

# ***EFFECTIVE COMMUNICATION SKILLS***



# Objectives

- Define and understand communication and the communication process
- List and overcome the filters/barriers in a communication process
- Practice active listening
- Tips to improve verbal and non-verbal communication

# What is Communication?

*“Communication is the art of transmitting information, ideas and attitudes from one person to another. Communication is the process of meaningful interaction among human beings.”*

## ITS ESSENCES :

- ★ PERSONAL PROCESS
- ★ OCCURS BETWEEN PEOPLE
- ★ INVOLVES CHANGE IN BEHAVIOUR
- ★ MEANS TO INFLUENCE OTHERS
- ★ EXPRESSION OF THOUGHTS AND EMOTIONS THROUGH WORDS & ACTIONS.
- ★ TOOLS FOR CONTROLLING AND MOTIVATING PEOPLE.
- ★ IT IS A SOCIAL AND EMOTIONAL PROCESS.



# What's that??

I know you believe you understand  
what you think I said

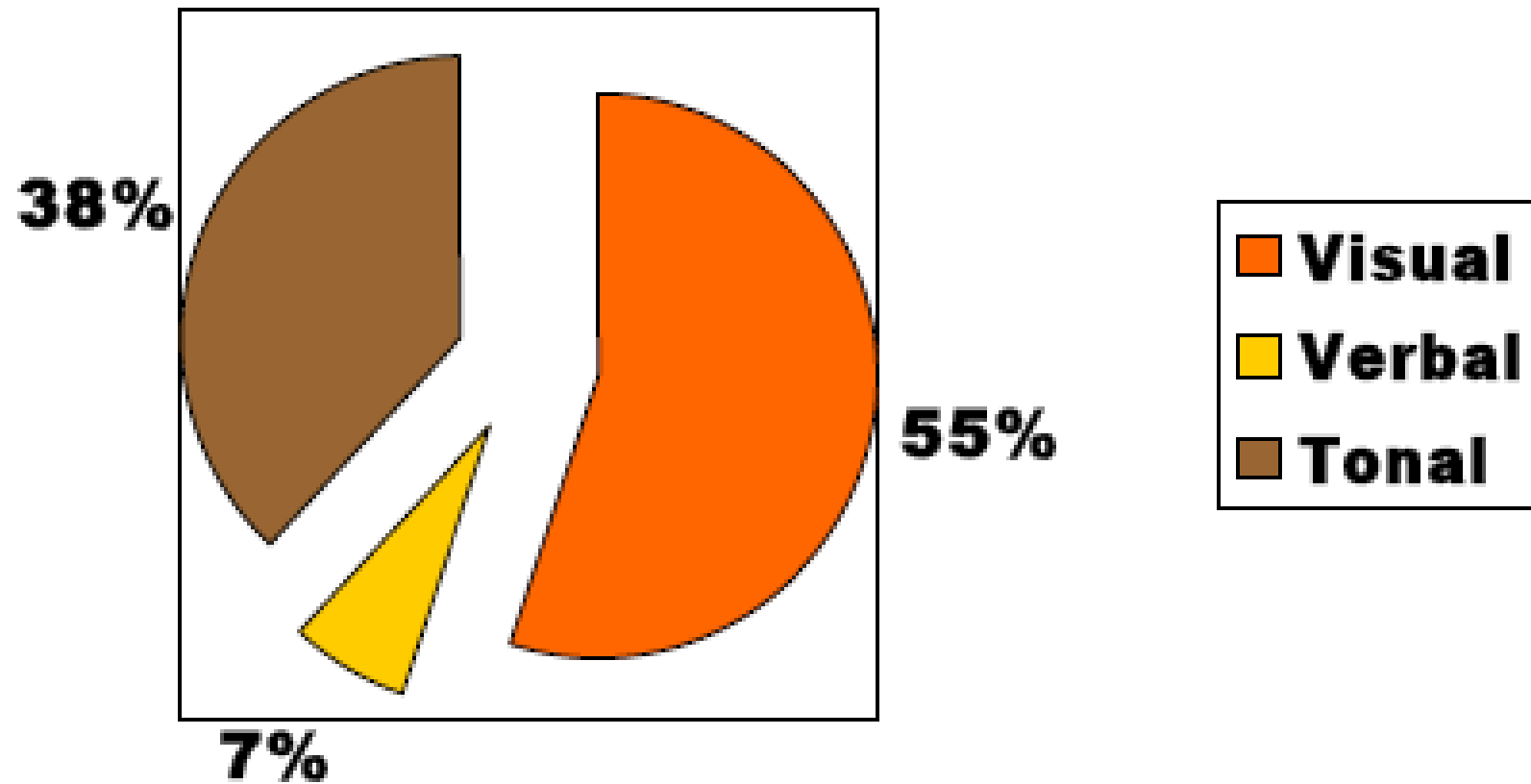
BUT

I am not sure you realise that what  
you heard is not what I meant

# Skills Graduate Recruiters seek



# Piece of Cake?



# Non verbal communication

**93% of all Comm.. is non verbal**

- Eye contact
- Facial expressions
- Body language
- Tone of voice
- Emphasis
- Deliberate silence
- Timing
- Appearance
- Touch
- Hand movements

# So what's the problem?

- Defensiveness
- Inarticulateness
- Hidden Agendas
- Status
- Environment
- Hostility

# Hints for more Effective Communication

- Who is the receiver?
- What is your objective?
- How is the climate?
  
