

COMMUNICATION SKILLS

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**A MAN IS SELDOM BETTER THAN HIS
COMMUNICATION**

- German Proverb

Objectives

- Å Define communication
- Å Analyze the models of communication
- Å Explain the elements of the communication process

A Challenge

Please write a One Sentence
Definition of
EFFECTIVE COMMUNICATION



Definition of Communication (1 of 2)



The exchange of thoughts, messages, or the like, as by speech, signals or writing.



To express oneself in such a way that one is readily and clearly understood.

Definition of Communication

Communication is shared feelings/shared understanding.



If you can honestly achieve that goal, you are communicating.



Communication is what ??

It is a process of exchanging i

☐ Information

☐ Ideas

☐ Thoughts

☐ Feelings

☐ Emotions

Through i

☐ Speech

☐ Signals

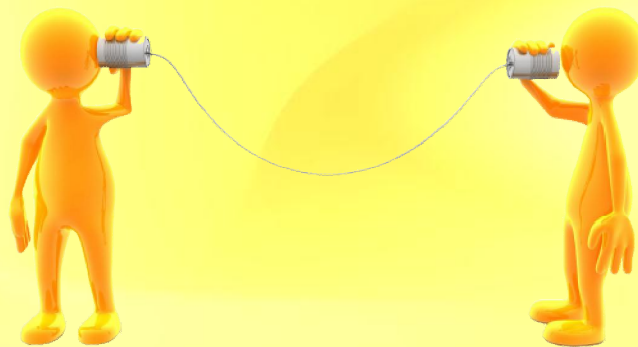
☐ Writing

☐ Behavior

The Communication Process



The communication process



Communication is the process
of passing information from a
source to a receiver

Communication can occur in many ways



Communication Models

Communication is classified into two groups:

- Linear

- Interactive

Linear Model



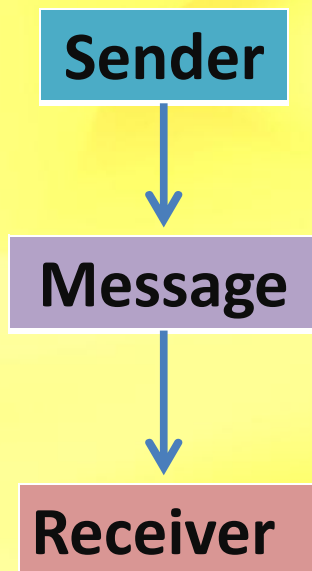
Here information is transmitted from sender to receiver via a channel **without the sender receiving any feedback** (See fig 1)

Linear Model



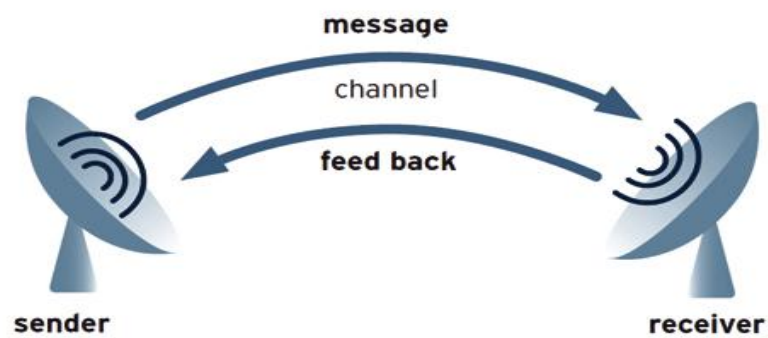
Example: Talking to a person and that person is ignoring you

Linear Model



SENDER

Sender and receiver – basic model



The sender is the primary communicator, the sender controls the type of communication.

