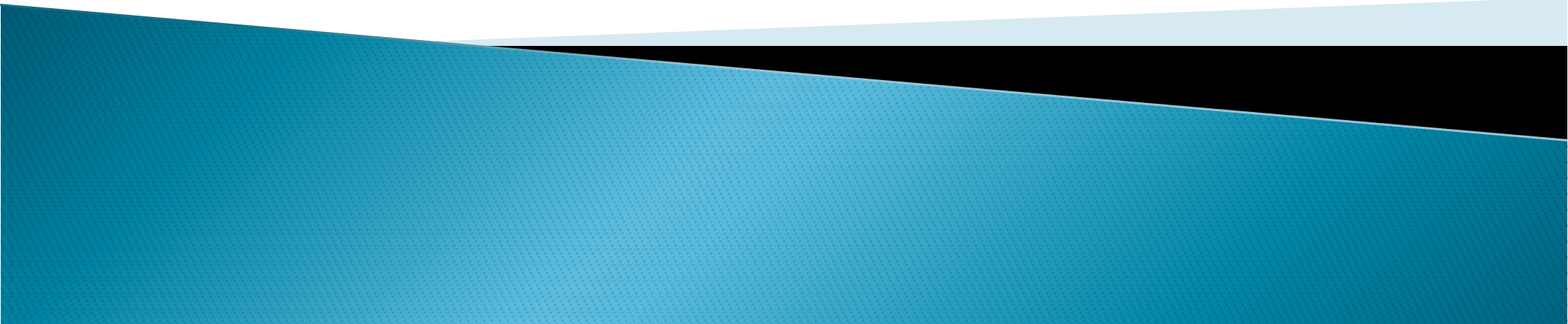




# Communication Skills




# CONTENT

- ⌘ Meaning of Communication
  - ⌘ What makes a good communicator?
  - ⌘ Process
  - ⌘ Communication game
  - ⌘ What did we learn?
  - ⌘ Active listening
  - ⌘ Six ways of using non-verbal communication skills effectively
  - ⌘ Effective presentation skills
  - ⌘ Reference
- 

# COMMUNICATION - MEANING

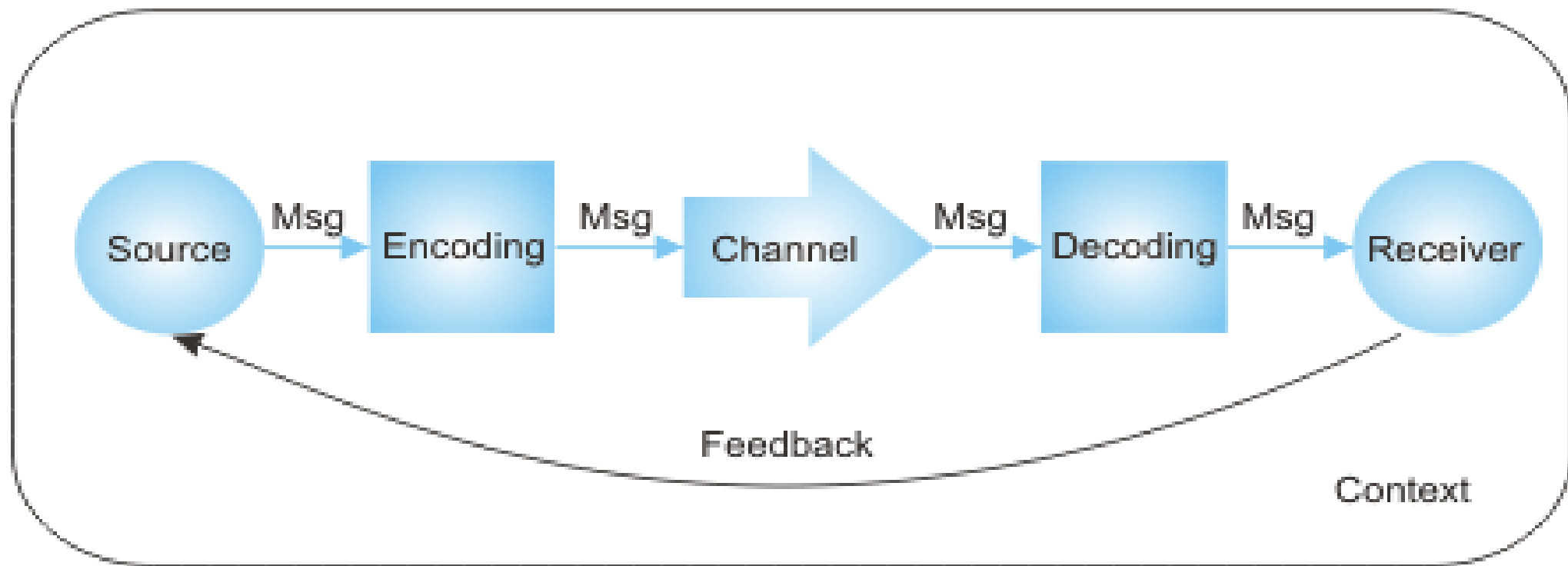
- ⊠ Communication is a dynamic process...
  - ⊠ through this process we convey a thought or feeling to someone else.
  - ⊠ how it is received depends on a set of events, stimuli, that person is exposed to.
  - ⊠ how you say what you say plays an important role in communication.
- 

