



Effective Communication

Communication is an important life skill that can improve relationships in work and your everyday life. The basics of the communication process are as follows:

Sender – the person delivering a message to a recipient.



Message – the information that the sender is relaying to the receiver.



Channel of communication – the transmission or method of delivering the message.



Decoding – the interpretation of the message, performed by the receiver.



Receiver – the person getting or receiving the message.



Feedback – possible response from the receiver to the sender.

Imagine a scenario in which you try to communicate with another and the message is misinterpreted. The other person may become angry, confused, or even sad. This is why being effective with your communication is so helpful.

Consider these factors as you communicate with others:

HOW you say it – including the tone of your voice

WHY you say it – the intention behind your message

WHEN you say it – during an argument, the time of day, etc.

WHAT you don't say – sometimes what you don't say speaks louder and gives a clearer picture of what is going on than what you do say

BODY language – what's happening with your facial expressions, gestures, posture, etc.

Relationships, whether in the workplace or with friends and family, work BEST when communication is used effectively.

The EAP Wellness Letter is for informational purposes only.
It does not diagnose problems or recommend specific treatment,
and it's not a substitute for your doctor's care.

This information provided to you by your EAP provider, REALiving®.
For more information go to: EAP.REALiving.com