020 Skills You Need Ltd
This version was published in July 2020
CONTENTS

INTRODUCTION ................................................. 4

1 WHAT IS COMMUNICATION? ................................. 6
   YOU ALREADY HAVE INTERPERSONAL SKILLS .......... 7
   WHAT IS COMMUNICATION? ... 8
   THE COMMUNICATION PROCESS .. 9
   ELEMENTS OF INTERPERSONAL COMMUNICATION .... 14
   THE IMPORTANCE OF COMMUNICATION SKILLS ... 17

2 AN INTRODUCTION TO SPOKEN COMMUNICATION .... 19
   THE ANATOMY OF A COMMUNICATION ............ 20
   SPEAKING EFFECTIVELY ........... 26
   MAKING CONVERSATION .......... 34

3 NON-VERBAL COMMUNICATION ........................... 40
   LEARNING THE LANGUAGE .............. 41
   THE CULTURAL CONTEXT ............. 42
   TYPES OF NON-VERBAL COMMUNICATION .... 44
   BODY LANGUAGE, POSTURE AND PROXIMITY .. 45

4 PERSONAL APPEARANCE AND PRESENTATION ........... 58
   PERSONAL APPEARANCE ............. 59
   THE IMPORTANCE OF SELF-CONFIDENCE ... 61

5 LISTENING SKILLS ....................................... 62
   LISTENING IS NOT THE SAME AS HEARING .......... 64
   THE 10 PRINCIPLES OF LISTENING .......... 66
   ACTIVE LISTENING ............... 68
   LISTENING TYPES .............. 73
   THE BENEFITS OF LISTENING .......... 80

6 BARRIERS TO COMMUNICATION ......................... 81
   A CATEGORISATION OF BARRIERS TO COMMUNICATION 83
   INEFFECTIVE LISTENING .......... 85
   NON-VERBAL SIGNS OF INEFFECTIVE LISTENING ... 88

7 IMPROVING COMMUNICATION ............................. 90
   HOW TO IMPROVE YOUR COMMUNICATION SKILLS ... 91
   FINDING OUT MORE .................. 94
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, or as a hard copy from the Skills You Need website shop 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.
Being able to communicate effectively is the most important of all life skills. Communication is simply the act of transferring information from one place to another. This may be vocally (using voice), written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice).

How well this information is transmitted and received is a measure of whether your communication skills are good.
YOU ALREADY HAVE INTERPERSONAL SKILLS

We have all been developing our interpersonal skills since childhood, usually subconsciously.

Interpersonal skills become so natural that we often take them for granted, never thinking about how we communicate with other people. The foundations for many other skills, however, are built on strong interpersonal skills, since these are relevant to our personal relationships, social affairs and professional lives.
WHAT IS COMMUNICATION?

Communication is the act of transferring information from one place to another.

Although this is a simple definition, when we think about how we may communicate, the subject becomes a lot more complex. There are various categories of communication and more than one may occur at any time.

The different categories of communication are:

- Spoken or Verbal Communication: face-to-face, telephone, radio or television and other media.
- Non-Verbal Communication: body language, gestures, how we dress or act.
- Written Communication: letters, e-mails, books, magazines, the Internet or via other media.
- Visualizations: graphs and charts, maps, logos and other visualizations can communicate messages.

The desired outcome or goal of any communication process is understanding.

The process of interpersonal communication cannot be regarded as a phenomena which simply ‘happens’. Instead, it should be seen as a process where participants negotiate their role, whether consciously or unconsciously.

Senders and recipients, or receivers, are of course both vital in communication. In face-to-face communication, the roles of the sender and receiver are not distinct, because both parties communicate in both directions, including in very subtle ways such as through eye-contact (or lack of) and general body language. There are many other subtle ways that we communicate (perhaps even unintentionally) with others. For example, the tone of our voice can give clues to our mood or emotional state, whilst hand signals or gestures can add to a spoken message.

In written communication the sender and receiver are more distinct. Until recent times, a relatively small number of writers and publishers were very powerful when it came to communicating the written word. Today, we can all write and publish our ideas on the Internet, which has led to an explosion of information and communication possibilities.
The full eBook is available at

www.skillsyouneed.com