

# Safety-Gram

## Title 45, Chapter 11

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### Effective Communication

What is communication?

It is the act of transferring information to another entity through the use of mutually understood signs.

What is “Effective Communication”?

It extends the communication concept to require that transferred information is received and understood by someone in the same way it was intended.



### KEY CONCEPTS OF EFFECTIVE COMMUNICATION

- **Active Listening:** Effective communication has more to do with actively listening than any other thing. It is listening to what is said in a way that you can accurately reflect back and express your thorough understanding.
- **Direct, assertive expression:** Verbal communication is the equivalent to active listening. Speaking and expressing what you think, feel or want in a clear, true and non-defensive way. Say what you mean, mean what you say.
- **Body Language:** Also known as nonverbal communication -- Which includes posture, limb and extremity positioning, eye contact and facial expressions. Body language that is consistent with verbal content improves understanding, while body language that is inconsistent with what is said creates confusion about the real message.
- **Dialogue:** As important as what is being discussed, dialogue is a conversational practice in which there is a continued exchange of things that matter to us. Its purpose is to provide honor and respect amongst a group.

### Barriers to Effective Communication

