



Ministry of Higher Education and Scientific Research  
AL-Mustaqbal University College of Science  
Department of medical biotechnology



# *Biochemistry*

## **Lecture 1**

### **Communication Skills**

**By**

*Dr. Karrar Majeed Obaid*

# Communication Skills

## □ Communication Skills

Communication skills are the **ability to convey ideas, information, and feelings clearly and effectively** between individuals, whether **verbally, in writing, or through non-verbal methods**, while also being able to **listen, understand, and respond appropriately** to others.

## Verbal Communication



## Written Communication



## Active Listening



## Building Relationships

## Non-Verbal Communication



## Body Language & Gestures

## Importance:

Essential for **Teaching**, **Science**, and **Academic Work**



Teaching

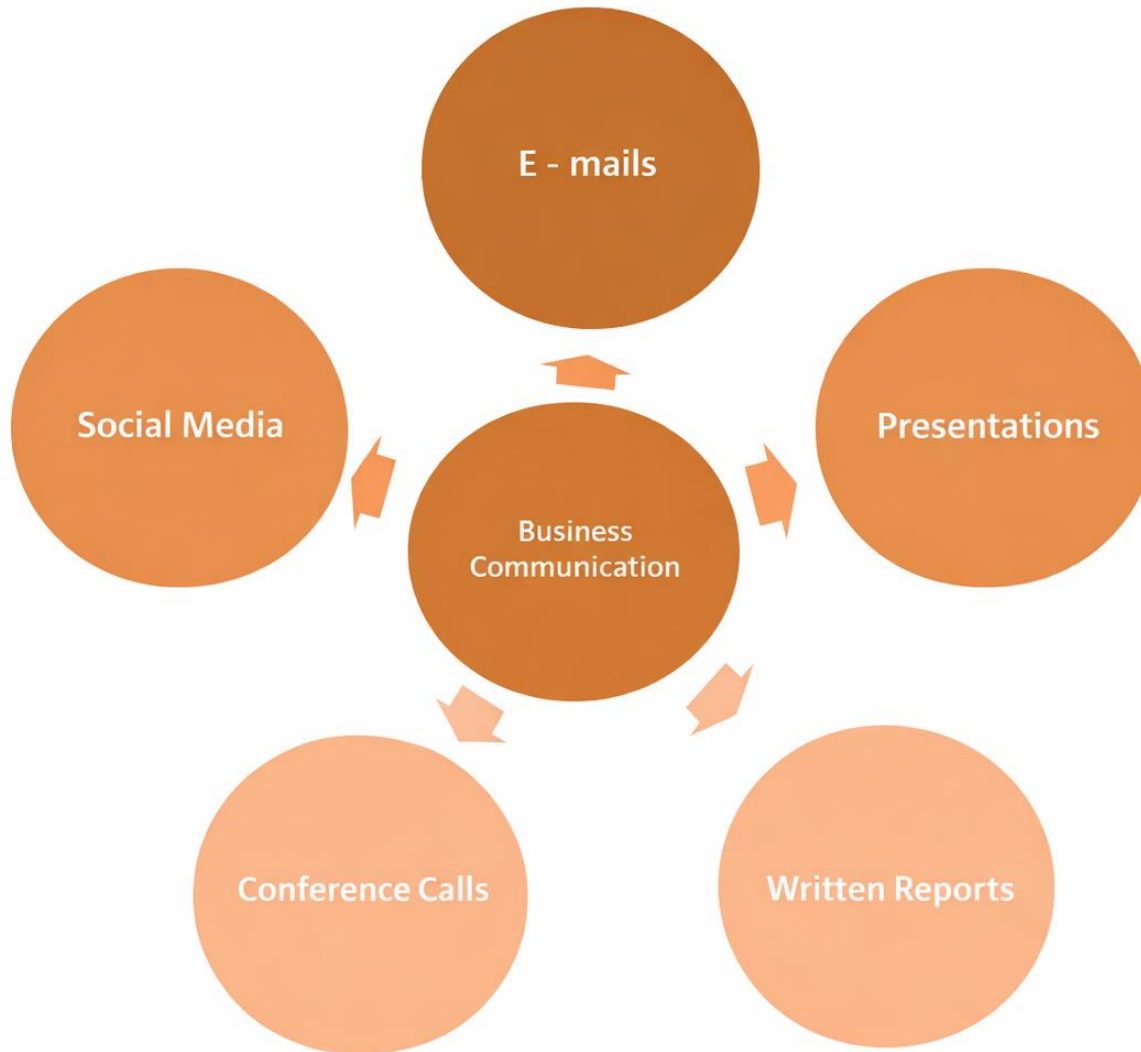


Science



Academic Work





# Type of communication

```
graph TD; A[Type of communication] --> B[Formal communication]; A --> C[Informal communication]; A --> D[Inter-personal communication]; A --> E[Non-verbal communication]; B --> F[Horizontal communication]; B --> G[Vertical communication]; B --> H[Diagonal communication]; D --> I[Oral communication]; D --> J[Written communication];
```

**Formal  
communication**

**Informal  
communication**

**Inter-personal  
communication**

**Non-verbal  
communication**

**Horizontal  
communication**

**Vertical  
communication**

**Diagonal  
communication**

**Oral  
communication**

**Written  
communication**

- ✓ **Communication:** is the exchange and flow of information and ideas from one person to another.
- ✓ **What is Effective Communication?**
- ✓ Effective communication occurs only when the receiver understands the exact information or idea that the sender intended to transmit.
- ✓ The Process of Effective Communication:
- ✓ It is the process of sending a message in such a way that the message received is as close as possible in meaning to the message intended.





