

Chapter-4

Communication skills

- **Definition, types of communication skills,**
- **Interactions with professionals and patients,**
- **Verbal communication skills (one-to-one, over the telephone),**
- **Written communication skills,**
- **Body language,**
- **Patient interview techniques,**

Communication skills

- Communication skills allow you to understand and be understood by others.
- It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications like email and social media.
- These can include but are not limited to effectively communicating ideas to others, actively listening in conversations, giving and receiving critical feedback and public speaking.
- Communication skills are the abilities you use when giving and receiving different kinds of information.
- Some examples include communicating new ideas, feelings or even an update on your project. Communication skills involve listening, speaking, observing and empathizing.

Communication Skills For Dummies Pdf

David Kirk



Communication Skills For Dummies Pdf:

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