



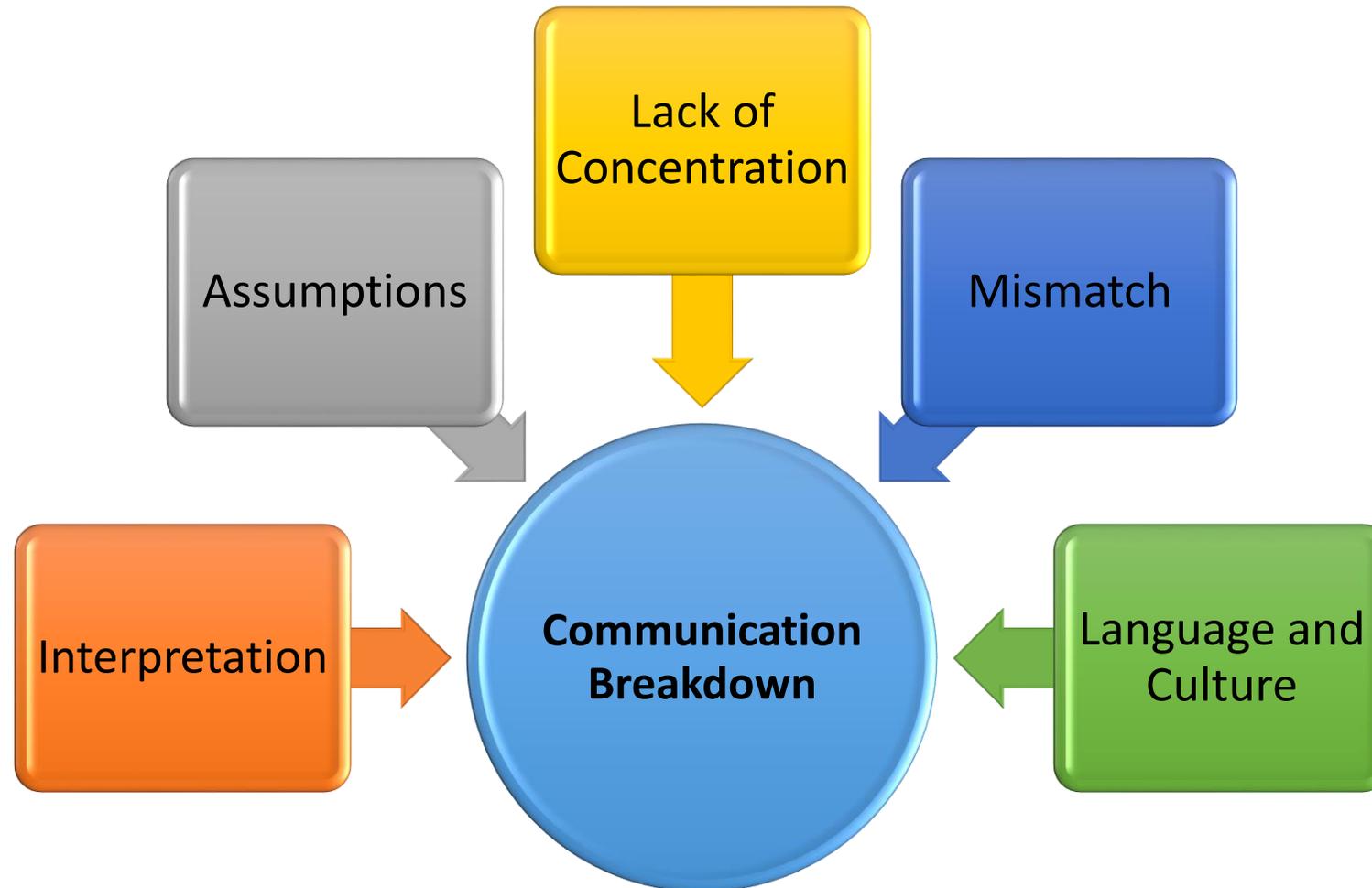
Communicate (Face to Face)

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By the end of the Power Hour you will be able to:

- Identify why communication breaks down, and the reasons why your communication may not always be successful
- Use your words, tone and body language to express yourself clearly
- Use the communication cycle to manage communication and improve understanding

