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| --- |
| **Effective Communication:** |
| Verbal |  |
| Non-verbal |  |
| **Communication Process:** |
| Sender |  |
| Message |  |
| Receiver |  |
| Feedback |  |
| **Factors that Interfere with Communication:** |
|  1. |
|  2. |
|  3. |
|  4. |
|  5. |
| **Good Listening Techniques:** |
|  1. |
|  2.  |
|  3. |
|  4. |
|  5. |
|  6. |
|  7. |
|  8. |
|  9. |
|  10.  |
|  11. |
| **Non-verbal Communication:** |
| Facial expressions |  |
| Eye contact |  |
| Body language |  |
| Touch |  |
| Gestures |  |
| **Barriers to Communication:** |
| Deafness/Hearing loss |  |
| Blindness/Impaired vision |  |
| Aphasia/Speech Impairments |  |
| Psychological Barriers |  |
| **Cultural Diversity** |  |
| Cultural beliefs/practices |  |
| Eye contact |  |
| Touch |  |
| **Recording & Reporting:** |  |
| Sight |  |
| Smell |  |
| Touch |  |
| Hearing |  |
| **Recording & Reporting:** |
| Subjective |  |
| Objective |  |
| Basic Rule |  |
| HIPAA |  |