- Practice in advance - from their viewpoint
- Communicate in their language
- Ensure message is understood
- Don't get defensive

# **Listen Carefully – (I shall say this only once!)**

- **S** Sit Squarely
- **O** Open Posture
- **L** Lean Forward
- **E** Eye Contact
- **R** Relax



# Two-way Street

- be prepared to listen
- be interested
- keep an open mind
- listen for the main ideas
- listen critically
- resist distractions
- help the speaker

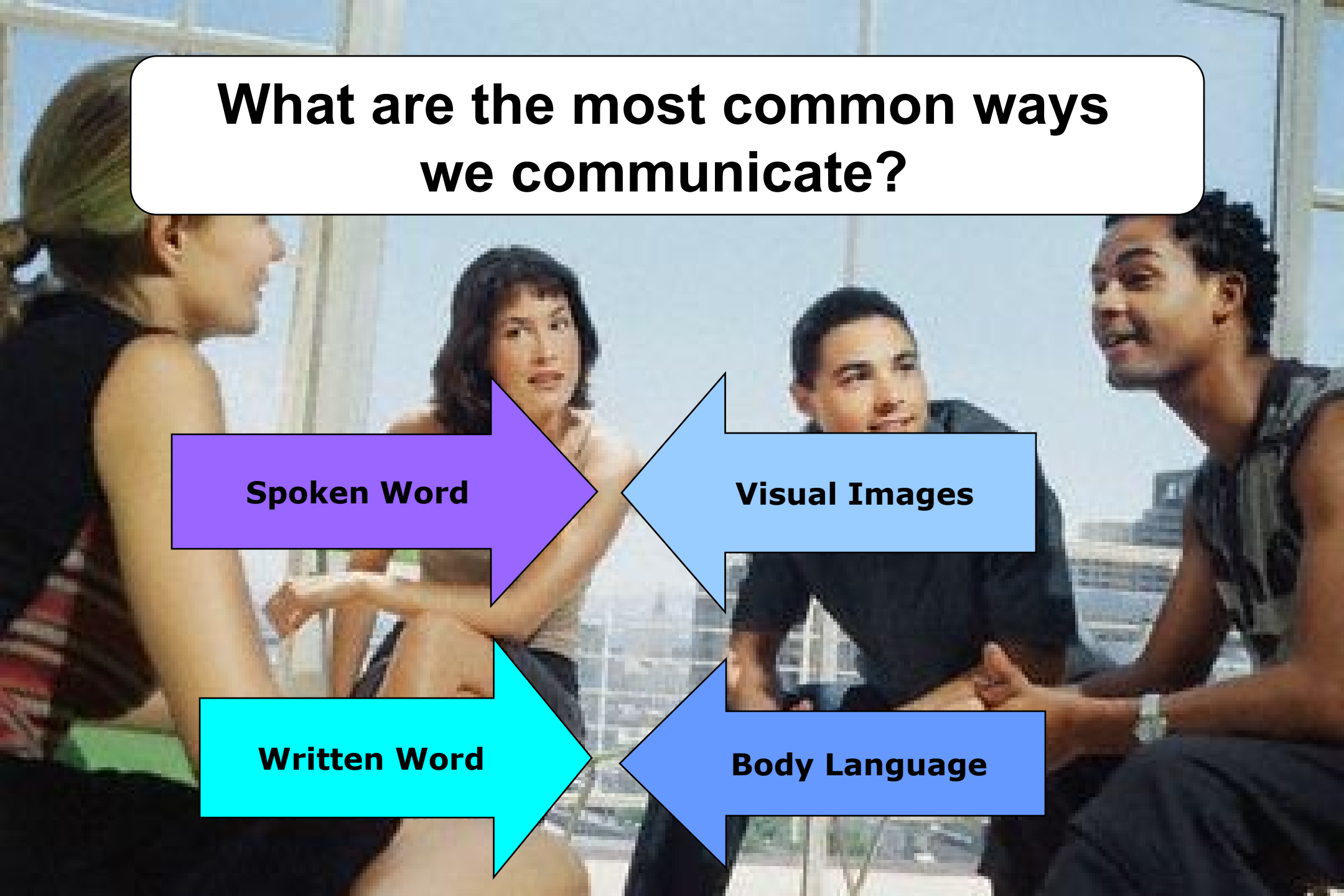
# What are the most common ways we communicate?

**Spoken Word**

**Visual Images**

**Written Word**

**Body Language**



# Types of Communication

## Downwards Communication

Highly Directive, from Senior to subordinates, to assign duties, give instructions, to inform to offer feedback, approval to highlight problems etc.

