
Communication Skills

- Verbal
- Non-verbal
- Written

Objectives

The major objective of this program is to close that gap and ensure that whenever YOU communicate you *ALWAYS* get the desired response.

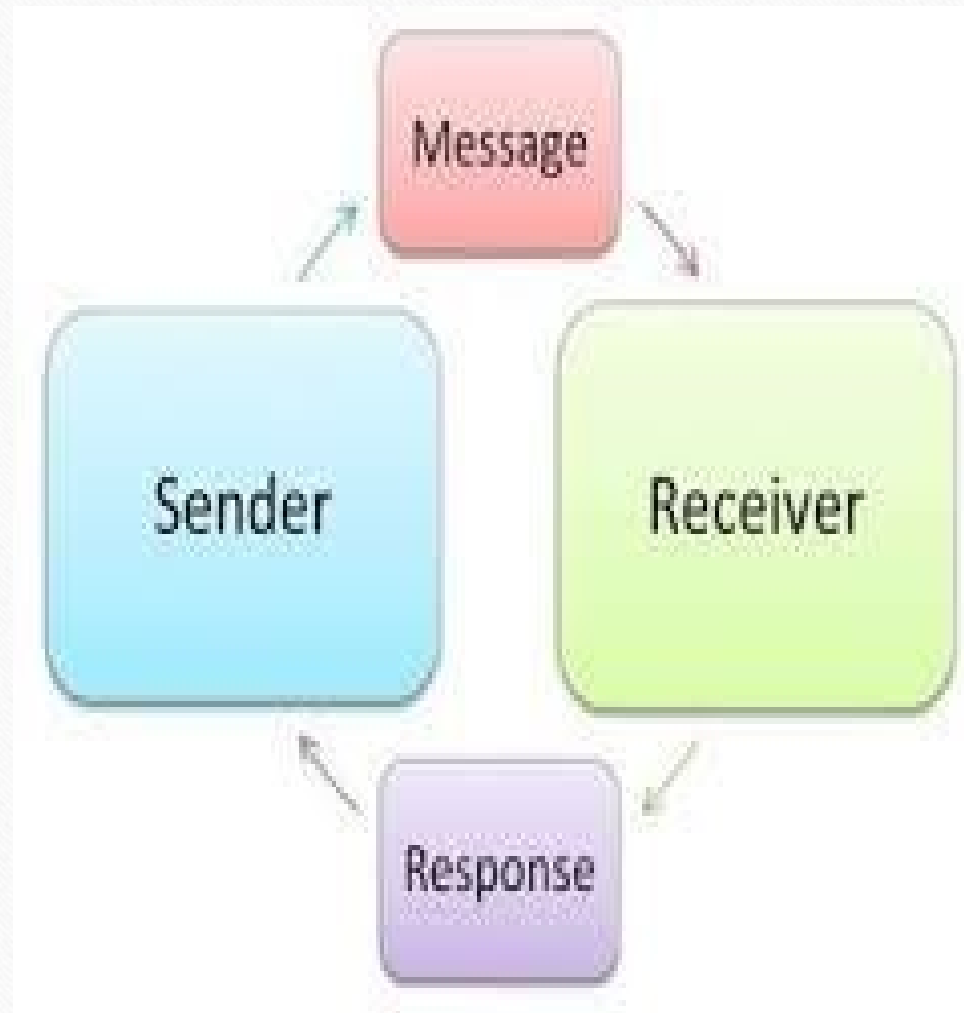
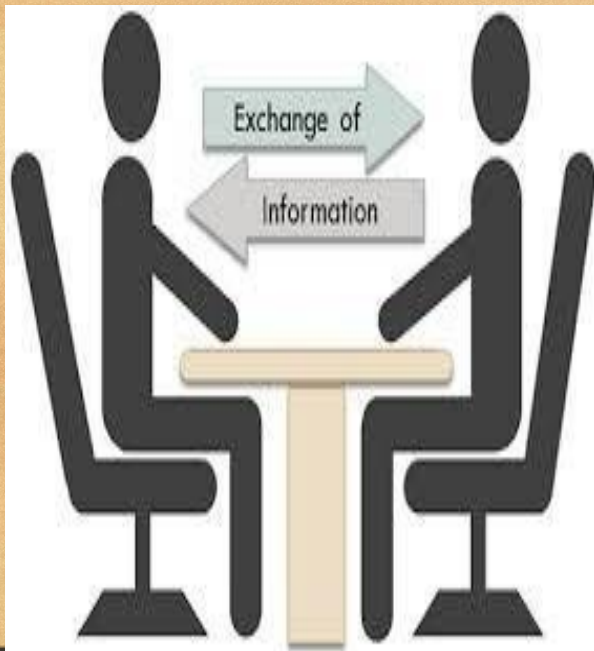


What is Communication?

Communication is the transmission of an idea or feeling so that the sender and receiver share the same understanding.



Communication is not a mysterious process.
It takes place when the ideas from your mind are transferred to another's and arrive intact, complete, and coherent.



What is the difference!!

