



# Enhanced communication



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**Communication, at its simplest, is the act of transferring information from one place to another. It is an active two-way process which involves both sending (speaking) and receiving (listening) information but also includes a shared understanding of the information being transmitted and received.**

The 'Sender' must assure that the information is clear and easily understandable and check if listener(s) is/are understanding message correctly by asking questions.

The 'Recipient' must listen carefully to the information and make sure s/he understood it by reflecting back or asking questions to ensure the same understanding of the situation.

Communication is about listening, and the verbal and nonverbal skills people manifest when they try to communicate to one another about who they are and what they need. These variables form the foundation for successful connections.

So, to be able to communicate effectively, we have to be able to establish the connection with another person. The base skills for connecting with others lie in understanding self and being able to understand the other person's attitudes and feelings.

Communication skills are essential so as to speak efficiently with a wide variety of people; to make connections and relationships and to work well in a group. The ability to speak, listen, question and write with clarity is important at all levels within organizations.

Good Communication and Emotional Intelligence skills can ease the interactions and ensure that you are able to get your point across calmly, clearly allowing you to take on board and reflect on the responses.

Communication and Emotional Intelligence skills may take a lifetime to master, however there are many methods and techniques that a person can learn in development. The abilities to communicate and connect are vital life skills and should not be overlooked.







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