

# Communication Skills

# Definition

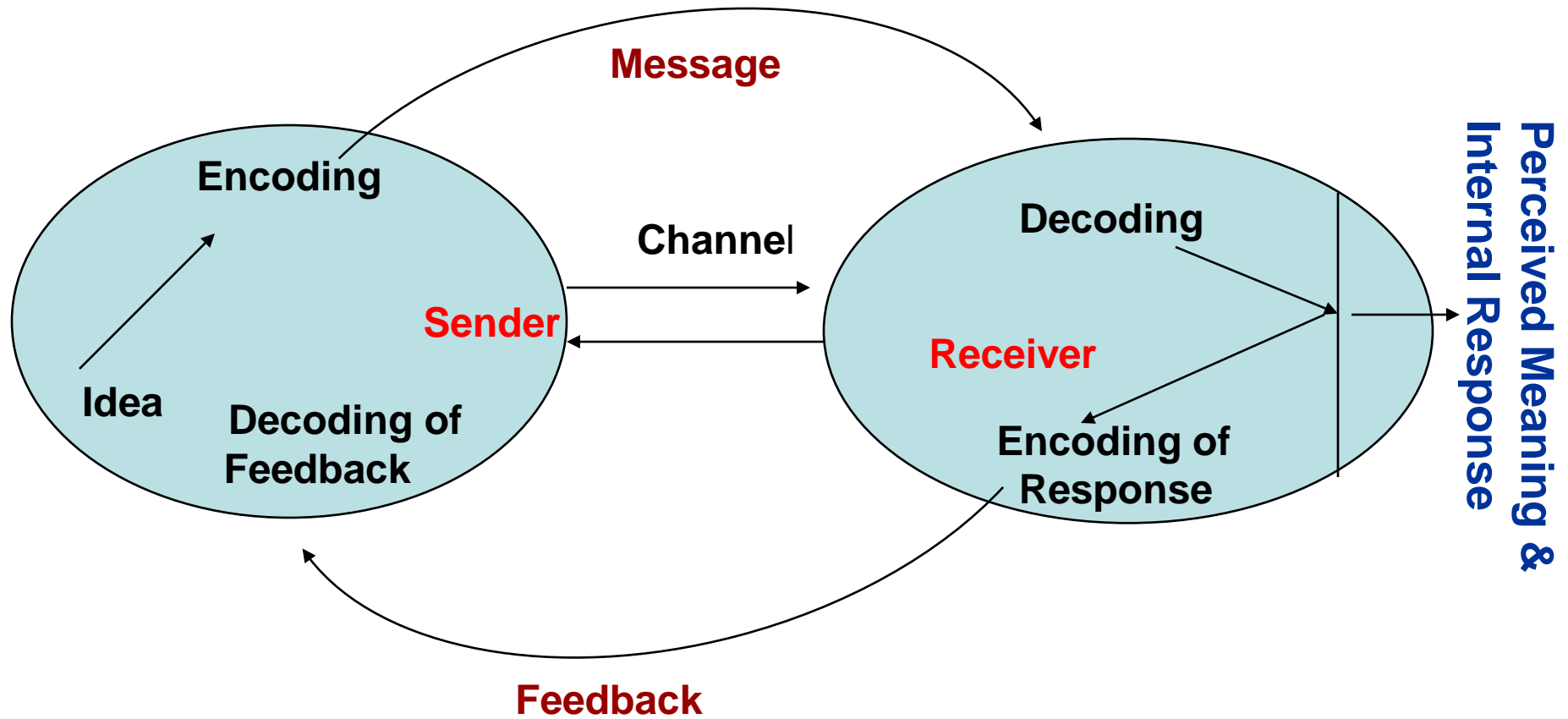
Communication is derived from the Latin Word “Communis” which means “to share”

- Ideas
- Concepts
- Feelings
- Emotions

“The Process of Conveying Messages (Facts, Ideas and Opinions) from one person to another so that they are understood.”

Cummin M.W.