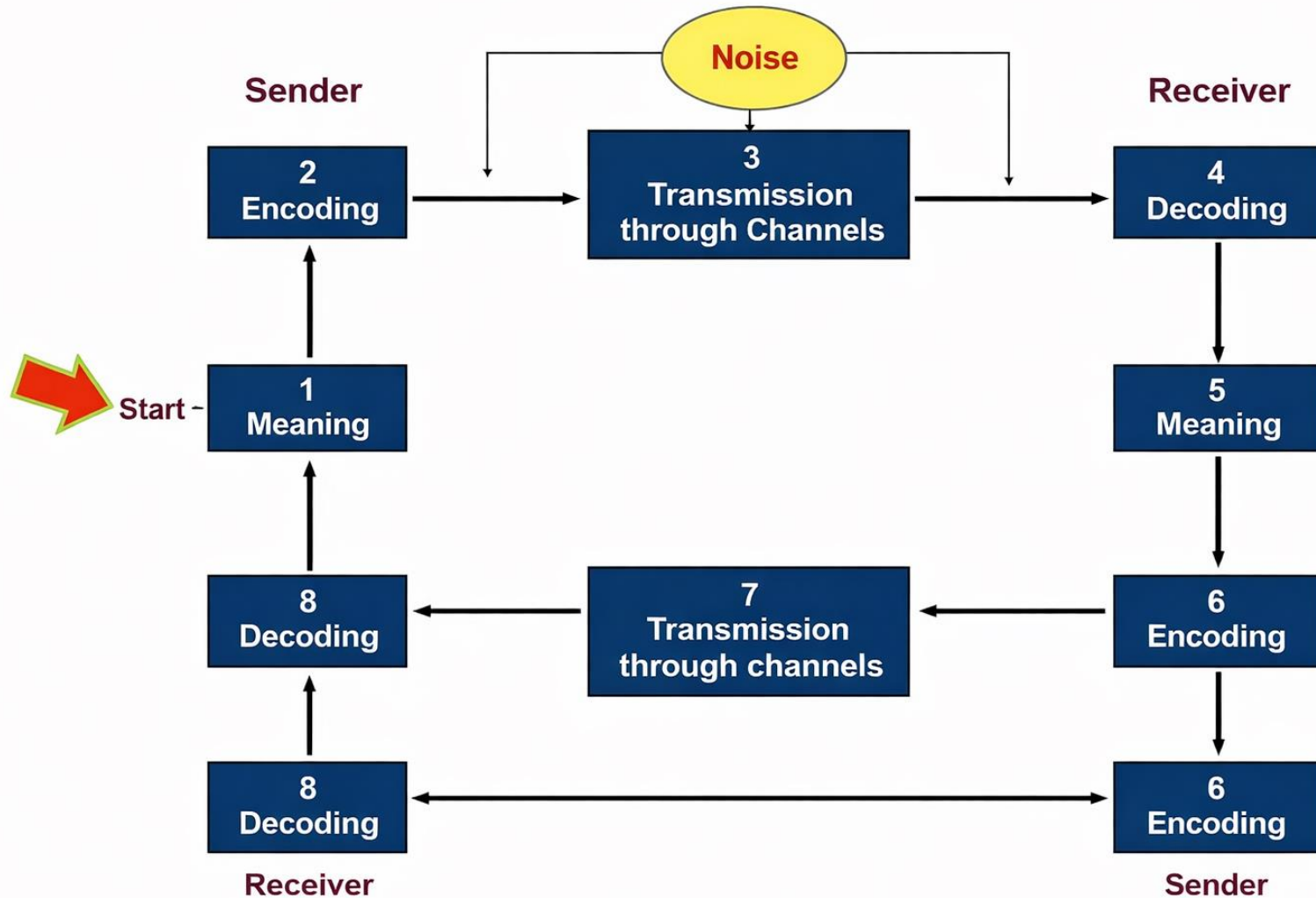




## Importance of Communication

- ☐ Decision making tool
- ☐ Speeds up the organization processes
- ☐ Customer requirements focus
- ☐ Problem-solving tool, by clarification and feedback
- ☐ Greater information access and awareness
- ☐ Encourages cooperation & resolves conflicts
- ☐ Direction to tasks & activities
- ☐ Generates a greater sense of organizational commitment & involvement