RECEIVER

EFFECTIVE COMMUNICATION



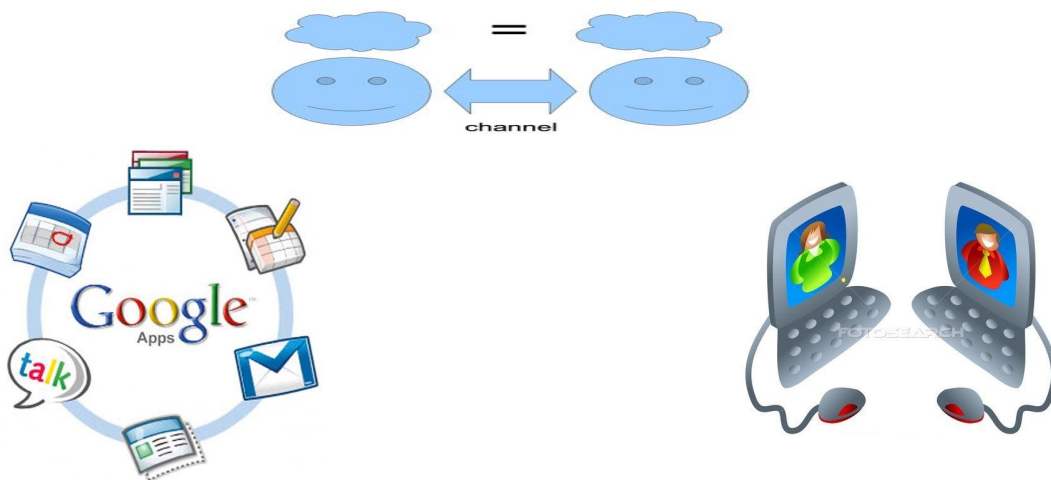
The receiver is the person that receives the message that the sender communicated.

MESSAGE



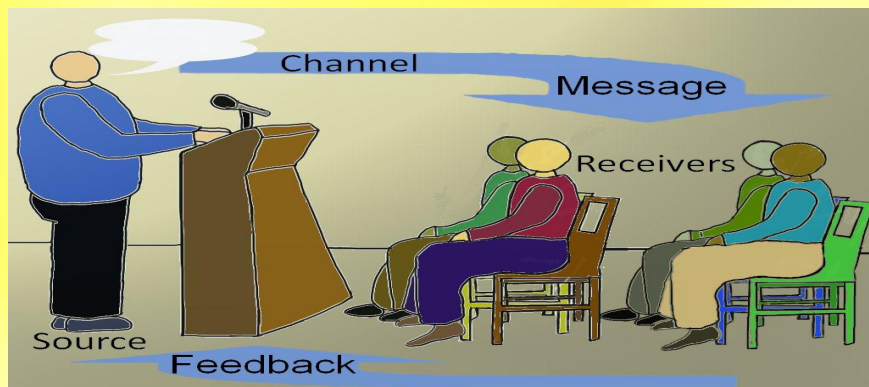
The message is what the sender wants you to know.

CHANNEL



The channel is the way the message is send, the way you want to message to be translated to.

Interactive Model



Here there is **feedback**; it allows the sender to know that the message was received.