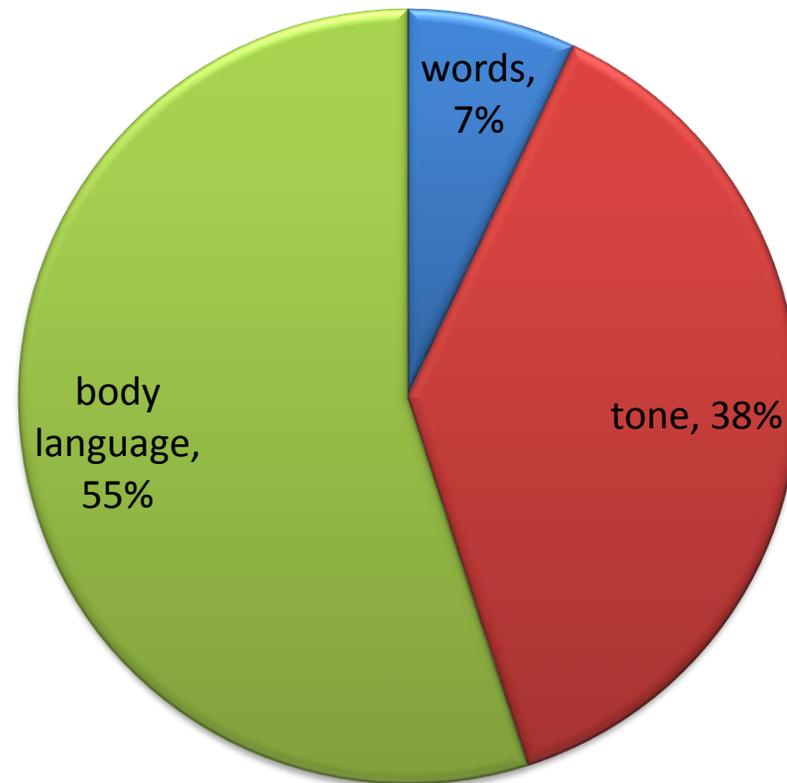




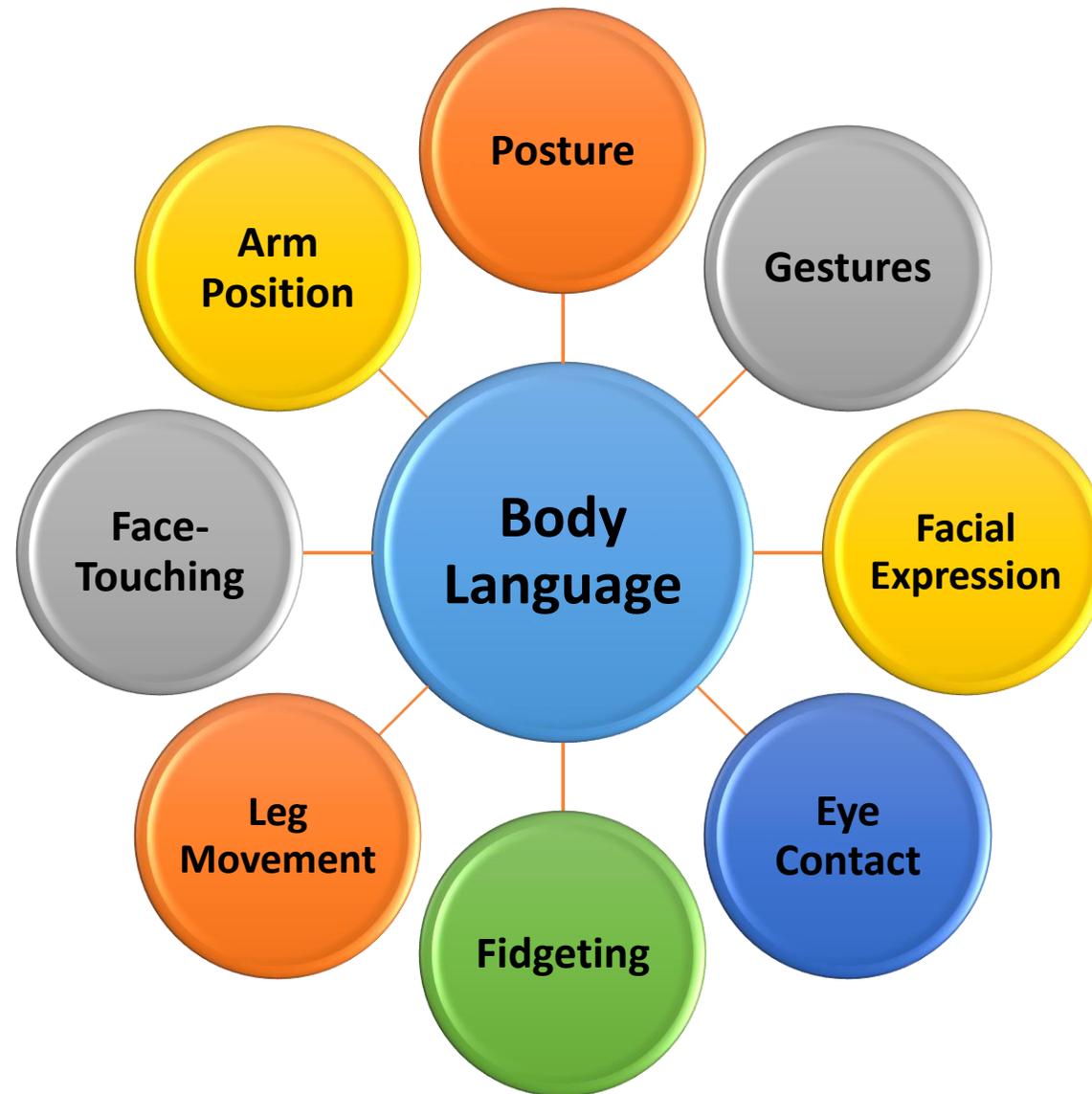
Effects of Communication Breakdown



Message Components



This applies to
ambiguous or
emotional
communication



Voice Tone



Volume

