Communications Skills Draft

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Greeting Customers

Customers should always be greeted quickly and professionally when they enter the store or office areas.
You should introduce yourself at the beginning of a conversation, by:

- Using a greeting (Hello, Hi, Welcome, or similar)
- Stating your name
- Asking how you can help

How We Communicate

When communicating we receive information from different sources. Here's how much we learn from each:

Words (the actual words used): 7%
Inflection (the way the words are said): 38%
Facial expressions (our facial movements as we say the words): 55%
Source: https://www.greatbusinessschools.org/networking/

Verbal Communication

When speaking you should pause, to make sure the person you are having the conversation with understands you. Pause at appropriate places where commas or full stops would be placed in writen communication

You should also:

- Speak clearly/articulating words clearly
- Speak at a volume the person can hear
- Speak at an appropriate pace/not too fast or too slow

It is important to pronunce words correctly when having a conversation to ensure the person you are communicating with can understand the words used and the overall message of the communication.

Non-Verbal Communication

A great deal of communication occurs without words, using body language.

You can show the person you are having the conversation with that you are listening to them, by:

- Nodding to show understanding
- Smiling
- Making eye contact

You can show open, welcoming body language when having a conversation, by:

- Having a relaxed posture
- Uncrossing your arms

- Opening the palms of your hands

The Impact of Face to Face Communication

	Virtual Meeting	Face-to-Face Meeting
Number of ideas generated	10.43	13.36
Quality/originality of ideas	0.24	0.27
Types of ideas	6.6	7.7

Source: https://www.greatbusinessschools.org/networking/