## Upwards Communications

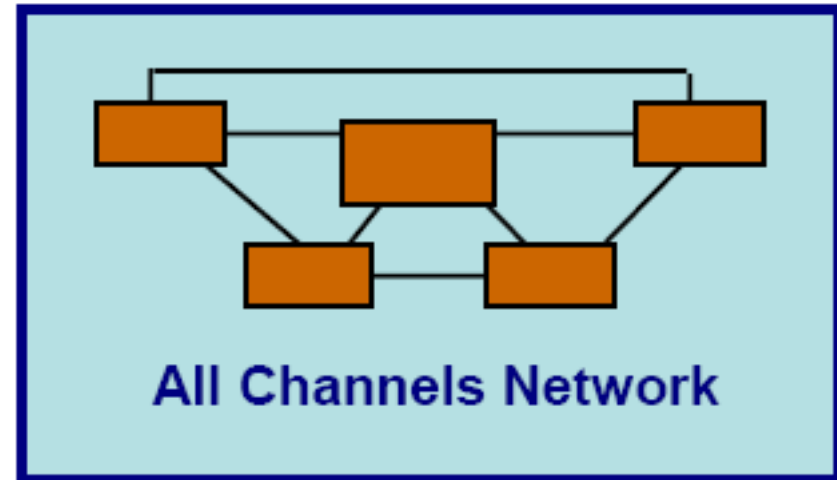
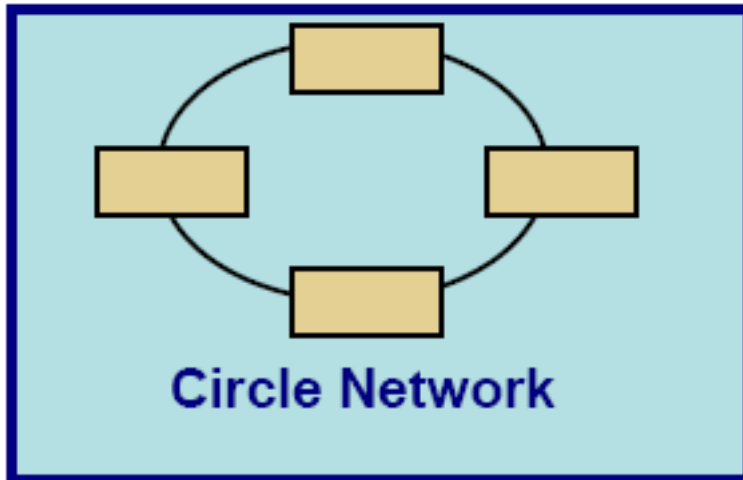
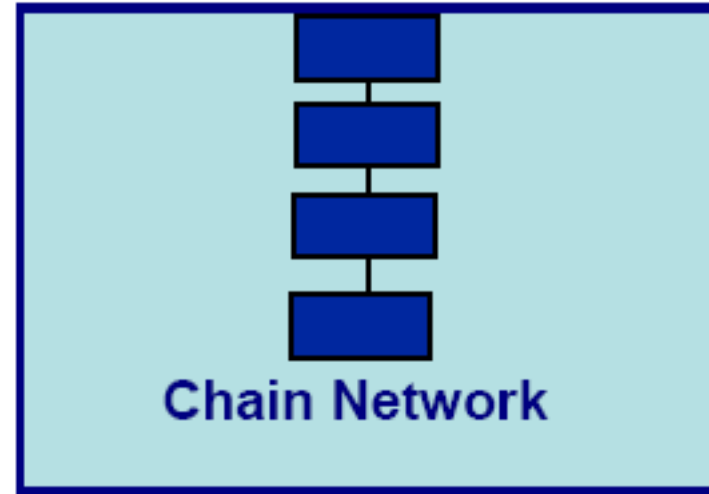
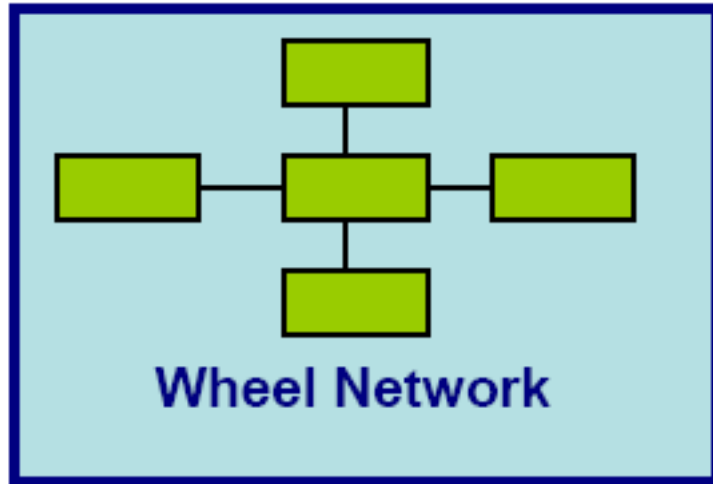
It is non directive in nature from down below, to give feedback, to inform about progress or problems, seeking approvals.

## Lateral or Horizontal Communication

Among colleagues, peers at same level for information level for information sharing for coordination, to save time.

