

مذكرة الإدارة المكتبية أدر 213



تم تحميل هذا الملف من موقع المناهج البحرينية

موقع المناهج ⇨ المناهج البحرينية ⇨ الصف الثاني الثانوي ⇨ تربية اقتصادية ⇨ الفصل الثاني ⇨ ملفات متنوعة ⇨ الملف

تاريخ إضافة الملف على موقع المناهج: 2025-03-25 13:51:11

ملفات اكتب للمعلم اكتب للطالب ا اختبارات الكترونية ا اختبارات ا حلول ا عروض بوربوينت ا أوراق عمل
منهج انجليزي ا ملخصات وتقارير ا مذكرات وبنوك ا الامتحان النهائي للمدرس

المزيد من مادة
تربية اقتصادية:

التواصل الاجتماعي بحسب الصف الثاني الثانوي



صفحة المناهج
البحرينية على
فيسبوك

الرياضيات

اللغة الانجليزية

اللغة العربية

التربية الاسلامية

المواد على تلغرام

المزيد من الملفات بحسب الصف الثاني الثانوي والمادة تربية اقتصادية في الفصل الثاني

مذكرة مقرر أدر 213

1

مذكرة أدر 213

2

المذكرة الشاملة إدارة مكتبية أدر 213 المنهج الجديد

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ملف مساند قانون العمل قان 322

4

ملف مساند قانون العمل قان 322

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Ch4 / ORAL COMMUNICATION

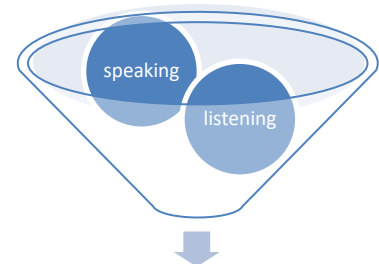
Communication in business required skills : writing – speaking – listening

When you are communication by using any communication method it's creating an impression of yourself and your organization.

To be successful in business you must be able to speak , write.

Oral communication: exchanging of idea or information by spoken words in business sitting. It's can take place between two people or within group.

Advantage	Disadvantage
Quick feedback	More people involved
Quick transmission	Greater the potential for distortion is



oral communication skills

Listening for understanding is one of the most valuable communication.

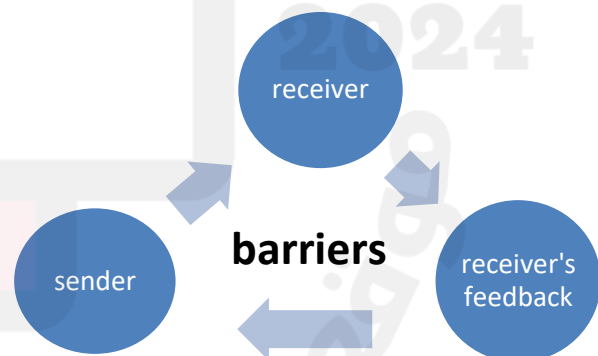
Listening: the active mental process by which a person recognizes , understanding and evaluates what it heard.

Effective listening aid you in:

- 1- Gaining new information and idea.
- 2- Making decisions.
- 3- Understanding and resolving problem.
- 4- Developing relationship , cooperation and teamwork.

hearing	listening
Physical act	Complex mental process
Ex. Japanese talking	Attention for teacher explanation

- ✚ Barriers to listening **stop the communication process.**
- ✚ They **prevent** the listeners from receiving and understanding the message set to them.



How you can be a good listener?

- 1- Focus your attention on the speakers word.
- 2- Keep an open mind and don't have a negative emotional reaction.
- 3- Let the speaker finish before you begin to talk.
- 4- Ask question and give feedback.
- 5- Take notes.

Face to face (word & voice & body language)				Over the phone
a) Interview (kind of meeting which occurs when a conversation is with a purpose) Ex: employment interview	b) Presentation (practice of showing and explaining the content of a topic to the audience)	c) Negotiation (dialogue between 2 or more to reach an understanding point of difference or produce agreement)	d) Meeting (two or more people come together to discuss one or more topic)	Another valuable communication tool in business Every time phone rings your organization future is on line
Before: 1. Practicing interview Q. 2. Preparing own Q.	The purpose: 1. To confirm 2. To inform 3. To persuade 4. To motivate 5. To build goodwill	Fundamental rules : 1. Time your discussion (need to accommodated the mood of the other person) 2. Break the ice (to create positive environment) 3. Use "I" statement 4. Be honest and direct (be honest about your situation- explain what you need) 5. Show appreciation (win-win situation) 6. Stick the issue (to avoid losing detail, keep the topic that you need them to agree to)	Allow one person to give information to other in short period of time.	Your telephone voice: 1. natural, personal 2. Pleasant 3. Clear 4. Interesting
During: 1. Dressing for success. 2. Listen carefully and think before speaking. 3. Be aware of non-verbal signal. 4. Control your nervousness.	The process: 1. Planning (determine the purpose-analyze the audience) 2. Organization (collect the data-arranging it a logic order) 3. Developing visual aid (select appropriate type,number) 4. Practicing (training) 5. Delivering (dressing appropriately-friendly eye contact)		Taking message: 1. Don't leave telephone message to memory – its not possible to remember all the detail from the callers. 2. All message should be written down. 3. Deliver the message to person	Advise when answer: 1. Answer promptly of how busy you are. 2. Answer clearly, giving Co. name (hello) 3. Be good listener. 4. Use understanding language. 5. If you must put caller on hold you must inform him about any delay.
After: 1. Thank the interview before leaving.	Presentation graphic (guidelines) 1. Know your equipment 2. Position equipment 3. Don't read the slide 4. Don't let the slide show be a distraction		Technology is now changing the physical characteristic	As a caller be aware: 1. Plan what message you will leave. 2. Be polite and get the point quickly. 3. Define the purpose of the call.

2025

2024

