

# COMMUNICATION SKILLS



# COMMUNICATION

“**Communication** is transfer of information from one person to another, whether or not it elicits confidence. But the information transferred must be understandable to the receiver.” – G.G. Brown.

**Communication** is a two-way process wherein the message in the form of ideas, thoughts, feelings, opinions is transmitted between two or more persons with the intent of creating a shared understanding.



# FEATURES OF COMMUNICATION

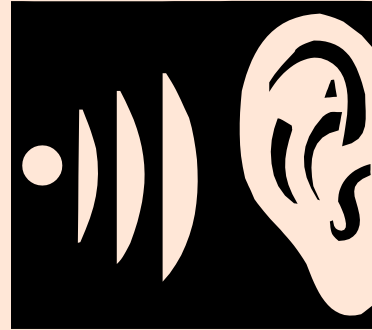
- ★ Personal Process
- ★ Occurs Between People
- ★ Involves Change In Behavior
- ★ Means To Influence Others
- ★ Expression Of Thoughts & Emotions Through Words & Actions.
- ★ Tools For Controlling & Motivating People.
- ★ It Is A Social And Emotional Process.



# THE COMMUNICATION EQUATION

## ○ What you Hear

- Tone of Voice
- Vocal Clarity
- Verbal Expressiveness



40% of the Message

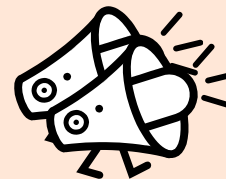
## ○ What you See or Feel

- Facial Expression
- Dress & Grooming
- Posture
- Eye Contact
- Touch
- Gesture



50% of the Message

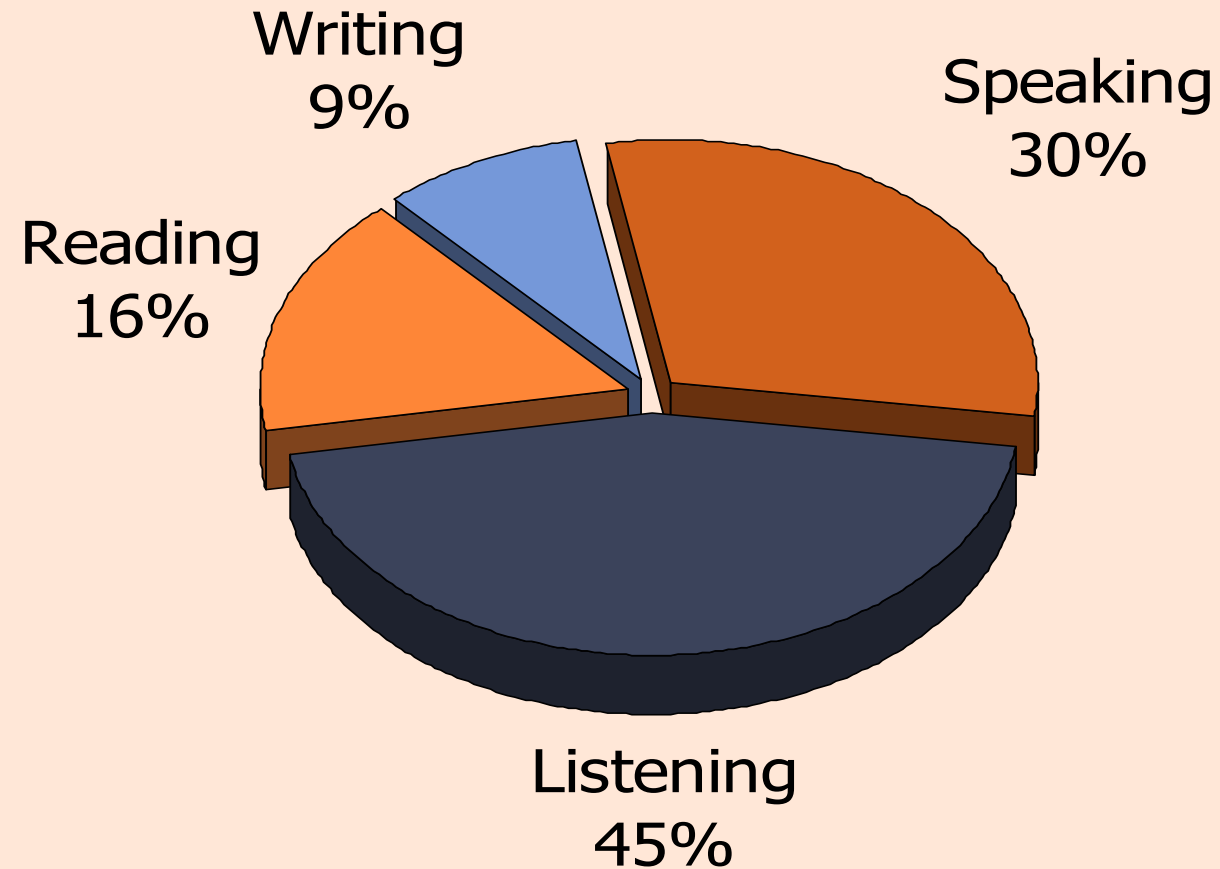
## ○ WORDS ...