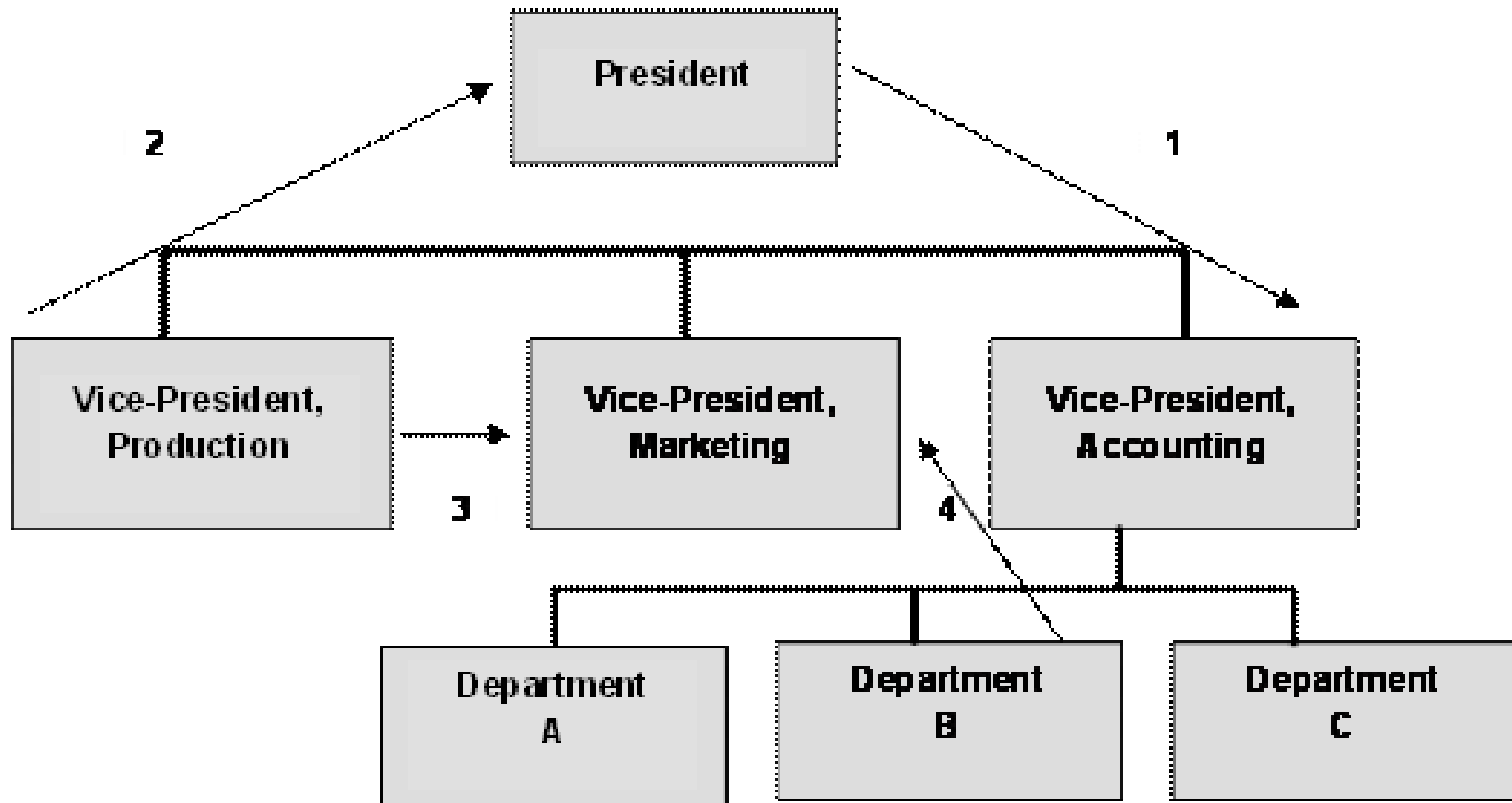
**In modern business environment communication extends beyond written or spoken words to listened word. Visual dimension added by TV computers has given to new meaning to Communication.**