FEEDBACK

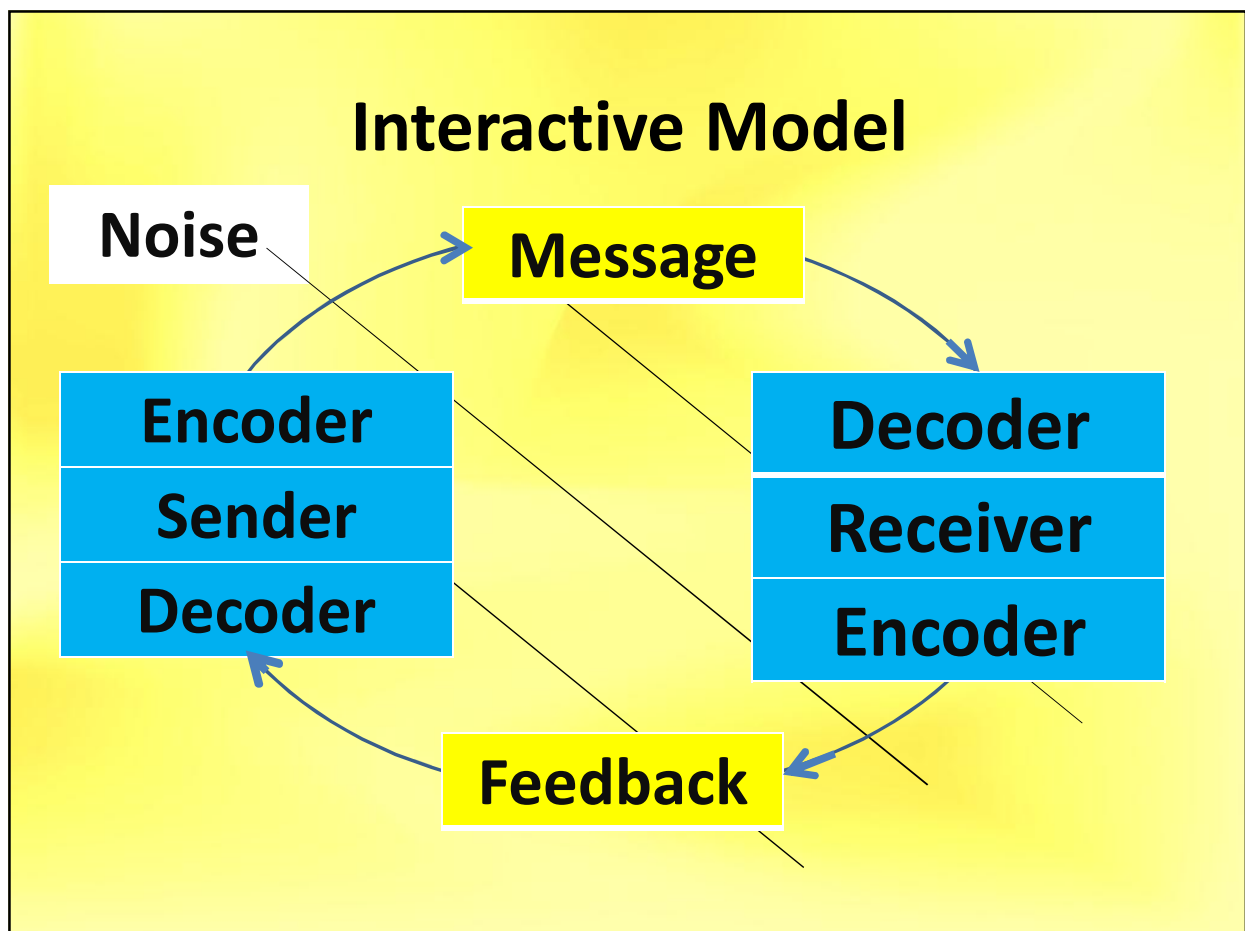


The feedback that is giving to the sender provides the proof how well the receiver was able to decode the message.

Interactive Model



Example: Having a conversation with someone

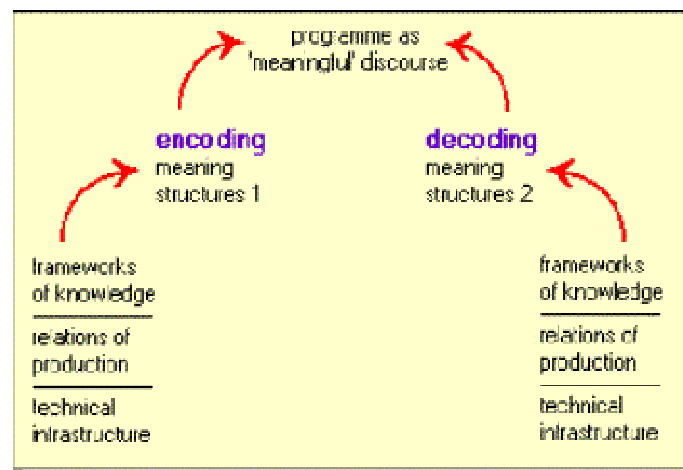


Encoding



Encoding is putting thought or information into words, signs or symbols.

ENCODING



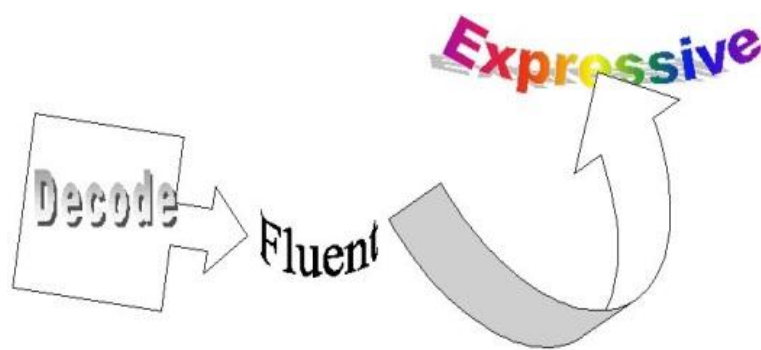
We use encoding by using verbal/non-verbal ideas and thoughts to process the communication

