



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



Biochemistry

Lecture 1

Communication Skills

By

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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

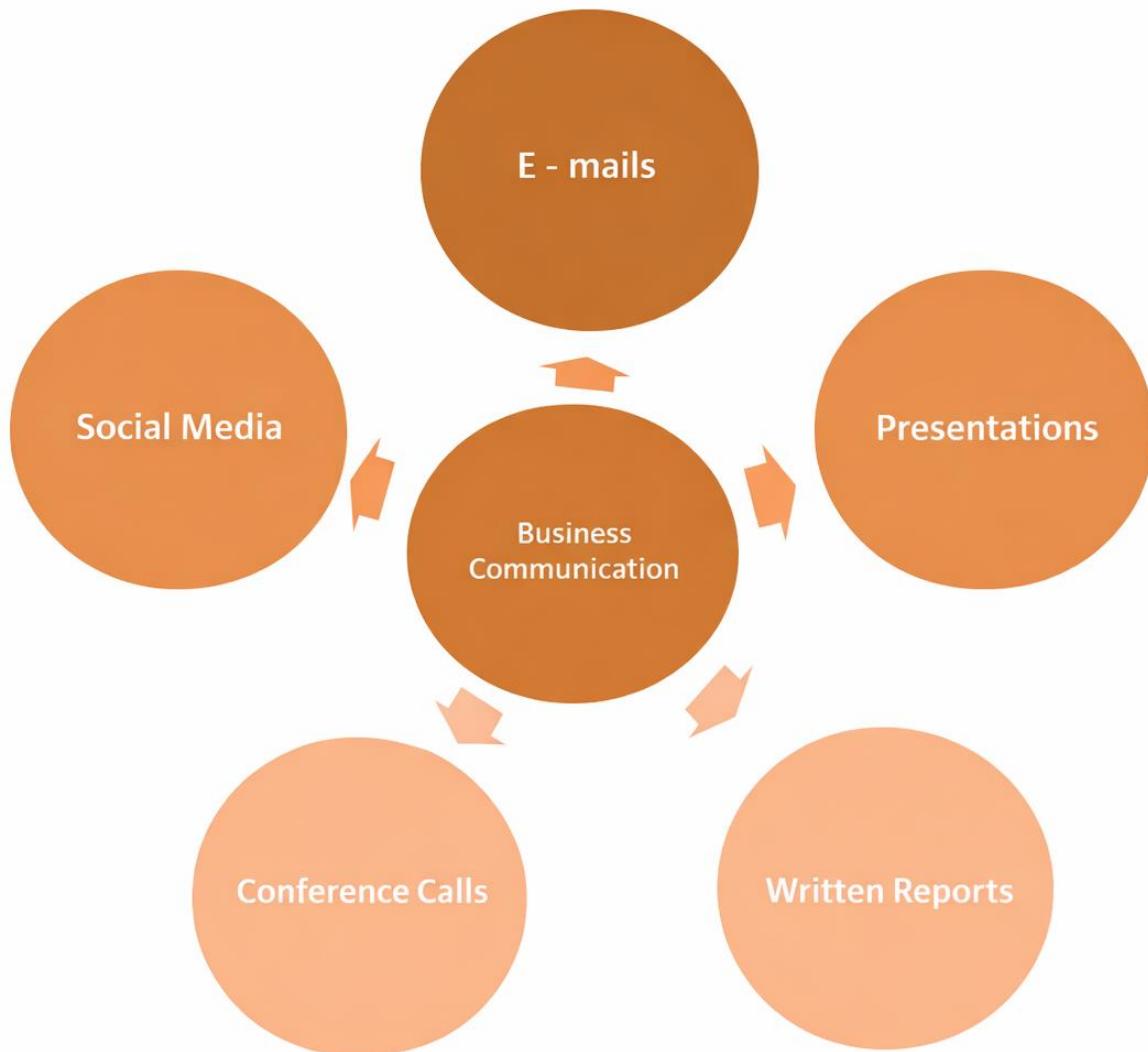


Science

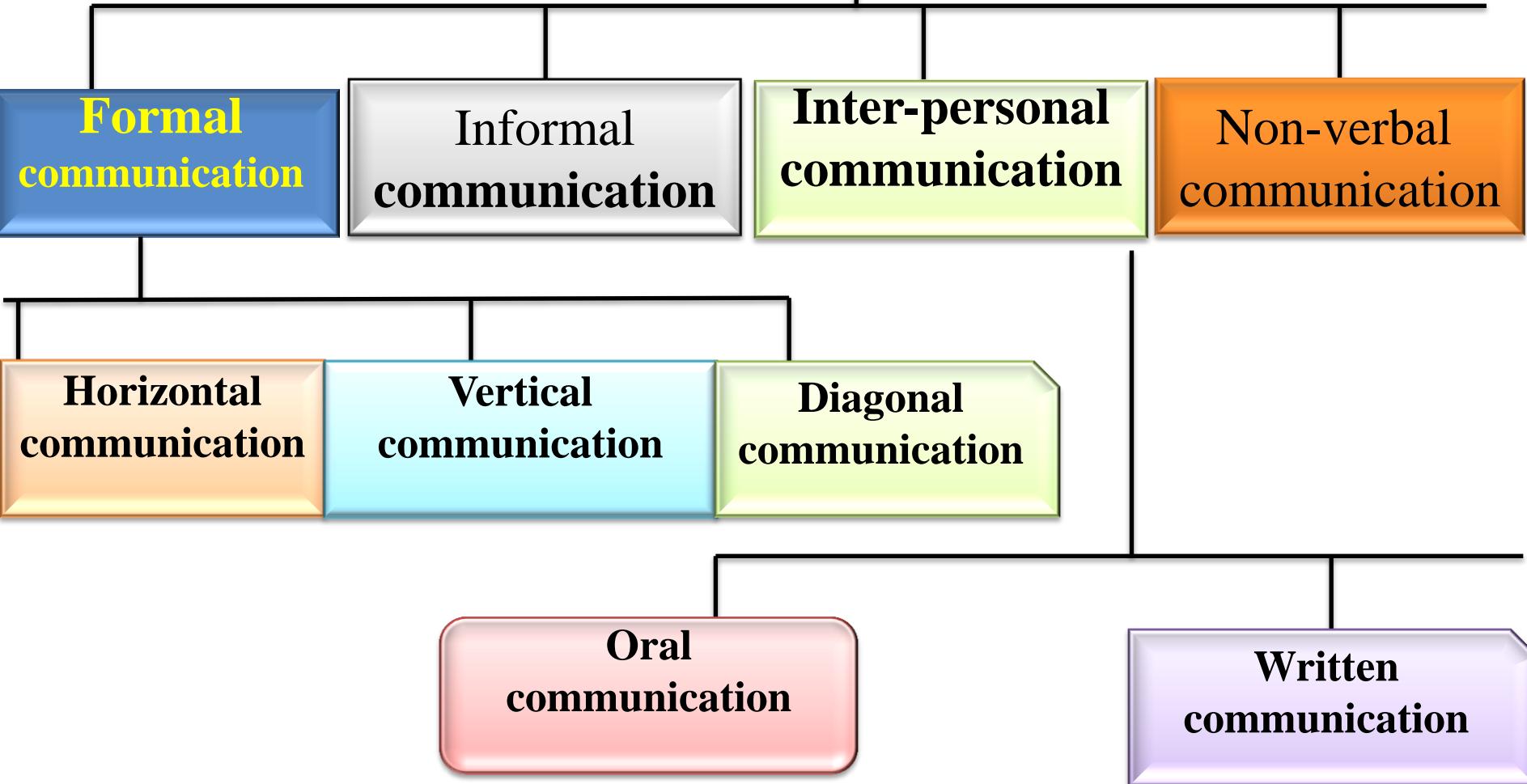


Academic Work





Type of communication



- ✓ **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.