# Types of Communication Networks



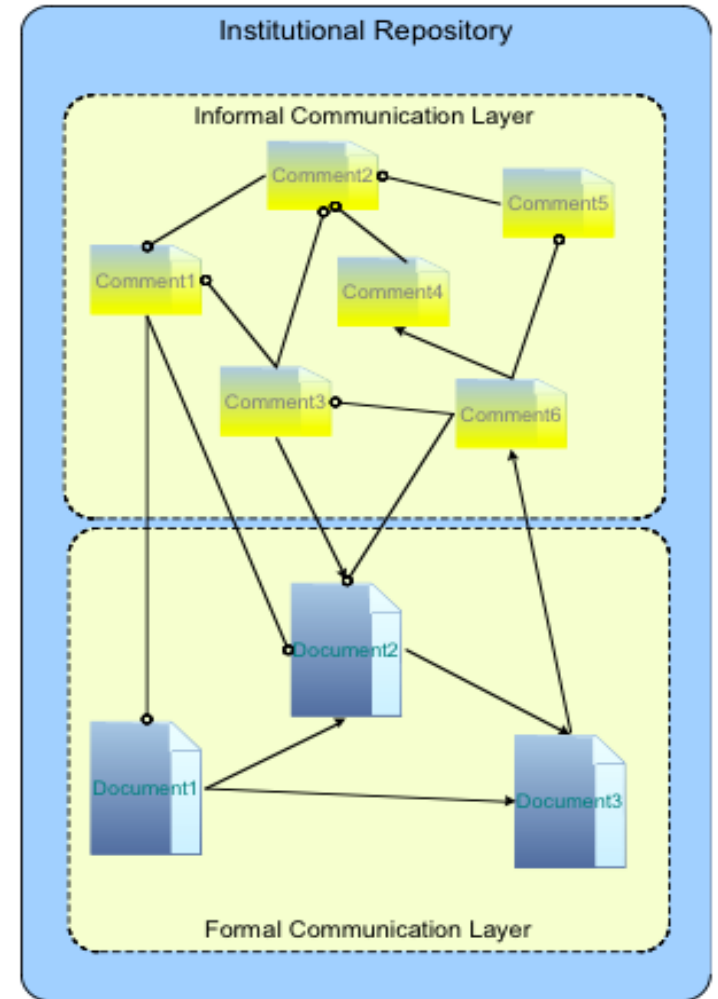
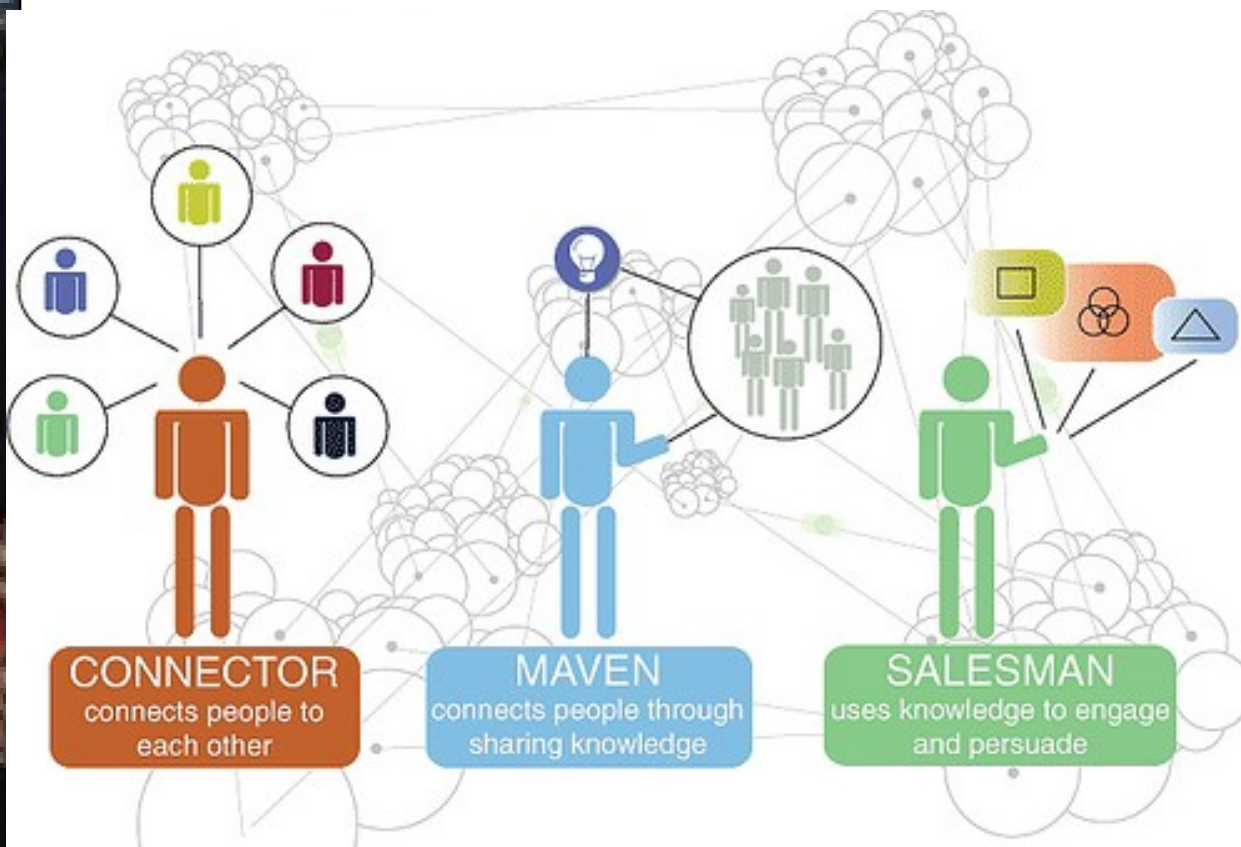
# Communication Networks