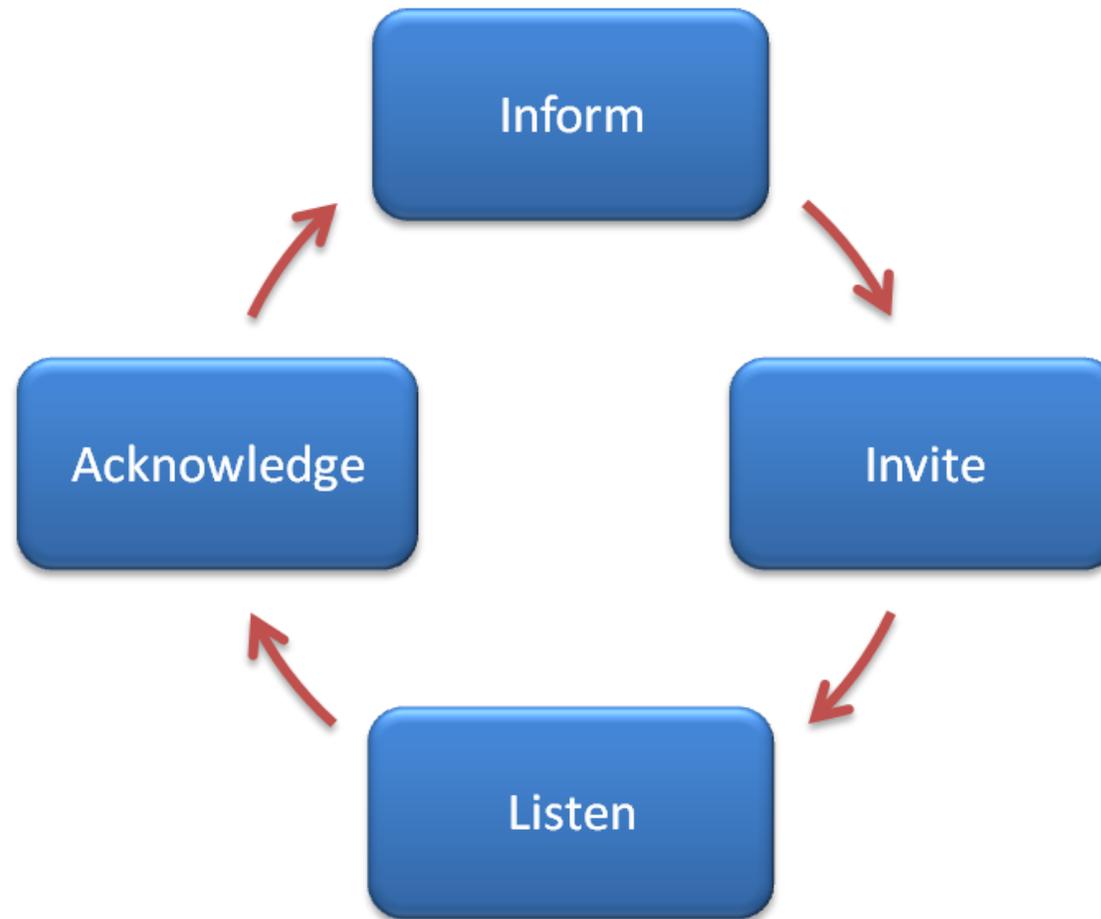
Energy

Speed

Pitch

Articulation

The Communication Cycle



The Communication Cycle



Make it Work at Work

What are you
going to **DO** as a
result of this
Power Hour
Session?





Thank You
&
Good Luck