

# COMMUNICATION SKILLS

Match the headings with the correct paragraph

Effective communication is vital both in and out of the workplace because it allows you to clearly translate your intentions and feelings into easily understandable messages. Effective communication makes you a more productive worker and cuts down on unintended consequences that arise as a result of miscommunication.

Clear communication starts with active listening. If you're just focused on how you are expressing yourself, chances are you are not listening or reacting to what others are bringing to the table. An effective communicator uses a variety of listening styles. They pay close attention to what's being said.

Being able to understand the feelings of those around you is an integral part of being an effective communicator. Empathizing means both understanding and relating to someone else's feelings. Having high emotional intelligence and demonstrating an ability to empathize builds rapport between you and others and increases your ability to communicate.

In addition to verbal messages, effective communication relies on non spoken cues. Developing an awareness of your body language and tone of voice will improve your messaging and presentation skills.

The ability to actively engage in team-building and consistently collaborate with coworkers is an important part of building your business communication skills. The more you build strong relationships and rapport with others in the workplace, the more effectively you'll be able to communicate with them.

adopted from <https://www.masterclass.com/articles/how-to-improve-your-communication-skills>

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## The Headings:

1. Nonverbal Communication
2. Groupwork
3. Make others feel heard
4. The reasons for communication skills
5. Consider how others feel

## Decide if the statements are True or False.

(One sentence from each paragraph)

1. Miscommunication can cause workers to be less productive.
2. A good communicator focuses on what they are saying and less on what others have to say.
3. People with empathy usually have better communication skills.
4. Body language will not help making your messages clearer.
5. Occasional collaboration with coworkers is vital for improving your communication skills at work.

## Complete the sentences with one word from the text.

(One sentence from each paragraph)

1. Being able to clearly communicate your ideas in the workplace is ...
2. Effective communicators are not just ... on what they have to say but are listening to other people's words.
3. People who have empathy ... how other people feel.
4. To improve your presentation skills, it is necessary to be aware of your ... of voice.
5. A vital component of building rapport with your ... is the ability to work in a team.