Encoding



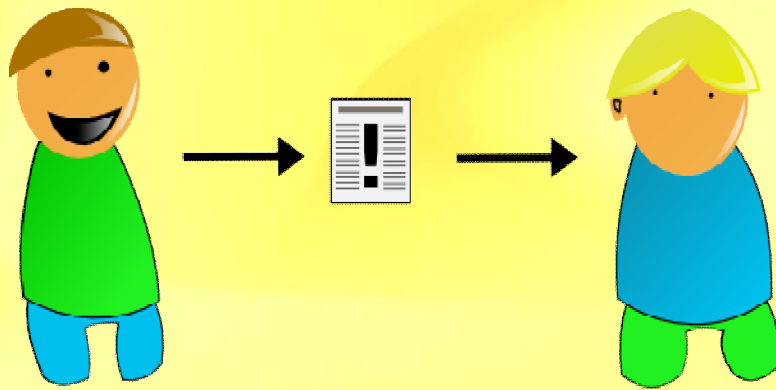
This allows the message to be conveyed to the receiver.

DECODING



The purpose for decoding is for the receiver to be able to comprehend the senders message to its best of understanding.

Message



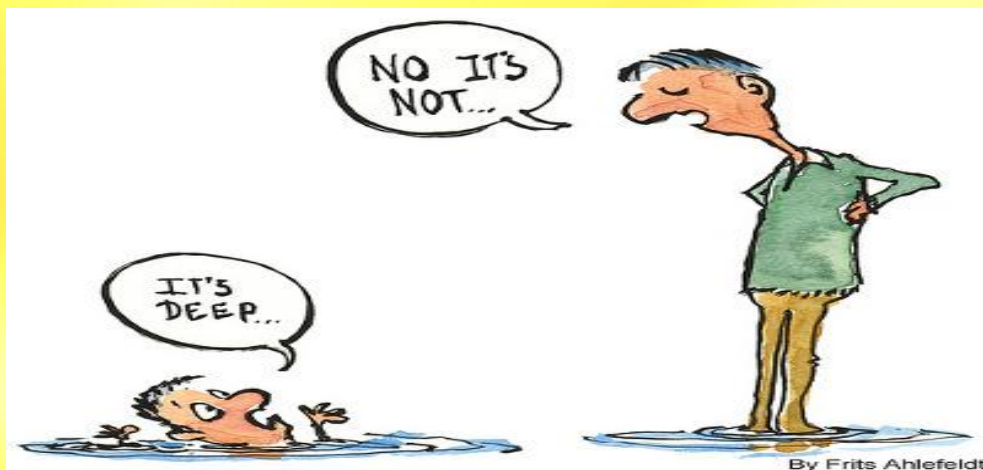
A Message – is the information being transmitted from the sender to the receiver

Channel



As the medium used to transmit the message

Feedback



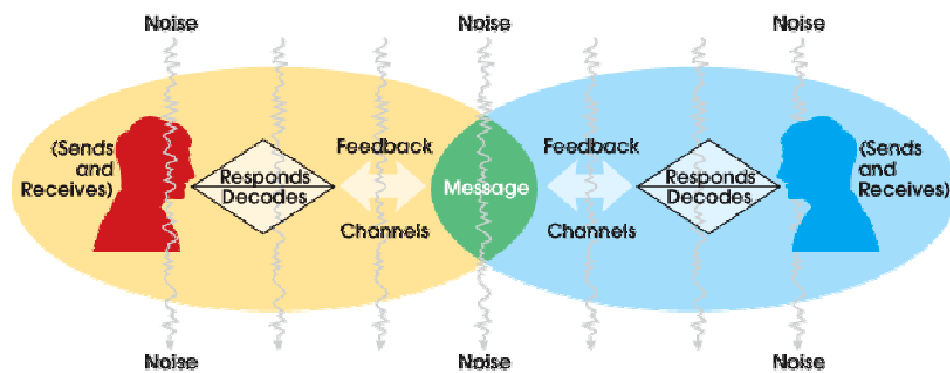
As the response given to the sender from the receiver.