What distinguishes Good and Effective communication from its poor and ineffective counterpart is:-

Desired Response/Feedback/ Result

Types of Communication

- **Verbal Communication** : It is all about spoken words e.g. dialogues, telephonic conversation, face to face, presentations, meetings, conferences, debate etc.
- **Non verbal Communication** : Body Language, para language

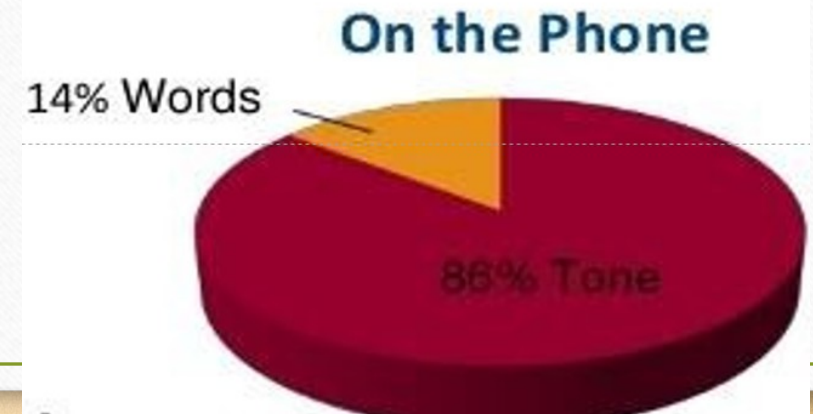
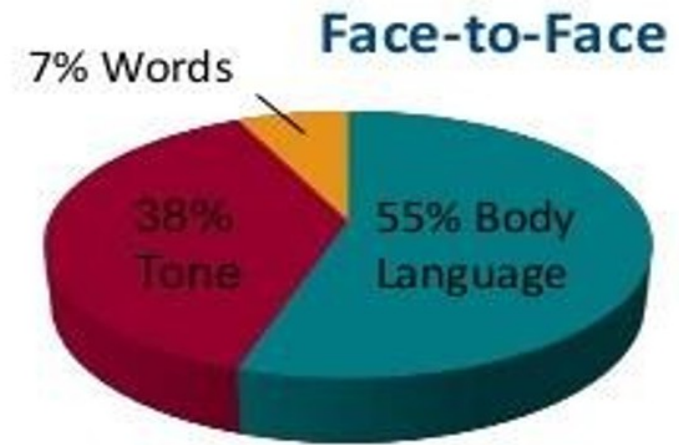
- **Written Communication** : Letters, Emails, Text Messages.

Communication

We Communicate in three ways

- The words we use,
- The tone of our voice, and
- Body Language

It's not just what we say,
It's how we say it that communicates..



Verbal communication

- Accuracy
- Simple words
- Repeat
- Accents
- State of mind
- Speed of delivery

Types of non-verbal communication

- Posture, movement, gesture and facial expression
- Sense of territoriality, or Ideal distance
- Touch (eg. Hand Shake, pat on shoulder, etc)
- Eye movement
- Sense of Smell
- Time management
- Colour
- Silence
- Sign language- eg. Traffic signals or boards
- Appearance
- Paralanguage or Para Linguistics

Para linguistics

Refers to vocal elements consisting of:

- Pause
- Volume
- Pitch
- Word stress
- Tone of Voice
- Rate of Speech

Para linguistics: Word stress

Say the sentence stressing on the words in **bold**

- **She's** giving this money to me

Meaning: SHE is the one giving the money, nobody else

- She's **giving** this money to me

Meaning: She is GIVING, not lending

- She's giving this **money** to me

Meaning: MONEY is being exchanged, not anything else

- She's giving this money to **me**

Meaning: I am getting the money, nobody else

Written communication

- Use simple language - it is faster to write, faster to read and you get your message across more often and in a friendly way.
- Order your thoughts.
- Visualize the reader when writing a long report or letter.
- Read your report / letter after a while.
- Add meaningful headlines and captions.
- Check grammar and spelling
- Always Proof read the document.
- After writing, leave the document and come back to it for checking
- Fonts- avoid non standard font- 11 to 12 for printing and max of 22 in presentations

Written communication disasters

- "I am suffering from fever, please declare one-day holiday."
- Covering note:
"I am enclosed herewith..."
- Letter writing:-
"I am well here and hope you are also in the same well."

EFFECTIVE COMMUNICATION

Barriers to Effective Communication



Tips to Improve Your Communication Skills



Effective Communication

When Verbally Communicating:-

1. Keep an open mind about what people say.
(Don't presume anything before he has completed.)
2. Ask a specific question if you want a specific answer.
3. Take notes wherever possible.
(particularly for a Telephonic conversation)
4. Speak in as natural tone as possible to create warm environment.
5. Use humour where and when appropriate.
6. Avoid using unclear and complex words.
7. Always try to put yourself in others situation while in the midst of conversation and respond accordingly.
8. Do give relevant feedback.



Communication works
for those who work at it.

John Powell

“ quote fancy ”

Thank you!

Presenter: CA Hiram Shaikh