**Formal Network :** Virtually vertical as per chain go command within the hierarchy.



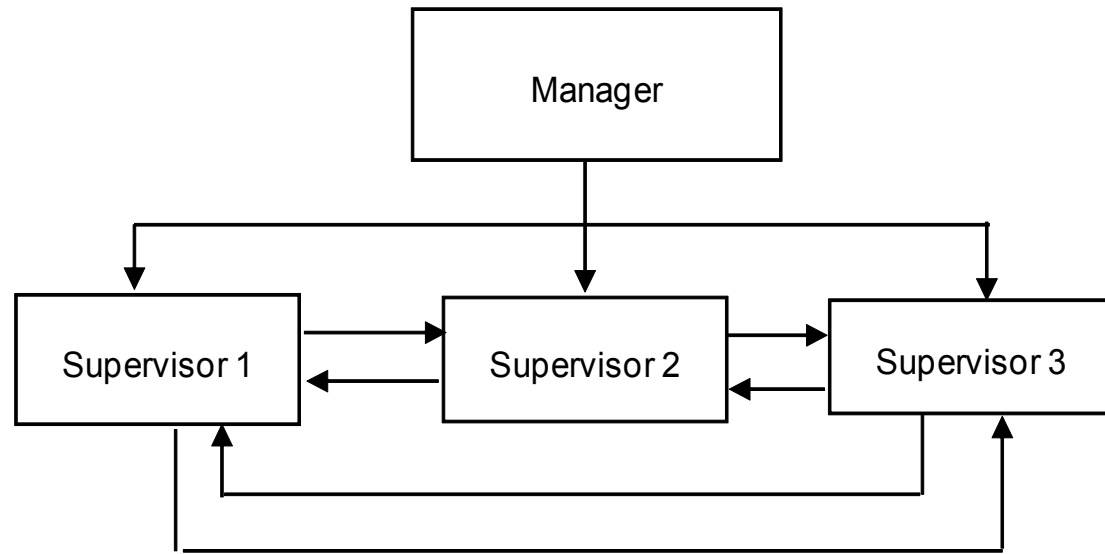
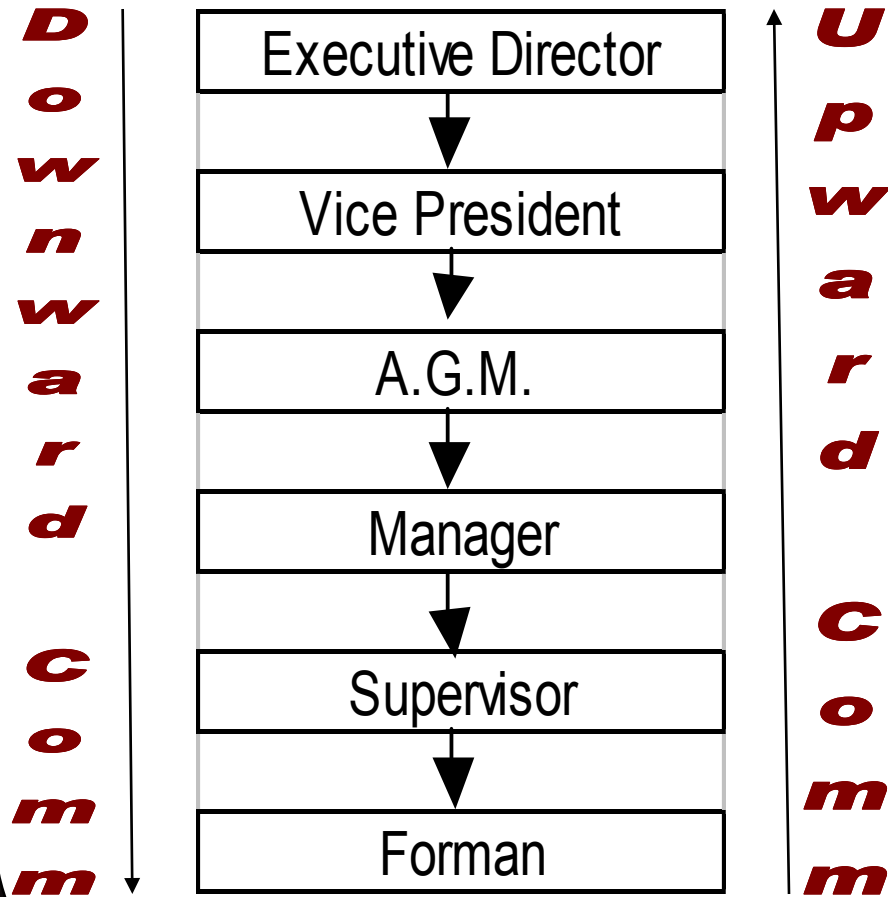
# Communication Networks

**Informal Network:** Free to move in any direction may skip formal chain of command. Likely to satisfy social and emotional needs and also can facilitate task accomplishment.



