

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

وَقَدْ رَبُّ زِدْنِي عِلْمًا

صدق الله العظيم



نقدر...؟ طبعاً نقدر



Communicating Effectively

Yehia Hamed

Course Objective

To improve the basic
Communication Skills needed for
effectively dealing with others.

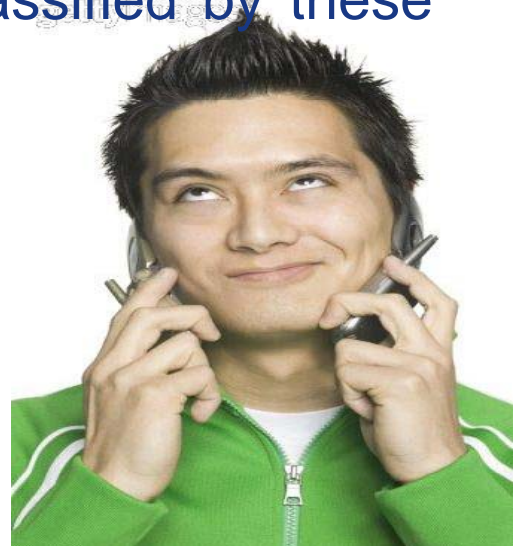
Word of Wisdom

There are four ways, and only four ways,
in which we have contact with the world.
We are evaluated and classified by these
four contacts:

1. What we do.
2. How we look.
3. What we say, and
4. How we say it

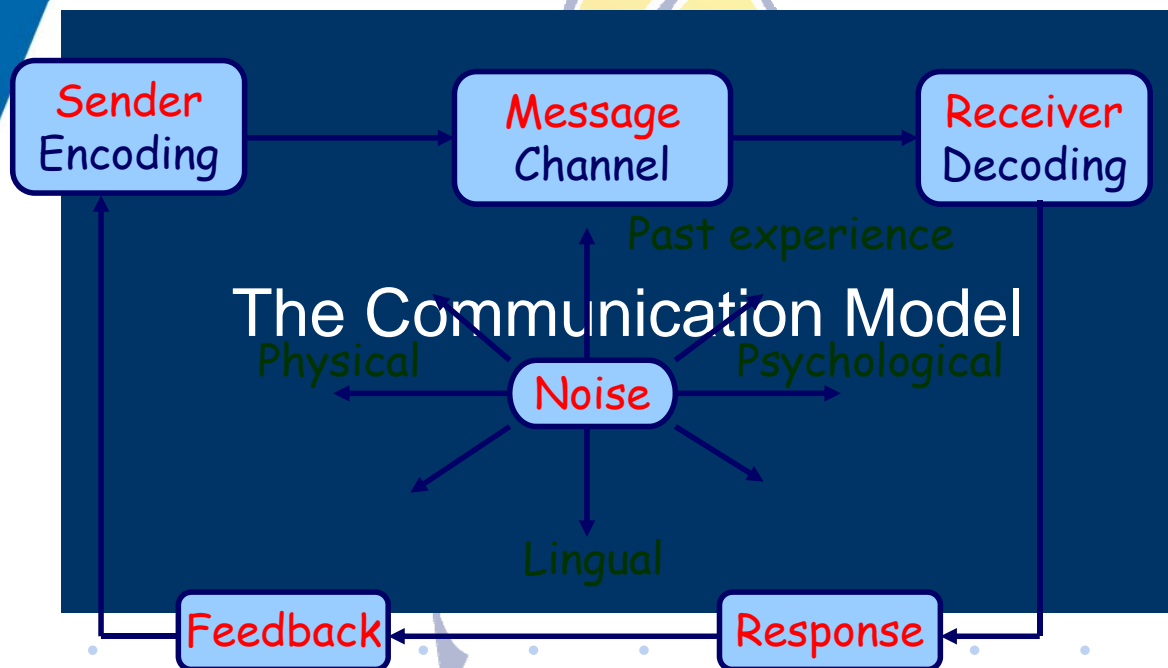
Dale Carnegie

American Author, Trainer



Definition Of Communication

- Sending & receiving messages
- Messages Interpretation
- To Understand & To Be Understood



It is all about Perceptions



Perceptions

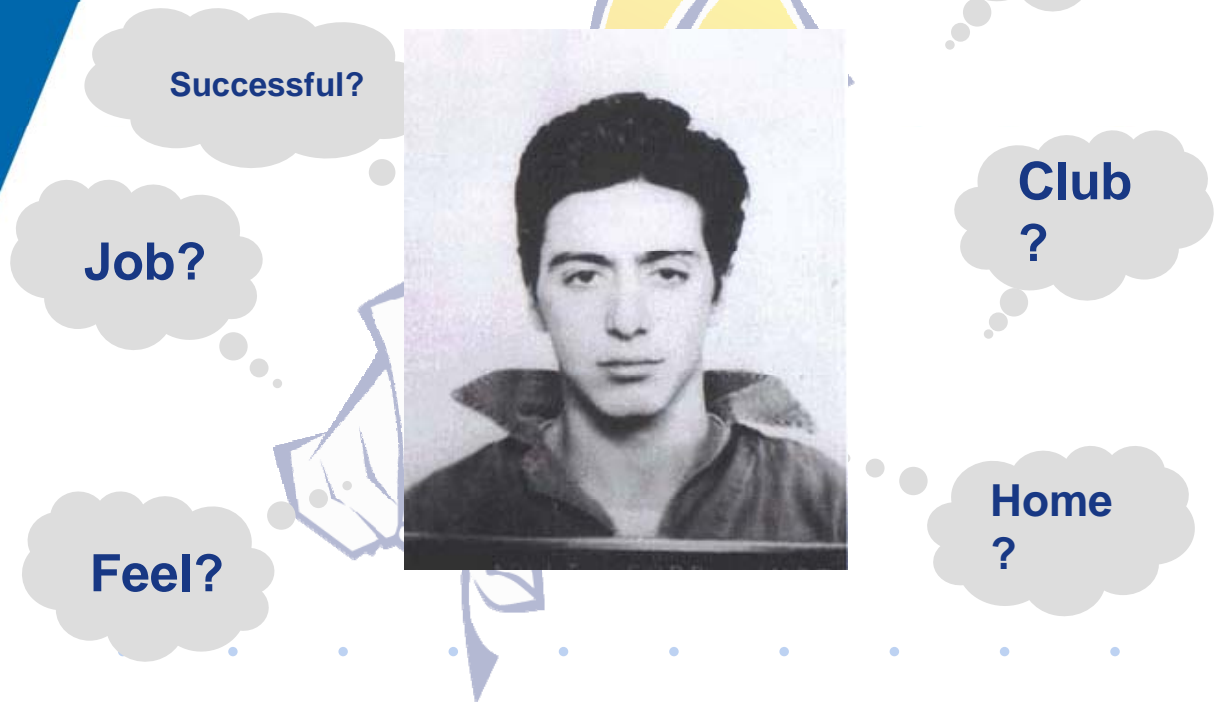
PERCEPTION is how you receive messages from others and from the world around you, and arrange those messages so that they mean something to you.

Perceptions

It is the lens
through which we see
the world

It is our **POINT-OF-VIEW**

(the closer the clearer, the higher the bigger)



What you see is what you get



What you see is what you get

Types of misunderstanding:

1. Appearance: age, gender, language, clothing
 2. Association: work, education, home, club
 3. Interests: hobbies, friends
 4. Thoughts, values and beliefs
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Perception Validation

- State your observation & interpretation
 - Ask for confirmation
- • • • • • • • • •



Thank You