Feedback



Allows the sender to determine if the message was received and how accurately it was received

NOISE



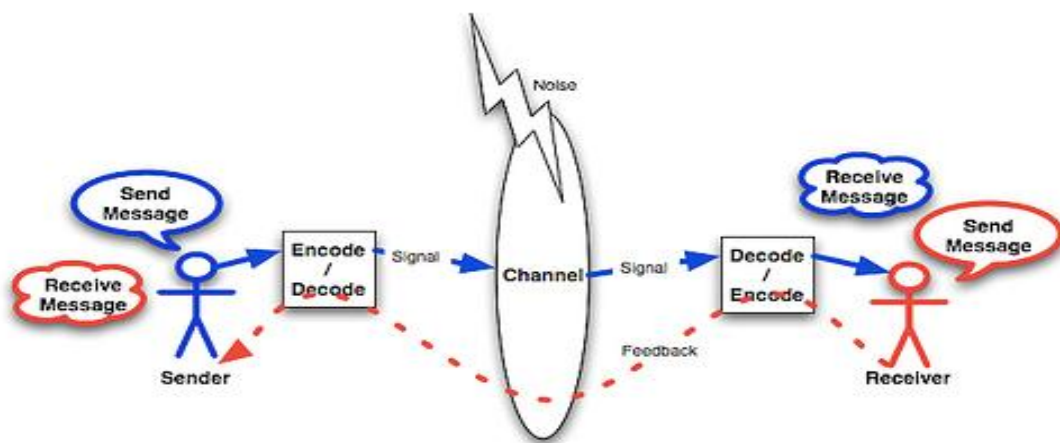
The noise can be anything that prevents the sender message to be received correctly.

Noise



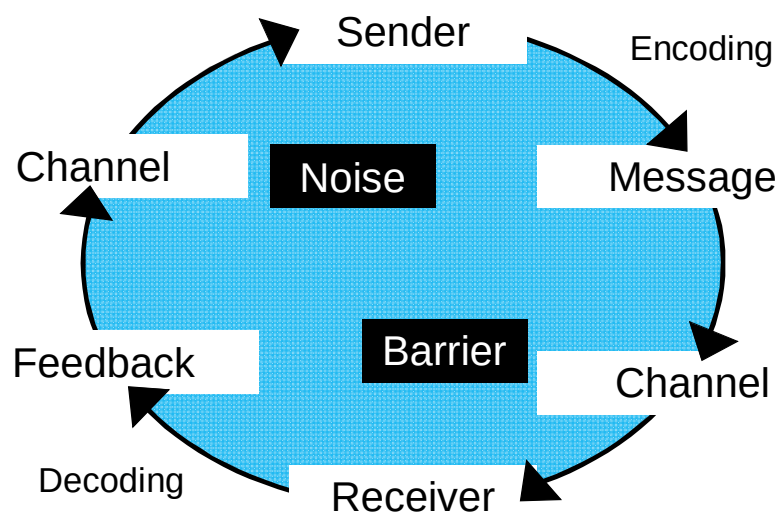
Anything that **disrupts** the communication process for example language.

TRANSMISSION MODEL OF COMMUNICATION



All of this parts models are important in order for your communication to be successful or a failure.

Process of *Communication*



HANG HIM NOT LEAVE HIM

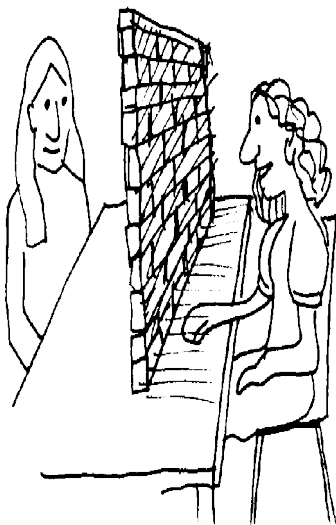
HANG HIM,NOT LEAVE HIM

HANG HIM NOT, LEAVE HIM.

Barriers To

Communication

Å 1. Physical barriers



Å 2. Perceptual barriers



Å 3. Emotional barriers



Å 4. Cultural barriers



CULTURAL BARRIER





How to Overcome Barriers of *Communication*

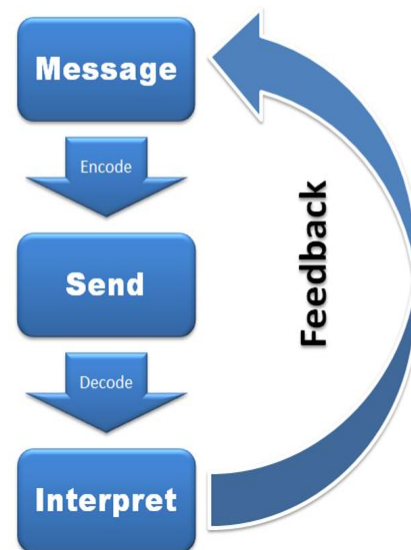
- Å Taking the receiver more seriously
- Å Crystal clear message
- Å Delivering messages skilfully
- Å Focusing on the receiver
- Å Using multiple channels to communicate instead of relying on one channel
- Å Ensuring appropriate feedback
- Å Be aware of your own state of mind/emotions/attitude