# WHAT MAKES A GOOD COMMUNICATOR?

- ⌘ An Active Listener,
  - ⌘ An Effective Presenter,
  - ⌘ A Quick Thinker.
  - ⌘ A Win-Win Negotiator.
- 

# PROCESS OF COMMUNICATION

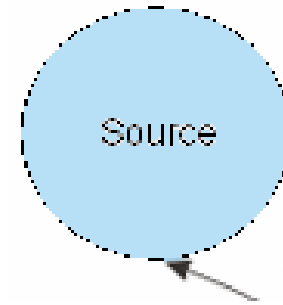
## The Communications Process



# PROCESS OF COMM...(cntd...)

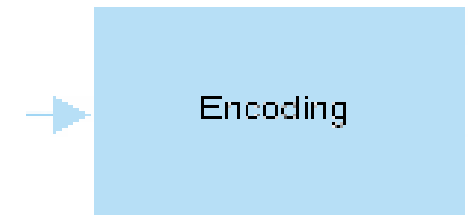
## Source:

- ☒ Why to communicate?
- ☒ What to communicate?
- ☒ Usefulness of the communication.
- ☒ Accuracy of the Information to be communicated.



## Encoding:

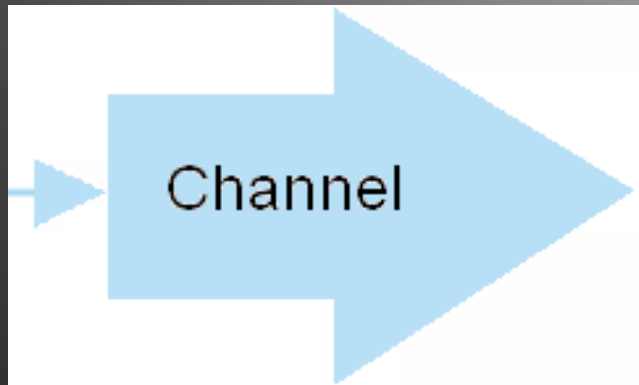
- The process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end.
- Ability to convey the information.
- Eliminate sources of confusion. For e.g. cultural issues, mistaken assumptions, and missing information.
- Knowing your audience.



# PROCESS OF COMM...(cntd...)

## ☒ Verbal Communication Channels

- Face-To-Face meetings,
- Telephones,
- Video Conferencing.



## ☒ Written Communication Channels

- Letters,
- e-Mails,
- Memos,
- Reports.