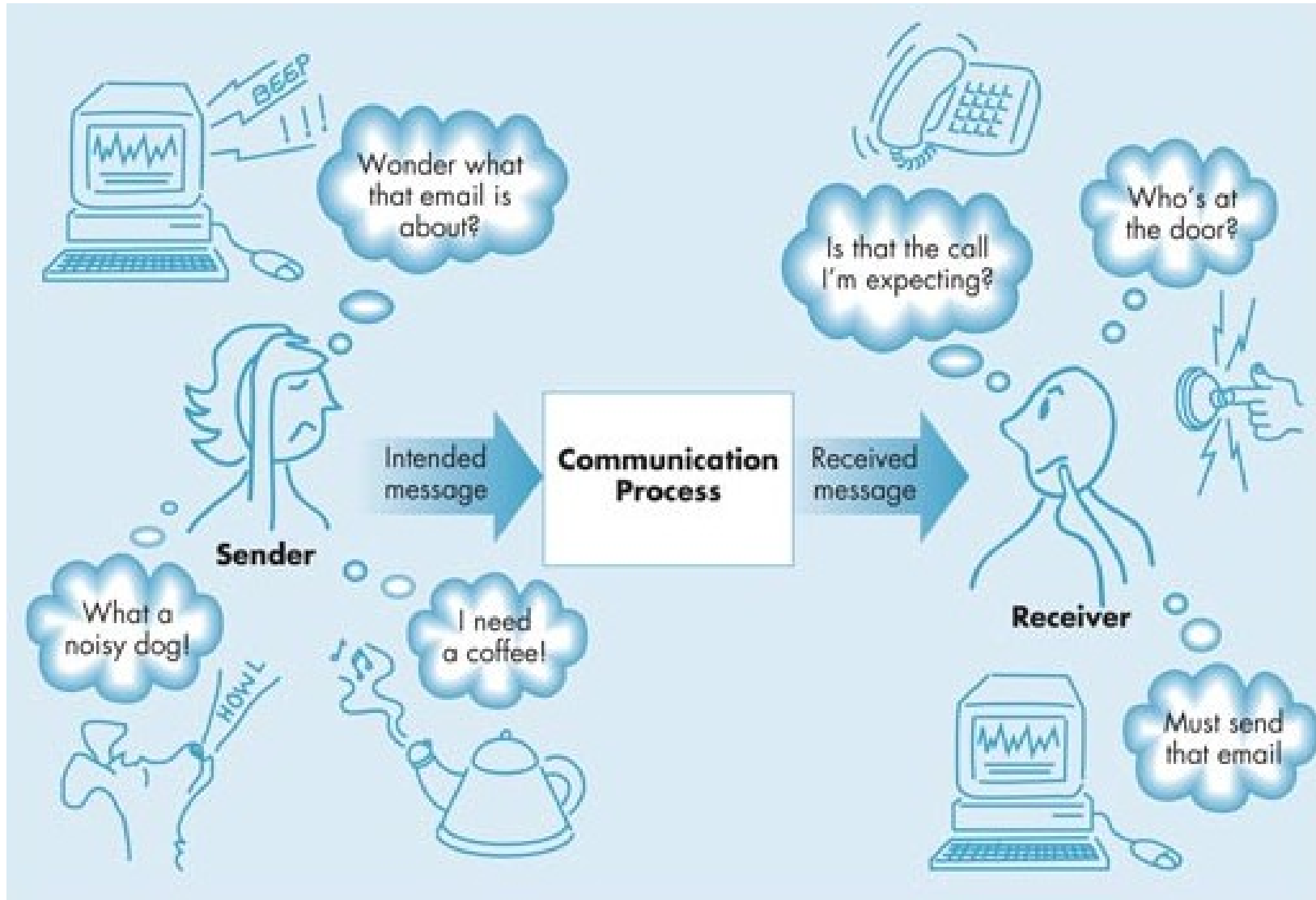
- Citation Relationship
- Comment Relationship

# HIERARCHY LEVEL



**Horizontal Comm**

# The Communication Process



# Barriers to communication

- Noise
- Inappropriate medium
- Assumptions/Misconceptions
- Emotions
- Language differences
- Poor listening skills
- Distractions



# Hearing Vs Listening

**Hearing** – Physical process,  
natural, passive

**Listening** – Physical as well  
as mental process, active,  
learned process, a skill



**Listening is hard.**

**You must choose to participate in the process of listening.**

# VALUE OF LISTENING

- ★ Listening to others is an elegant art.
- ★ Good listening reflects courtesy and good manners.
- ★ Listening carefully to the instructions of superiors improve competence and performance.
- ★ The result of poor listening skill could be disastrous in business, employment and social relations.
- ★ Good listening can eliminate a number of imaginary grievances of employees.
- ★ Good listening skill can improve social relations and conversation.
- ★ Listening is a positive activity rather than a passive or negative activity.



# ESSENTIALS OF COMMUNICATION

## DOs

- ★ Always think ahead about what you are going to say.
- ★ Use simple words and phrases that are understood by every body.
- ★ Increase your knowledge on all subjects you are required to speak.
- ★ Speak clearly and audibly.
- ★ Check twice with the listener whether you have been understood accurately or not.
- ★ In case of an interruption, always do a little recap of what has been already said.
- ★ Always pay undivided attention to the speaker while listening.
- ★ While listening, always make notes of important points.
- ★ Always ask for clarification if you have failed to grasp other's point of view.
- ★ Repeat what the speaker has said to check whether you have understood accurately.

# ESSENTIALS OF COMMUNICATION

## DON'Ts

- ★ Do not instantly react and mutter something in anger.
- ★ Do not use technical terms & terminologies not understood by majority of people.
- ★ Do not speak too fast or too slow.
- ★ Do not speak in inaudible surroundings, as you won't be heard.
- ★ Do not assume that every body understands you.
- ★ While listening do not glance here and there as it might distract the speaker.
- ★ Do not interrupt the speaker.
- ★ Do not jump to the conclusion that you have understood every thing.