Tools of effective

Communication

- Å **Be Brief**
- Å **Manners**
- Å **Using “I”**
- Å **Be Positive**
- Å **Good listener**
- Å **Spice up your words**
- Å **Clarity**
- Å **Pronunciation**

Effective Communication Cycle



Communication Advantages

- ↑ Increase productivity.
- ↑ Reduce stress.
- ↑ Better understand what others are saying.
- ↑ Better understand how to get your message across.
- ↑ Enhance relationships.
- ↑ Save time and money.

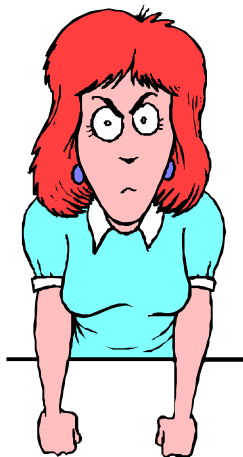
BENEFITS

Who Is Responsible?

- The Communicator.



How Much Is The
Communicator Responsible?



- 60 Percent!

Hearing Vs Listening

Hearing ĩ Physical
process, natural,
passive



Listening ĩ Physical as
well
as mental process,
active,



learned process, a skill
Listening is hard.
**You must choose to participate in the process of
listening.**

Importance of listening

“If we were supposed to talk more than listen, we would have been given two mouths and one ear.”

Mark Twain



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.

Techniques of active listening

PARAPHRASE

Restate what was said
in your own words

SUMMARIZE

Pull together the
main points of a
speaker

QUESTION

Challenge speaker to
think further, clarifying
both your and their
understanding, however
suspend judgement

Path for good communication



Communication Involves Three Components

- **Verbal Messages** - the words we choose
- **Paraverbal Messages** - how we say the words
- **Nonverbal Messages** - our body language

These Three Components Are Used To

- Send Clear, Concise Messages
- Receive and Correctly Understand Messages Sent to Us

SENDING MESSAGES

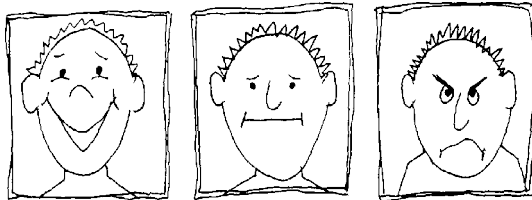
Effective Verbal Messages



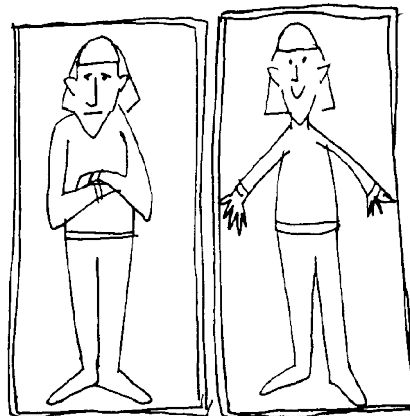
- Are brief, succinct, and organized
- Are free of jargon
- Do not create resistance in the listener

Nonverbal Messages

Nonverbal messages are the primary way that we communicate emotions



Facial Expression



Postures and Gestures

Paraverbal Messages

Paraverbal communication refers to the messages that we transmit through the tone, pitch, and pacing of our voices.

"I didn't **SAY** you were stupid."

"I didn't say **YOU** were stupid."

"I didn't say you were **STUPID**."

RECEIVING MESSAGES

Listening

- *Requires concentration and energy*
- *Involves a psychological connection with the speaker*
- *Includes a desire and willingness to try and see things from another's perspective*
- *Requires that we suspend judgment and evaluation*