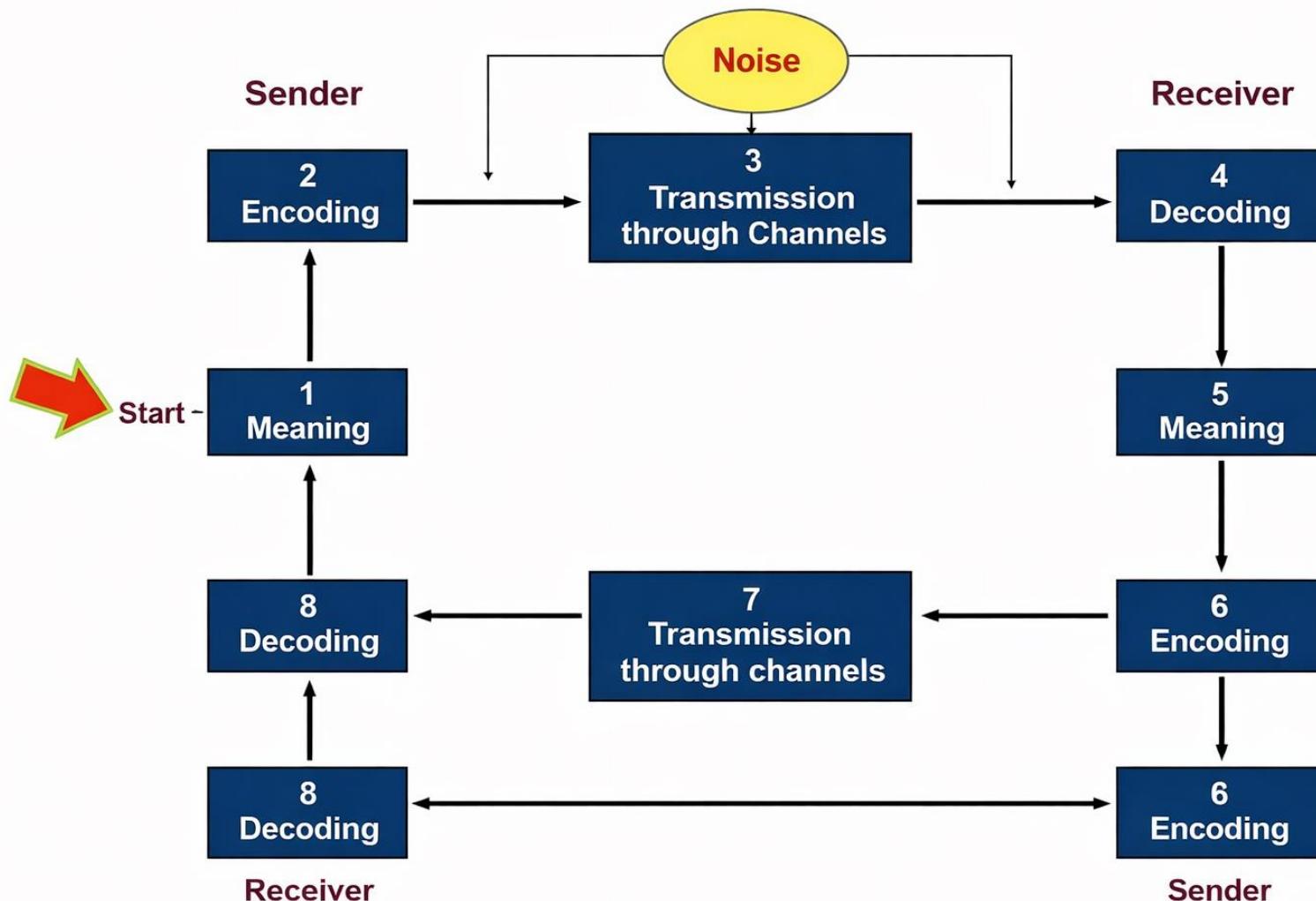




Importance of Communication

- 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

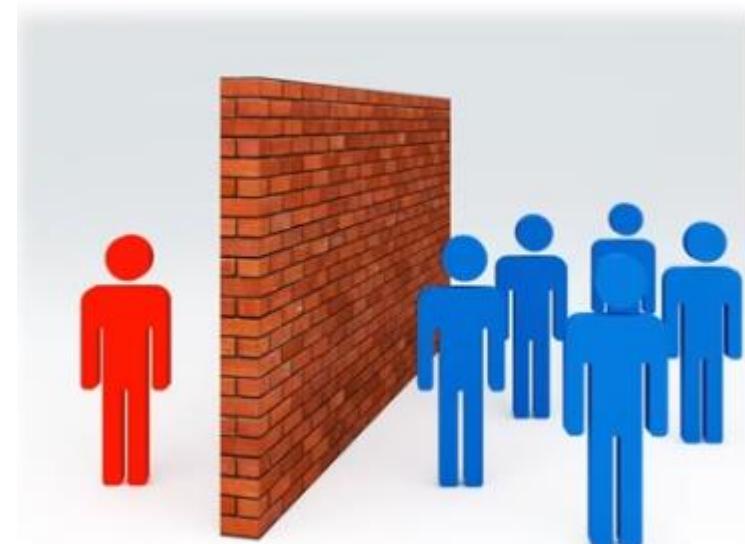
- **Barriers Types:**

