

Why is Good Communication Important?

Chapter 6 Lesson 3

ByDesign Science, Level 4

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Being Understood



- ♦ Do you know people who talk a lot? Do you know people who do not say much at all?
- ♦ We often have things we want to talk about.
- ♦ But whether we talk a lot or a little, or somewhere in between, everyone communicates by their actions.

Being Understood

- ♦ Scientists must communicate very carefully and accurately.
- ♦ How could communication errors be disastrous in science?



Being Understood



- ♦ There are two types of communication – verbal and nonverbal.
- ♦ Verbal communication is using spoken or written words to communicate.
- ♦ Jesus often used stories to communicate verbally with people.

Being Understood

- ♦ Jesus would use the stories, or parables, to get a message across to people in a form that was easy for them to remember and relate to.



Being Understood

- ♦ Nonverbal communication is communication other than words, such as gestures, eye contact, body language, and facial expressions to communicate.
- ♦ Nonverbal communication shows up in many ways.



Being Understood

- ♦ For example: A crowd jumps to their feet and applaud.
- ♦ An angry friend crossing his arms and looking away.
- ♦ A person many communicate grief or sadness with tears.



Being Understood

- ♦ Just a languages are different in different cultures, so too are nonverbal communications.
- ♦ For example, not looking someone in the eye may be considered shy in your culture. But in other cultures, this may be considered respectful.



Being Understood

- ♦ Compared with nonverbal communications, verbal communications may seem easier.
- ♦ You say something, and people understand what you say.



- ♦ But that is not always the case. Sometimes, the tone of your voice affects the message.

Being Understood

- ♦ The **tone** of your voice is the quality of the sound and the style or manner of expression you use as you speak.



- ♦ We hear a person's tone in words said harshly, softly, or with the voice rising at the end to indicate a question.
- ♦ Tone also includes emphasizing certain words, which helps us interpret the meaning intended by the speaker.

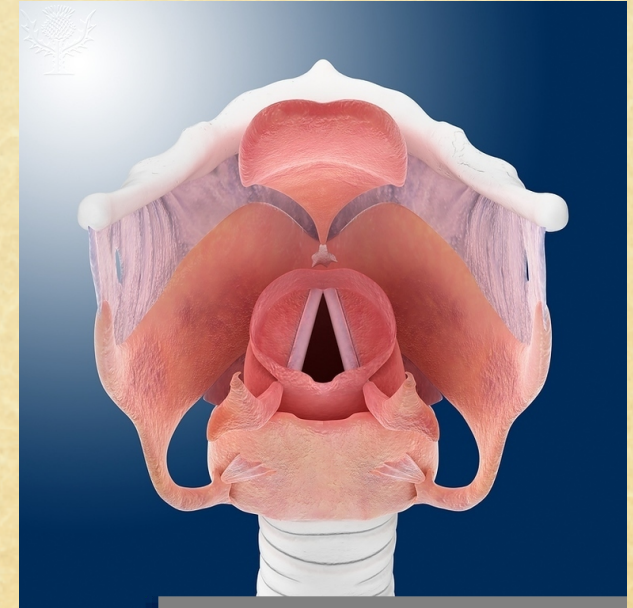
The Anatomy of Verbal Communication

- ♦ When we speak, air is pushed out of the lungs by the diaphragm, a muscle just under the stomach.
- ♦ The air travels up the trachea and through the larynx, also the voice box is in the neck.
- ♦ The **larynx** is made of tough cartilage surrounding the vocal folds, also the called the vocal cords.



The Anatomy of Verbal Communication

- ♦ The vocal folds are two folds of tissue with a gap between them.
- ♦ Exhaled air from the lungs flows over the vocal folds in the larynx.
- ♦ The vocal folds vibrate and produce sounds.



Vocal cords. Computer artwork of a rear view of the larynx (purple/grey), also known as the voice box, and the vocal cords (centre). At top is the hyoid bone (white, crescent-shaped), with the epiglottis (red, upper centre) in front of it. Beneath the larynx are the thyroid cartilage (pink) and trachea (windpipe, white). The vocal cords are responsible for the production of sound, and when brought close together they vibrate and emit sounds as air is expelled from the lungs.

The Anatomy of Verbal Communication

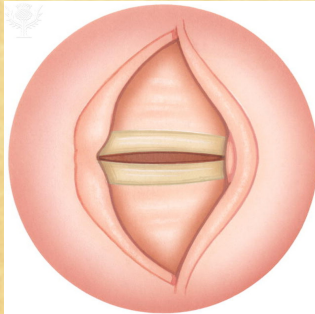


Illustration of closed human vocal fold

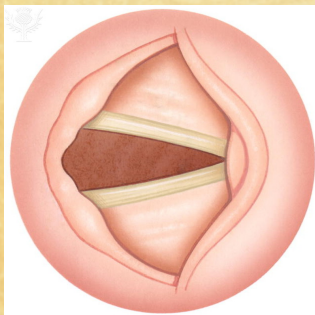


Illustration of open human vocal fold

- ♦ When a person is quiet, the vocal folds are relaxed, and air passes silently between them.
- ♦ When a person is talking or singing, the vocal folds tighten, causing them to vibrate as the exhaled air passes by.
- ♦ The vibration creates the sound we hear.
- ♦ The tongue, teeth, and shape of the mouth also influence the sounds of words.

Good Communication

- ♦ Communicating exactly what you want to say can sometimes be challenging.



- ♦ Sometimes the message you think you are sending is not the message that people receive.
- ♦ It is important to practice good communication skills.
- ♦ Communication skills include good listening skills.

Good Communication

- ♦ Good communication skills help make sure that others understand you.
- ♦ These skills also show that you value other people and their opinions and will help you develop better relationships with friends and family.
- ♦ Practice these good communication skills.



Good Communication

- ♦ Listen carefully and be patient as others communicate their thoughts and feelings. Maintain focus on the person speaking and do not get distracted.



Good Communication

- ♦ Speak clearly, calmly, and briefly. Use “I statements” and do not make judgments about others’ opinions.



Good Communication



- ♦ Be aware of what your body language communicates. Do not cross your arms, roll your eyes, or look away. This type of body language shows a lack of respect for others.

Conflict Resolution



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