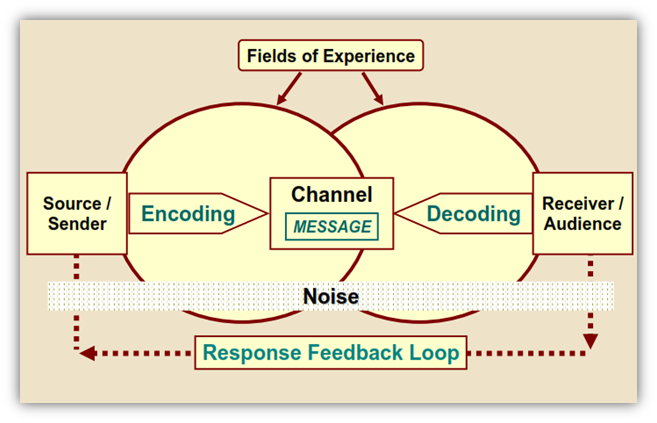


**DIGI SCHOOL 2020-1-SK01-KA226-SCH-094350**

**Communication – subdivision, importance**

**Communication:** 

## Main functions of communication

* **Informative function -** clearly, simply and understandably formulate the information
* **Motivational function**– through the communication stimulate to desired action and do effective work
* **Contact** **function**– communicational contact with a partner through the whole act of communication
* **Emotional** **function**– through communication create a space for nurturing the communicational needs of social contact (i.e., the possibility to express certain thoughts, opinions, feelings)
* **Self-recognitional** **function**– the ability of self-reflexion, because each communication participant through their own contribution to the dialogue reflect their own self-confidence, self-perception.

**Ways of communication:**

**Direct –** face to face conversation

**Indirect –** communication participants are divided by time and space, this also includes photographs, illustrations, pictographs

**One-sided communication –** speaker´s monologue

**Both-sided communication –** listener and the speaker interchange their roles

**Group communication –** more participants are present, all with different viewpoints

**Positive communication –** expresses agreement

**Negative communication –** expresses disagreement

**Aggressive communication –** offensive, harmful communication

**Assertive communication –** enforcing our rights but not at the expense of others

**Manipulative communication –** uses dishonest forms of doing things

**Intrapersonal –** inner monologue

**Interpersonal –** communication between two or more people

**The most common subdivision of communication:**

1. **Verbal communication –** uses words
2. **Non-verbal communication –** communication with other means than using words
3. **Communication through deeds**

Verbal communication is also influenced by personal traits. Assertive communication has a socially desired character – self-promoting behaviour that also respects the rights of others.

**Non-verbal communication:**

**Eye contact –** type of look

**Facial expression –** movements of eyes, mouth, facial muscles

**Kinesics –** movements of body, walk

**Gestures –** hand movements

**Haptic –** touches

**Proximity –** distance from others

**Territoriality -** space and its occupation

**Posture –** body, hands, and legs positioning

**Paralinguistics –** tone of voice, speed and fluency of speech

**Chronemics –** dealing with the time while communicating

**Neurovegetative reactions –** human reactions on communication stimuli – shaking of hands, blushing

**Environment –** says about the person living within the given environment

**Props –** overall looks, adjustment of appearance, scent, car, house

**Active listening:**

* Non-verbally expressing acceptation, understanding
* Asking questions, reformulate thoughts
* To be empathetic

**Importance of assertive listening:**

* Helps to create an atmosphere of conversation
* Helps to create the relationship with a partner
* Obtaining information

**Effective and optimal communication**

* Leads to positive effect, result

**Principles of effective and optimal communication**

* Show interest, don't interrupt
* Speak about things that are interesting for others too
* Handle criticism and orders carefully
* Recognize your own mistakes
* Praise
* Be empathetic
* Smile often
* Don't belittle others
* Don't complain, don´t talk down to people
* Don´t be moody
* Don´t give unsolicited advice
* Avoid saying: always, never, still, etc.