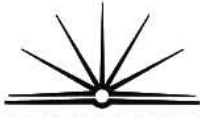


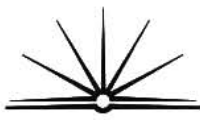
In the Automotive industry you will usually be working with groups of people and as such good communication is essential. There are many different types of communication and ways to receive it, eg verbal, written and non-verbal.

Verbal is the most common and important form of communication, this type of communication can be as simple as a colleague telling you to use a different tool or asking for a rag or could be as complex as your boss giving you demands or ways of how to re-program an ecu or alarm.



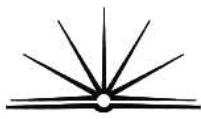
Communication isn't just one way there has to be a giver and receiver and both are as important as one another, the giver or initiator has to make sure that they speak precisely and in a way that you can understand, while the receiver has to listen intently, make notes whether it be mental or on a notepad, he should ask questions if he doesn't understand and if needed be give valuable feedback.

Written, this is another important form of communication in the industry, example written is important as it



can be used for many things, written can inform you that a tool is broken by a safety tag, it can be a sequence or order in which to do things to complete the job it can also be a note from the boss asking you to do something or informing you of a change or can be as little as a sick note.

Non-Verbal this is a wide range of things that add up to be important, firstly non-verbal can be a detailed assembly drawing that shows you how to assemble a motor or



gearbox, this form of non verbal is very important as it can show you how to do something in 10 minutes that may take someone hours to explain.

In conclusion, with out correct communication the Automotive industry would crash, and it's not just about actively communicating to someone an idea or thing, it's also them actively receiving the message so that it gets done write.