Key Listening Skills



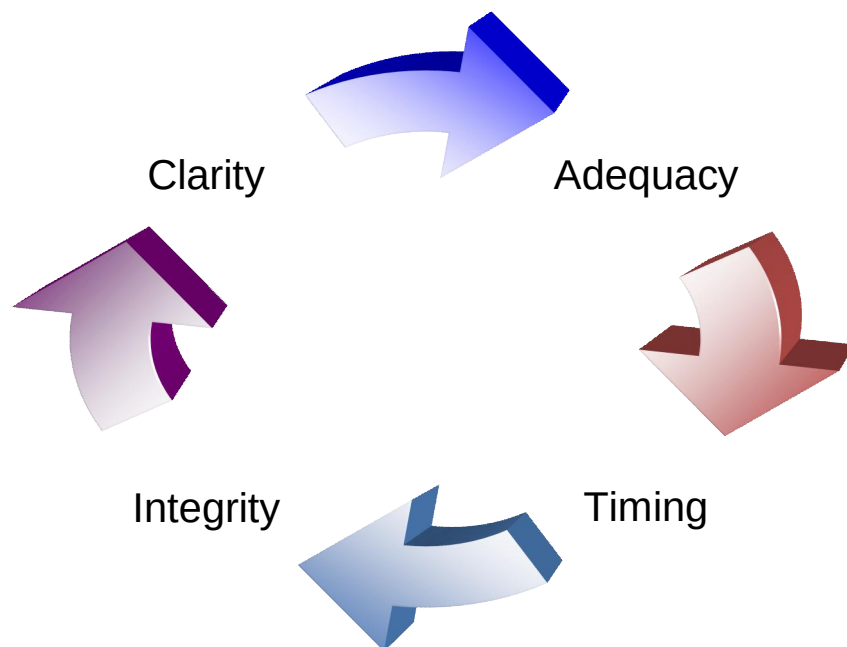
➤ **Nonverbal**

- Giving full physical attention to the speaker;
- Being aware of the speaker's nonverbal messages;

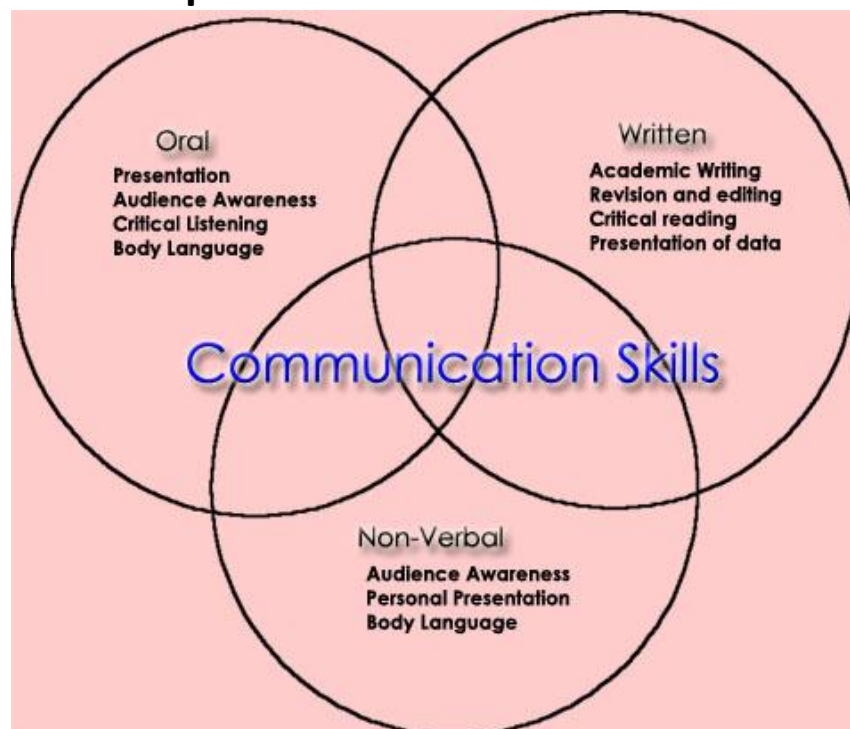
➤ **Verbal**

- Paying attention to the words and feelings that are being expressed

What makes a good communicator?



How do you develop your communication skills? Explore the related skills





Tips to good communication skills

- Maintain eye contact with the audience
- Body awareness
- Gestures and expressions
- Convey one's thoughts
- Practice effective communication skills

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.

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 YOU 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.

Mirror and Match

- ⊕ Sentence structure.
- ⊕ Tone of voice.
- ⊕ Key words.
- ⊕ Non-verbal body language.
- ⊕ Style of speech.
- ⊕ Rhythm of speech.



Improving Body Language - Tips

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



Effective Communication . . .

It is two way.

It involves active listening.

It reflects the accountability of speaker and listener.

It utilizes feedback.

It is free of stress.

It is clear.



THANK you