# PROCESS OF COMMUNICATION



# Process of Communication

- The sender, according to his ideas, behavior pattern and intention, selects a message,
- Encodes the message and transmits it to the receiver through a medium – oral, verbal or non-verbal
- Receiver decodes it and gives an internal response to the perceived message
- Response is not in relation to the actual content but rather to the “perceived content” of the original message

First Phase of Communication Process

- The receiver formulates his message, encodes it and transmits it to the original sender-now-turned-receiver
- This stage is referred to as **providing feedback** and is most crucial
- Unless and until there is feedback be it the verbal or the non-verbal – communication is not effective
- If feedback is in tune with the original intent of the sender, communication proceeds without a hitch

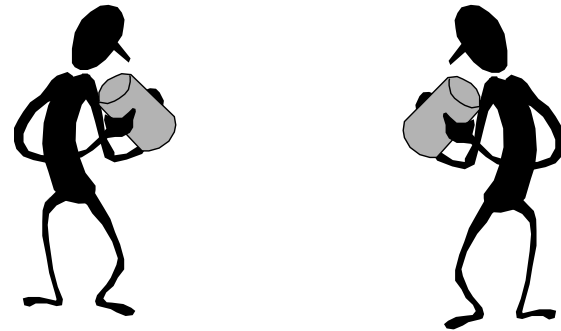
- Communication is a two-way process in which there is an exchange and progression of ideas towards a mutually accepted direction or goal

# Feedback

- Most important component of communication
- **Effective communication takes place only when there is feedback**
- The errors and flaws that abound in business situations are a result of lack of feedback
- Fallacious statements or erroneous conclusions are made because of lack of confirmation through feedback
- Discrepancy between the message transmitted and understood

# Types of Communication

- Verbal
  - Oral
  - Written
  - E-mail
- Nonverbal
  - Expression
  - Expressive behaviors
  - Body language



# WHAT IS ORAL COMMUNICATION

- **Definition:-**

Oral communication is information spoken by mouth; the use of speech clearly and concisely.

or

It is the interchange of verbal messages between sender and receiver.

# NEED FOR ORAL COMMUNICATION

- To help problem solving.
- To resolve conflict.
- To influence people to work together.
- To persuade others to be involved in organisational goals.
- To develop listening skills.
- To be an effective negotiator.
- To make proposal.

# OBJECTIVE OF ORAL COMMUNICATION

- Manager engages in:
  - Meeting
  - Discussions
  - Negotiations
  - Seminars
  - Presentations
  - Interviews
  - Subordinate instructions
  - Telephonic conversations



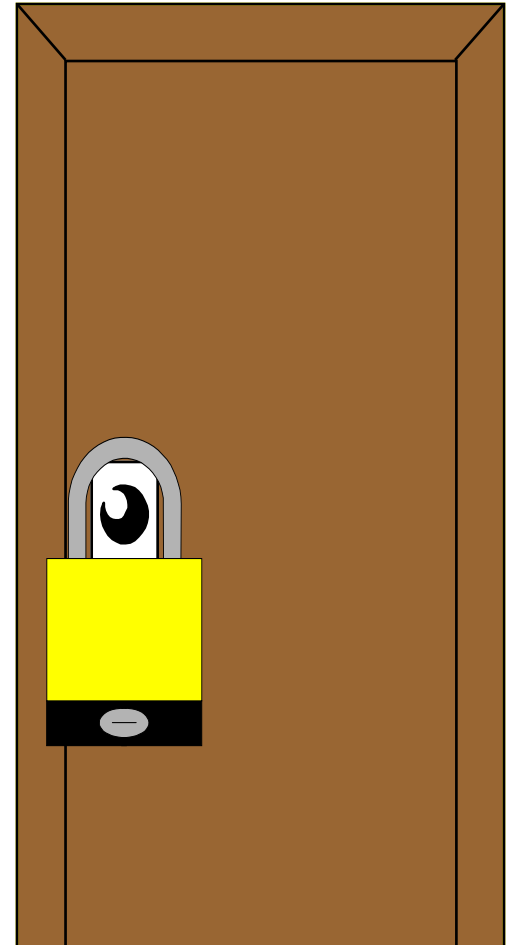
# THE SEVEN C'S OF EFFECTIVE COMMUNICATION

