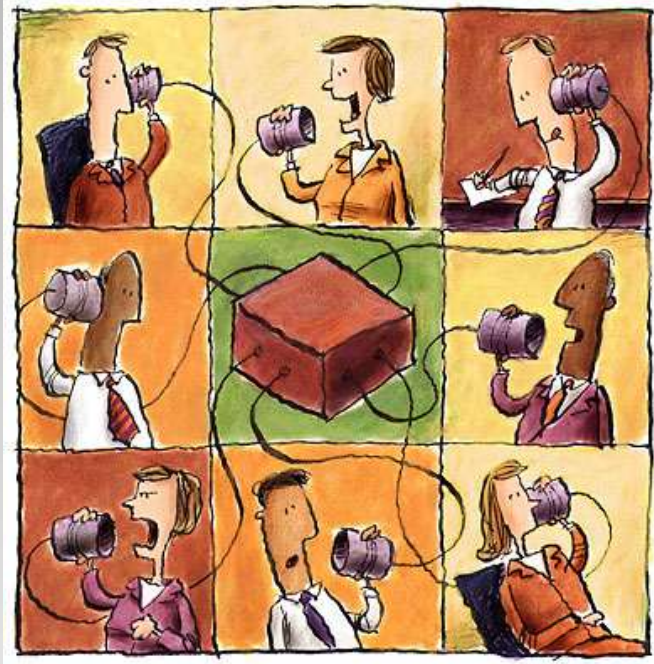


# **Effective Communication Using Technology**

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Northern Vice President**

# Communication – what does it mean?



- Is an act or instance of transmitting
- Is a process exchanging information
- channeled and imparted by a sender to a receiver via some medium.

# How to communicate

- All forms of communication require a sender, a message, and a receiver.
- There are two types of communication
  - Verbal
    - Speech, songs, tone of voice
  - Nonverbal
    - Body language, eye contact, writing, paralanguage

# What about technology?

- E-mail
- Telecommunication
- Social network
- Video conference
- Television
- Power point

# What are the advantages of technology

- Saves time
- Cheaper
- Faster
- More reliable

# What is the down side?

- At times we rely on it too much
- Chance of miscommunication and misread emotions
- Lack of interaction and confrontation
- People skills decline
- Social networking could be a double edged sword

# How to avoid these problems

- Be clear
- Word using

# How to Communicate Effectively

- Focus on what you want to get across
- Be concise, and to the point
- Use the appropriate technology according to the situation

# E-mail Etiquette

- Be concise and to the point
- Take it easy on abbreviations and emoticons
- Personalize (it yet) keeping it formal (in the same time)
- Try not to sound like it's a template
- Do not overuse the "reply to all" function, just reply to who needs it

**Thank you for listening 😊**