# The process Communication



# Personal Responsibilities in the Communication Model

## Sender

- Transmit the message in the clearest form.
- Use terminology understood by the other person.
- Communicate in an environment conducive to clear transmission.
- Ask for feedback, Clarify any misunderstandings.

## Receiver

- Listen actively.
- Provide feedback.
- Do not rely on assumptions!

# Barriers to Communication

- **Barrier (Noise)**

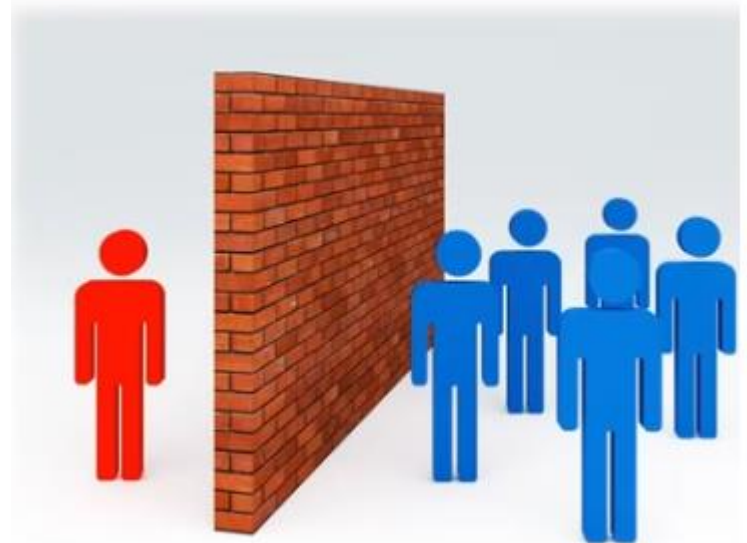
Which reduces or changes the quality of the message being transmitted