# PROCESS OF COMM...(cntd...)

## Strengths and Weaknesses

### ☒ Verbal Communication:

**Strength** - Role of Body Language.

**Weakness**- Not possible to give long list of directions

### ☒ Written Communication:

**Strength** - A proof of a communication

**Weakness** - Written words does not show a person's actual feelings.



# PROCESS OF COMM...(cntd...)

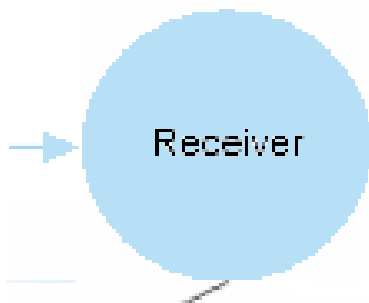
## ☒ EFFECTIVE DECODING:

- Listen actively,
- Reading information carefully,
- Avoid Confusion,
- Ask question for better understanding.

- The audience or individuals to whom we are sending the information.

## THE INFLUENCE FOR RECEIVER:


- The prior knowledge can influence the receiver's understanding of the message.
- Blockages in the receiver's mind.
- The surrounding disturbances.



# PROCESS OF COMM...(cntd...)

## **FEEDBACK:**

Feedback can be:

- ⌘ Verbal Reactions and Non-Verbal Reactions.
  - ⌘ Positive feedback and Negative feedback.
- 

# PROCESS OF COMM...(end)

## CONTEXT:

1. Various Cultures (Corporate, International, Regional, etc),
2. Language,
3. Location or Place (Restaurant, Office, Auditorium, Room, etc)
- .
4. Situation

**The sender needs to communicate the context to the receiver for better clarity in the communication process.**



# COMMUNICATION GAME # 1

## RULE:

- ❑ Make a group of Four.
- ❑ Sequentially assign a number to every individual.
- ❑ 1 representative Pick up on chit from the lot.
- ❑ Memorize the sentence and return the chit.
- ❑ Go back and utter the sentence to the 2<sup>nd</sup> person.
- ❑ No one else should hear the sentence.
- ❑ Then the 2<sup>nd</sup> person should utter it to the 3<sup>rd</sup> person and so on.
- ❑ The last person should announce the sentence to all.
- ❑ And 1<sup>st</sup> person reads the chit.




# WHAT DID WE LEARN?

- ⌘ Only verbal communication can create chaos while it reaches the last person.
- ⌘ Every person's thought process influences the individual understanding.

So be an active listener.....


# ACTIVE LISTENING

Few tips towards Active Listening:

1. Understand your own communication style.
  2. Be an active listener.
  3. Use normal communication.
  4. Give Feedback
- 


# ACTIVE LISTENING...(cntd...)

## 1. Understand your own communication style:

- ⌘ High level of self-awareness to creating good & long lasting impression on others.
  - ⌘ Understand how others perceive you.
  - ⌘ Avoid being CHAMELEON by changing with every personality you meet.
  - ⌘ Make others comfortable by selecting appropriate behavior that suits your personality while listening. (Ideally nodding your head).
- 

# ACTIVE LISTENING...(cntd...)


## 2. Be An Active Listener:

- ☒ People speak @ 100 to 175 WPM but can listen intelligently @ 300 WPM.
  - ☒ One part of human mind pays attention, so it is easy to go into mind drift.
  - ☒ Listen with a purpose.
  - ☒ Purpose can be to gain information, obtain directions, understand others, solve problems, share interest, see how another person feels, show support, etc.
  - ☒ If it is difficult to concentrate then repeat the speakers words in your mind.
- 




# ACTIVE LISTENING...(cntd...)

## 3. Use Non-verbal Communication:

- ☒ Smile,
  - ☒ Gestures,
  - ☒ Eye contact,
  - ☒ Your posture.
- 


# ACTIVE LISTENING...(cntd...)

## 4. Give Feedback

- ☒ Remember that what someone says and what we hear can be amazingly different.
  - ☒ Repeat back or summarize to ensure that you understand.
  - ☒ Restate what you think you heard and ask, "Have I understood you correctly?"
- 

