

## The Feelings behind WORDS.

Dear Penfabricans,

How do we communicate? Many of us would jump up and say, "By Speech, of course! Talking! WORDS!". Well, what we say through our mouths actually forms only a part of the whole communication process. What are the important components of an effective communication? In a nut shell, communication is the transmission of feelings from one party to another. Communication equates transmission of Feelings. Whether we are aware or otherwise, our feelings are definitely revealed in our communication process.

By our words, gestures and other nonverbal communications, our real intention or feelings are transmitted to the other party, e.g. whether we like or dislike the person whom we are communicating with. Therefore, in order to communicate our true intention, it is essential to check our feelings behind our words before we even open our mouths. We have to do this to stamp out any possibility of miscommunication, leading to wrong interpretation of our real intention.

At times, what we say contradicts with our body language. Those who follow our conversation closely will know that our words and actions are not in unison. Please do this reality check when we are selling our ideas. We need to sound and act convincing before anyone will buy into what we are offering. However, when we are faced with difficulties, naturally we possess a feeling of inadequacy and shortage of necessary resources to overcome the problem at hand for the best possible results. We are then stuck with the problem without being able to make any progress. At this juncture, we may experience mixed or negative feelings with our body smeared in discomfort. Say what we may. Our body language and negative feelings give away our true sense. Thus, it is imperative for us to stay cool, calm and collected in even the most stressful situation so that we do not give out signals of distress. We ought to summon our self-worth and self-confidence

by disregarding any negative feelings or self-pity.

Dear Penfabricans, know the feelings behind words. Our words only convey part of what we wish to express. The nonverbal body language and gestures at times speak more voluminously than words. Beware of it.

Have a good weekend. Learn to express ourselves positively by words and other bodily language to become a great communicator.

Thank you.

With kind regards,  
HSTeh.