10% Of The Message!

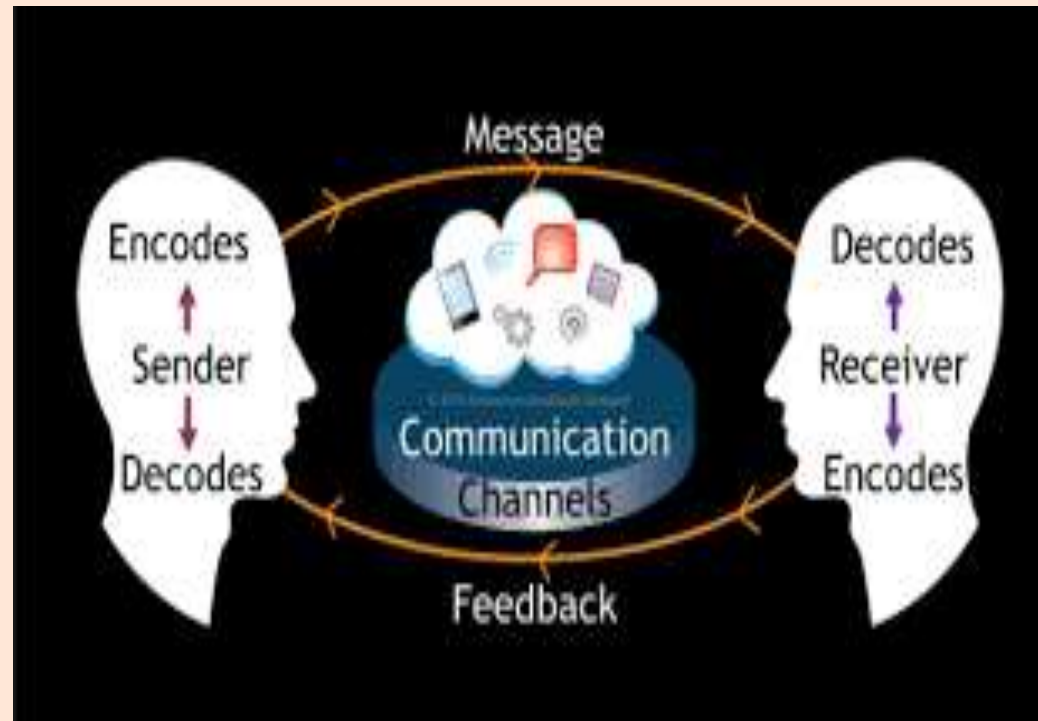


# TOTAL COMMUNICATION PROCESS

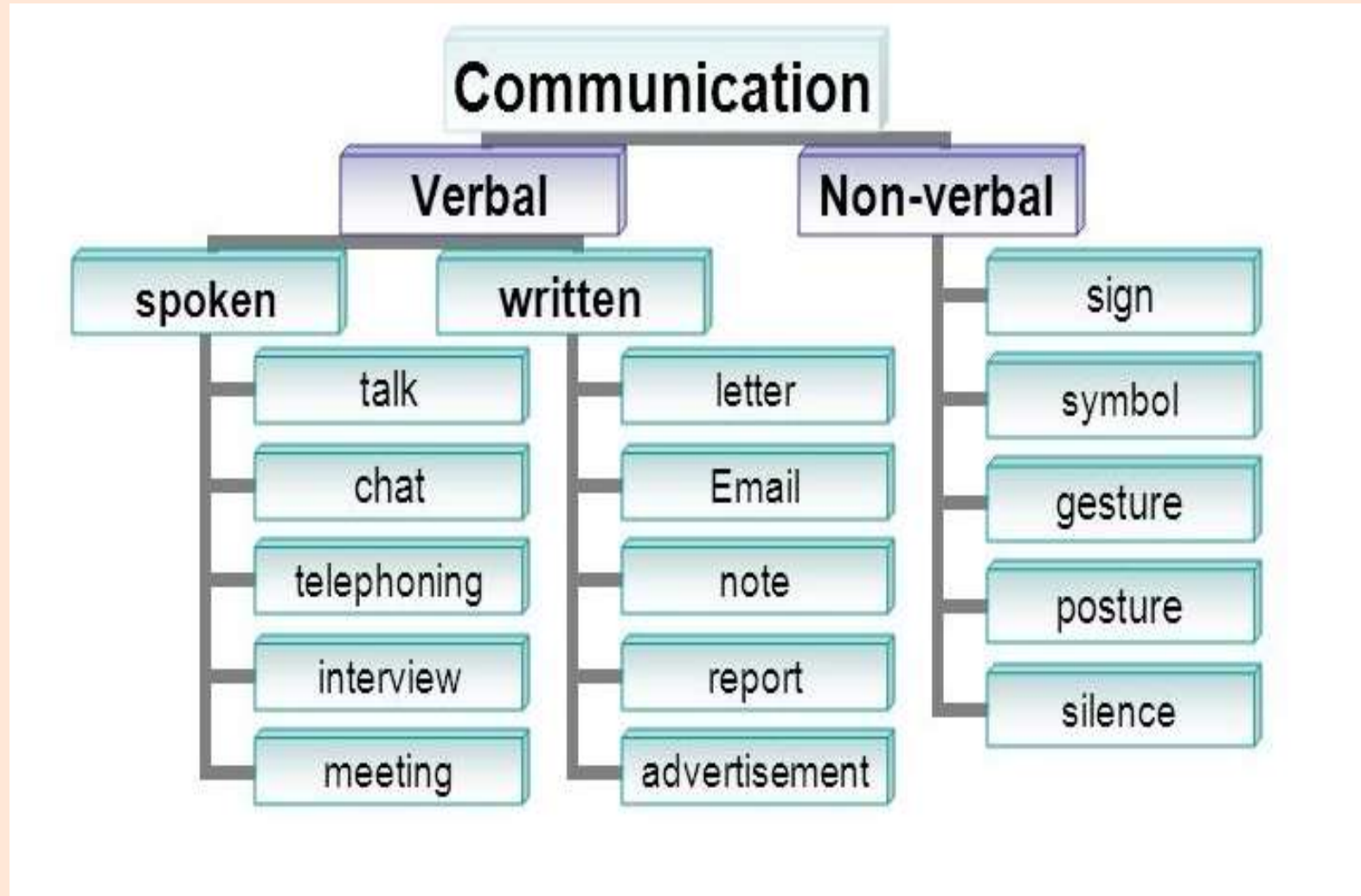