# SIX WAYS OF USING NON-VERBAL COMMUNICATION SKILLS EFFECTIVELY

Some major areas of nonverbal behaviors to explore are:

- ☒ Eye contact
  - ☒ Facial expressions
  - ☒ Gestures
  - ☒ Posture and body orientation
  - ☒ Proximity
  - ☒ Paralinguistic
  - ☒ Humor
- 

# SIX WAYS OF ...(cntd...)

## EYE CONTACT:

Eye is an direct and most expressive part of our body.

### Different ways of Eye Contact

- Direct Eye Contact: (Shows confidence)
- Looking downwards (Listening carefully or Guilty)
- Single raised eyebrow (Doubting)
- Both raised eyebrows (Admiring)
- Bent eyebrows (Sudden focus)
- Tears coming out (Emotional either happy or hurt)

.....and many more




# SIX WAYS OF ...(cntd...)

## **FACIAL EXPRESSION:**


**Smile covers the most part of facial expression:**

**Smiling is a powerful cue that transmits:**

- **Happiness**
  - **Friendliness**
  - **Warmth**
  - **Liking**
  - **Affiliation**
- 


# SIX WAYS OF ...(cntd...)

## GESTURES:

- ⌘ If you fail to gesture while speaking, you may be perceived as boring, stiff and unanimated.
  - ⌘ A lively and animated teaching style captures students' attention, makes the material more interesting, facilitates learning and provides a bit of entertainment.
  - ⌘ Head nods, a form of gestures, communicate positive reinforcement to students and indicate that you are listening.
- 

# SIX WAYS OF ...(cntd...)

## POSTURE AND BODY ORIENTATION:

- You communicate numerous messages by the way you walk, talk, stand and sit.
  - Standing erect, but not rigid, and leaning slightly forward communicates to students that you are approachable, receptive and friendly.
  - Furthermore, interpersonal closeness results when you and your students face each other.
  - Speaking with your back turned or looking at the floor or ceiling should be avoided; it communicates disinterest to your class.
- 

# SIX WAYS OF ...(cntd...)

## PROXIMITY:


- ☒ Cultural norms dictate a comfortable distance for interaction with audience.
- ☒ You should look for signals of discomfort caused by invading young audience's space.
- ☒ Some of these are:
  - Rocking,
  - Leg swinging,
  - Tapping,
  - Gaze aversion,
- ☒ To counteract this, move around the classroom to increase interaction with your students. Increasing proximity enables you to make better eye contact and increases the opportunities for students to speak.




# SIX WAYS OF ...(cntd...)

## ☒ Paralinguistic :

**This facet of nonverbal communication includes such vocal elements as:**

- Tone**
  - Pitch**
  - Rhythm**
  - Timbre**
  - Loudness**
  - Inflection**
- 

# FEW FACTS

- You have over 630 muscles in your body.
  - Eye muscles are the busiest muscles in the body. Scientists estimate they may move more than 100,000 times a day.
  - You have over 30 muscles in your face to help you smile or frown. It takes 17 muscles to smile and 43 to frown.  
**SO SMILE EVERYTIME YOU SEE SOMEONE.**
  - The strongest muscle in your body is your tongue. **USE IT EFFECTIVELY.**
  - It takes the interaction of 72 different muscles to produce human speech.
- 

# EFFECTIVE PRESENTATION SKILLS

- ✘ **Presentation Skills while appearing for an interview.**
  - **Your Dressing sense (Males & Females),**
  - **Documents needed to be carried,**
  - **Your body language (while standing, while sitting, while walking),**
  - **Your attitude (Soberness, Soft words, avoid western accent),**
  - **Your Confidence (while talking, body movements, aggression, etc).**