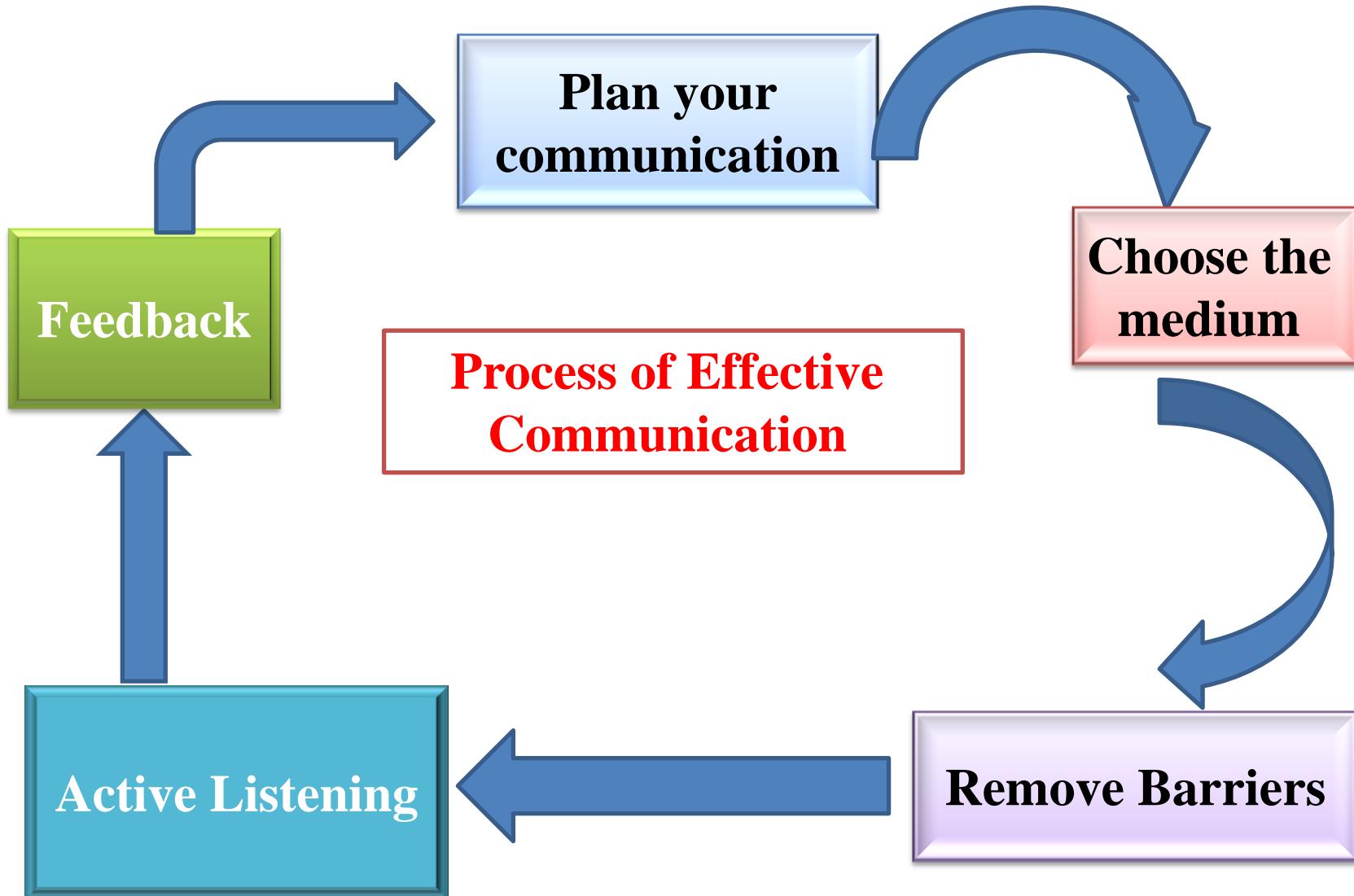
1. Physical, Low Sound / noise, Unsuitable temperature,

Poor health

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

3. Competitors impact





Thank
you

