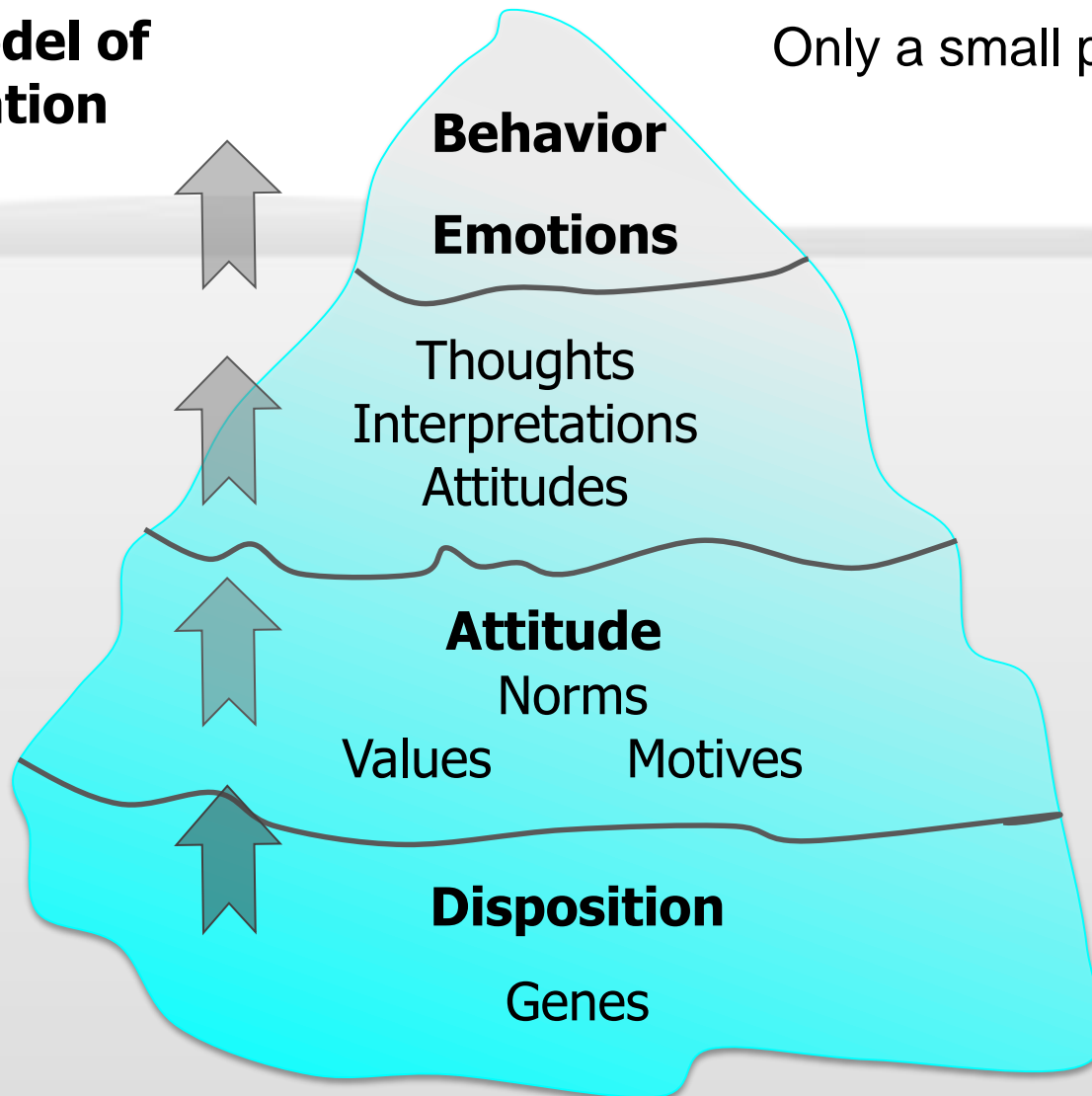


Iceberg-Model of Communication



Only a small part of a message is directly perceptible

What?

Invisible parts of communications:

Thoughts

Emotions

Inner Attitude

How?