- ❖ COMPLETENESS
- ❖ CONCISENESS
- ❖ CONSIDERATION
- ❖ CONCRETENESS
- ❖ CLARITY
- ❖ COURTESY
- ❖ CORRECTNESS



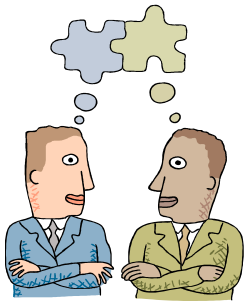
# BARRIERS TO COMMUNICATION

- **Language barriers.**
- **Cultural barriers.** →
- **Misinterpretation.**
- **Gender .**
- **Mental state.** →
- **Capacity to listen.**
- **Environmental barrier.** →
- **Fear**
- **Personal conflicts.** →
- **Attitudinal barrier** →



# ***What is listening?***

**“The process of receiving, attending & understanding auditory messages”**



## Fast Facts about listening



- We speak about 100-200 wpm, we process message at 400 wpm, think at 1000-3000 wpm
- 75% of the time we are distracted, preoccupied or forgetful
- 20% of the time, we remember what we hear
- More than 35% of businesses think listening is a top skill for success
- Less than 2% of people have had formal education with listening



# Active Listening

- ... Allows you to make sure you hear the words and understand the meaning behind the words
- Goal: go beyond listening to understanding

# Active Listening Requires...

- **Definite Intent to Listen**
- **Focus on the Speaker**
- **Verbal and Non-Verbal Encouragers**
- **Feedback Loop to Insure Accuracy**

# Active Listening (4 Steps)

- Listen
- Question
- Reflect-Paraphrase
- Agree

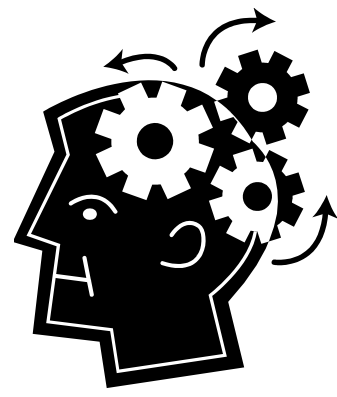


# Process of Listening

**Stage 1: Attention**

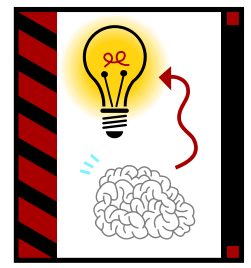


**Stage 2: Understanding**



**Stage 3: Response**

**Stage 4: Memory**



# Body Language

- **What you actually say using words is only a part of the message you deliver.**
- **Your body language, attitude, and tone actually tell people more about what you're saying than the words themselves.**
- **For example, most people have heard someone say, "fine" in the heat of an argument. But does the person really mean that everything's OK when the word fine is said in conjunction with crossed arms, rolled eyes, a harsh tone, and defensive posture? Most likely not.**

# Body Language

- **Body language serves as a way to make the person on the receiving end of our words understand how to interpret our words.**
- **Words often don't tell the whole story; your body helps others read between the lines to understand what you're really saying.**

# Posture

## An example of Body Language

- People with an “open” posture show their openness to the person speaking or to the idea or situation presented by swinging arms loosely, facing the person directly instead of shying away, and basically making themselves vulnerable to others.
- This shows trust and an open attitude.
- People show “closed” posture by folding their arms across their chest, holding a bag or book in front of them, making little eye contact, sagging their shoulders, and keeping their legs crossed or pulled in tight to their body.

# Posture

- **A person with closed posture is saying that he or she is uncomfortable, nervous, unwilling to accept your ideas, or is upset.**
- **Body posture often reflects how we feel.**
- **When you're happy and confident, you walk more upright and open; when you're upset, nervous, or uncomfortable, you close others out and cling to yourself.**

# Posture

- **Showing your palms to a listener may mean openness and honesty, while hiding your palms may indicate deceit, as does moving your hands close to your mouth or touching your nose.**
- **Pointing a leg or knee toward a person often indicates interest or acceptance, while pointing your body away from a person means you're uninterested.**
- **To be more receptive to others, try keeping your arms unfolded, making eye contact, facing the person, and holding yourself up tall—even when you feel something quite the opposite.**
- **Such a simple change will enhance your interactions with others.**

Thanks