

Communication skills video description

Communication is all about getting information across. This information can be anything from messages and observations to thoughts, feelings or emotions which can be put across to other people by speaking, writing or non-verbal gestures, like body language.

We can also use signs and symbols, like giving someone a gift. However, communication isn't a one-way street. Listening, paying attention and understanding are important too. Being able to really take on board what people are saying and change how you are communicating with them is an important skill to have. For example, if there's a language or knowledge barrier, a good communicator will find a way to overcome these obstacles. They will also listen well and talk to people in a confident way, without being aggressive or overbearing.

Some examples of good communication skills:

- Listening and adapting to others' needs
- Taking on board what others are saying
- Overcoming communications obstacles
- Speaking confidently without being aggressive