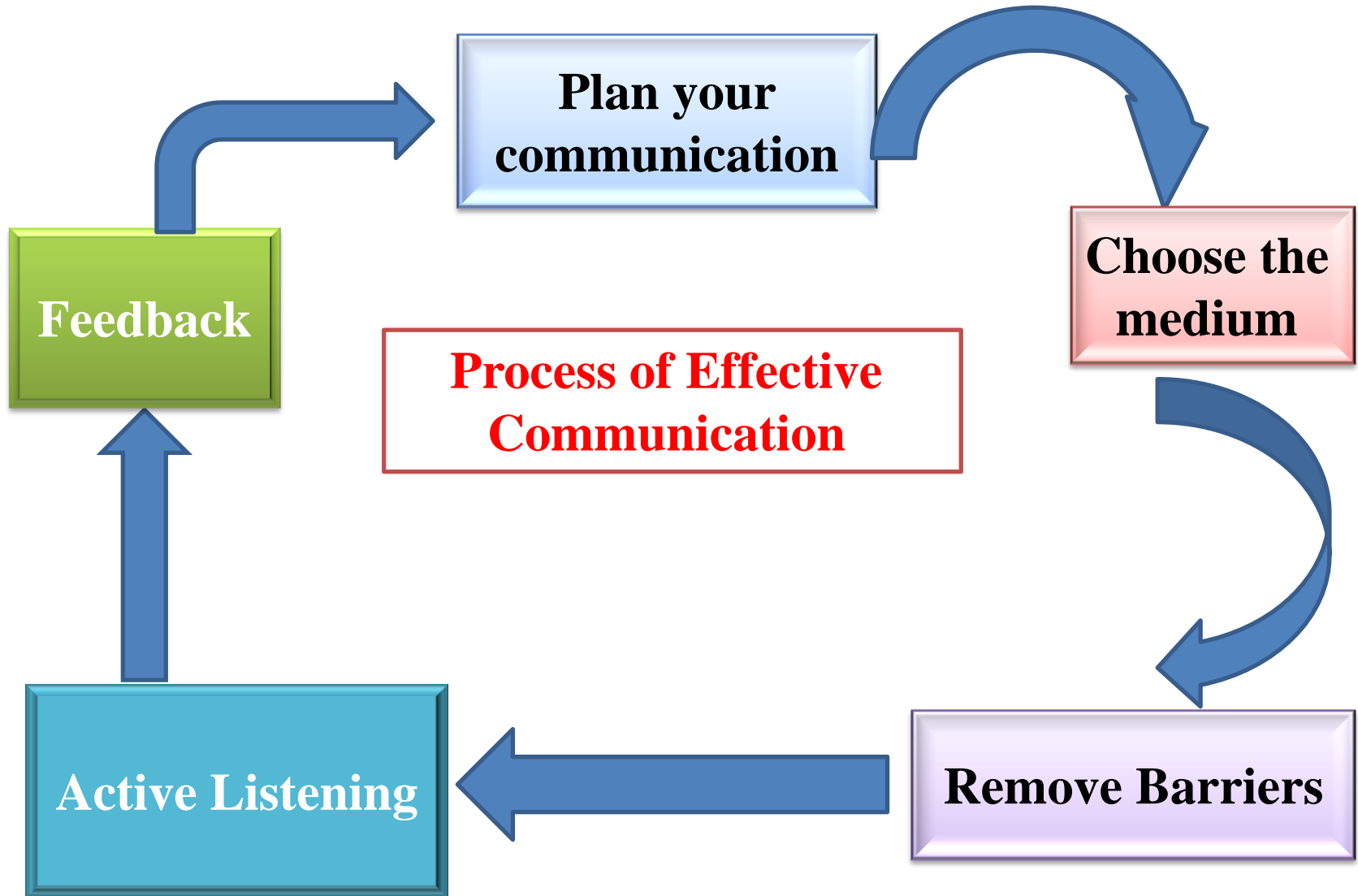
- **Barriers Types:**

**1.Physical**, Low Sound / noise, Unsuitable temperature,  
Poor health

**2.Psychological**, Lack of concentration, Attitude, Bias, lack of self  
discipline

**3.Competitors impact**







*Thank  
you*

