



Cutting edge communication comedy series. Explaining skillfully /

Ash, Eve.

pro

Seven Dimensions,
2012

Instructional films

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The art of explaining concepts and information is covered in four key steps about engagement, structure, maintaining interest and ensuring understanding. While Carol is impatient and patronizing with new starters, others like Sam, Alex, Steve and Michael are more patient and creative in ensuring their messages are understood one to one or in groups. Four steps are used to demonstrate effective communication skills when explaining. Step 1: Positively engage the listener. Carol loses patience when explaining basic concepts to Carlos and Tammy, so delegates to Sam who is calm and engaging. Step 2: How to be clear and structured with your communication. Serena explains this through structuring your message with a definitive beginning middle and end. Step 3: Maintain interest. Alex is able to demonstrate through the use of a phone App how you can maintain people's interest by using visual and technological aids. Step 4: Be patient and ensure understanding. Sam demonstrates patience and understanding; ensuring information is understood through repetition and clarification

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Título: Cutting edge communication comedy series. Explaining skillfully [produced by] Eve Ash

Editorial: Melbourne, VIC Seven Dimensions 2012

Descripción física: 1 online resource (9 min.)

Duración: 000834

Mención de serie: Academic Video Online

Nota general: Title from resource description page (viewed Oct. 27, 2014)

Formato físico adicional: Previously released as DVD

Lengua: In English Original language in English

Materia: Business communication Explanation Personnel management

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Entidades: Seven Dimensions Films of Australia. prn

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