# ***How to Improve Existing Level of COMMUNICATION ...***

- ★ IMPROVE LANGUAGE.
- ★ IMPROVE PRONUNCIATION.
- ★ WORK ON VOICE MODULATION.
- ★ WORK ON BODY LANGUAGE.
- ★ READ MORE
- ★ LISTEN MORE
- ★ AVOID READING OR WATCHING OR LISTENING UNWANTED LITERATURE, GOSSIP, MEDIA PRESENTATION ETC.
- ★ INTERACT WITH QUALITATIVE PEOPLE.
- ★ IMPROVE ON YOUR TOPIC OF DISCUSSION
- ★ PRACTICE MEDITATION & GOOD THOUGHTS.
- ★ THINK AND SPEAK.
- ★ DO NOT SPEAK TOO FAST.
- ★ USE SIMPLE VOCABULARY.
- ★ DO NOT SPEAK ONLY TO IMPRESS SOMEONE.
- ★ LOOK PRESENTABLE AND CONFIDENT.

# Improving Body Language

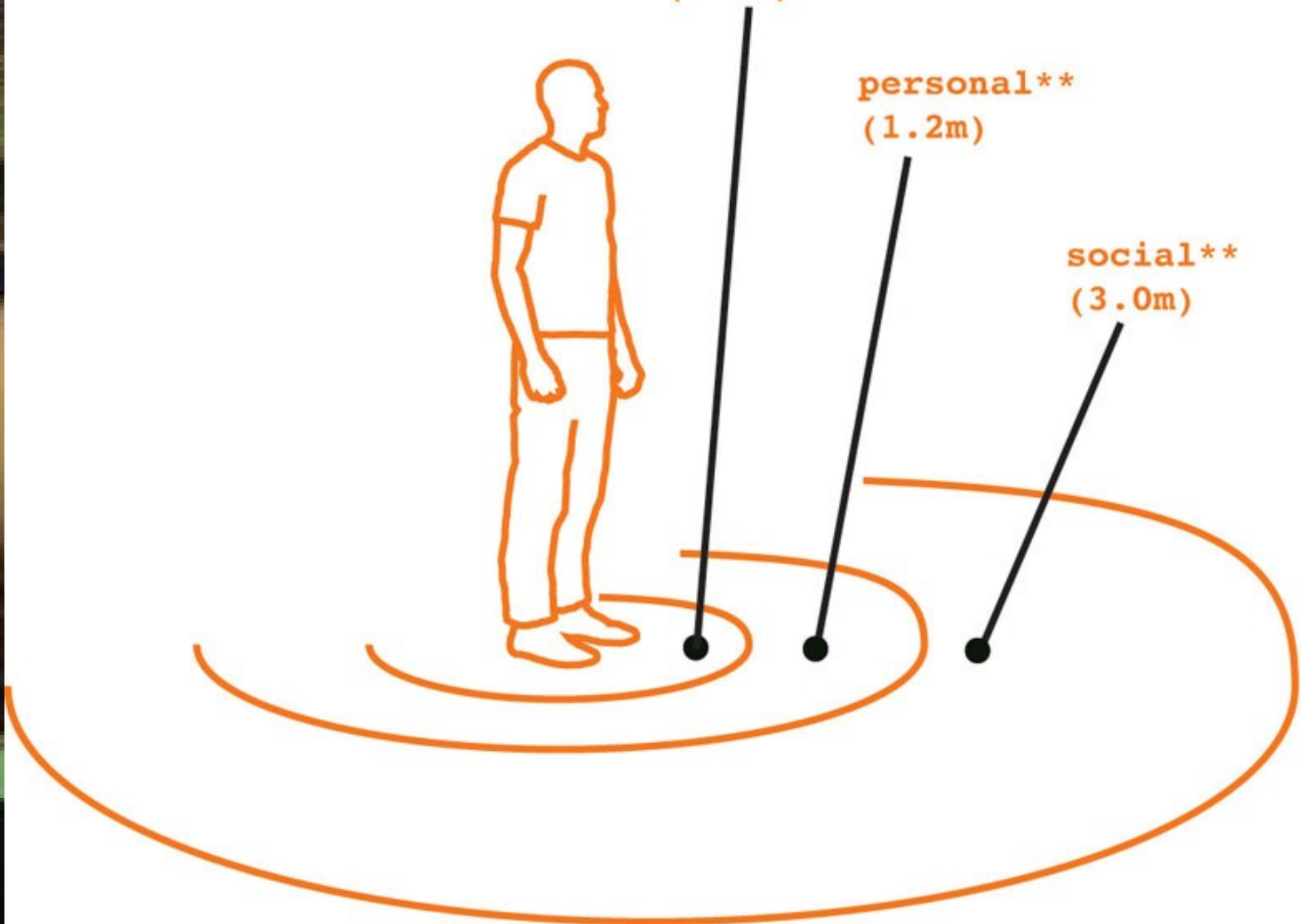
- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Be aware - people may give false cues
- Maintain eye contact
- Smile genuinely



**intimate\*\***  
(0.5m)

**personal\*\***  
(1.2m)

**social\*\***  
(3.0m)



# Success for YOU...

*... the new global and diverse  
workplace requires  
excellent communication skills!*



## Good communicators....

- Know what they want to say
- Establish and maintain relationships
- Understand others perspective
- Active listeners
- Understand and clarify messages

# Questions