# ELEMENTS OF THE COMMUNICATION PROCESS

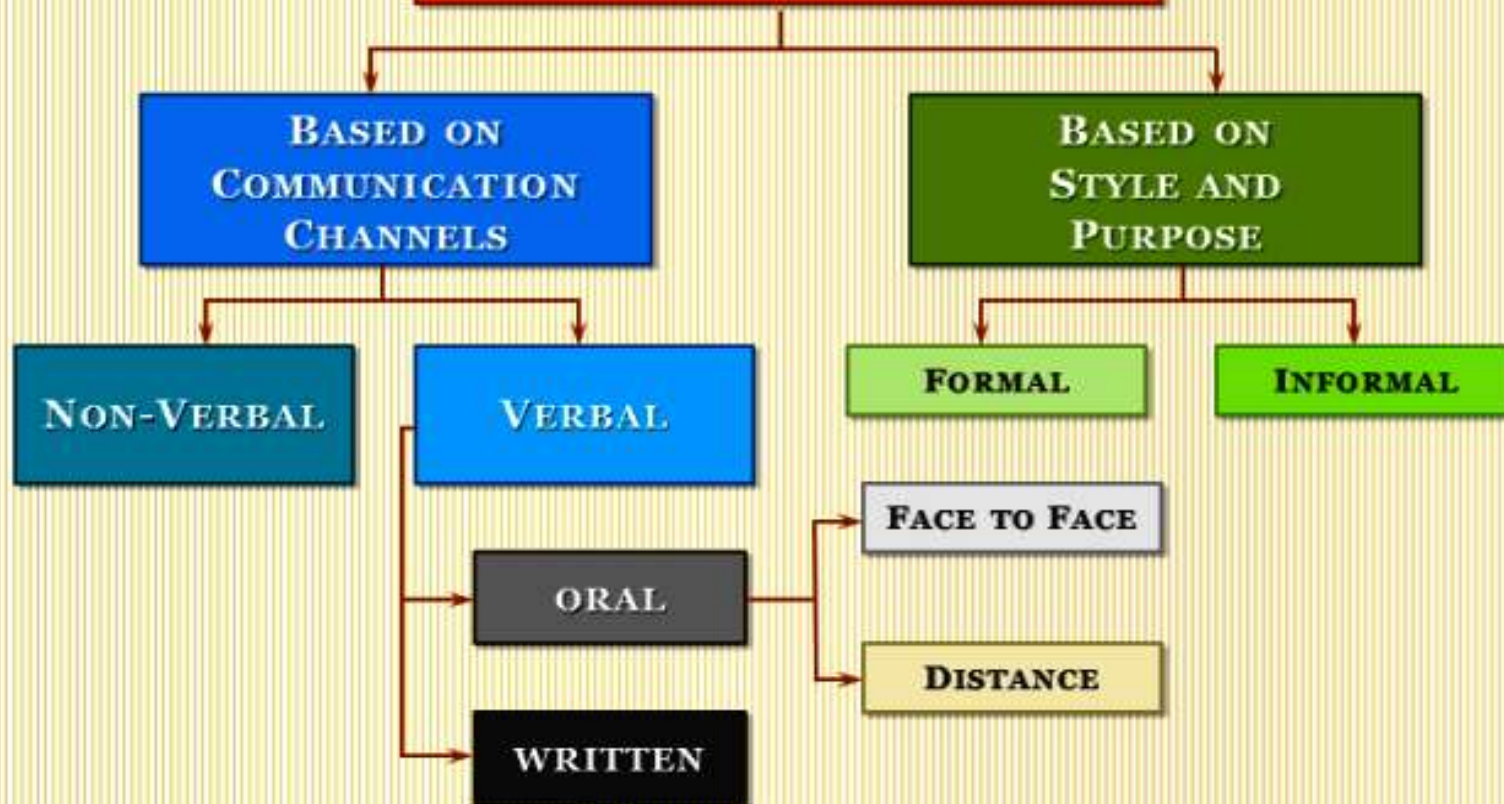
- **Sender**
- **Message**
- **Encoding**
- **Medium**
- **Decoding**
- **Receiver**
- **Feedback**
- **Noise**



# FORMS OF COMMUNICATION



# TYPES OF COMMUNICATION



# VERBAL



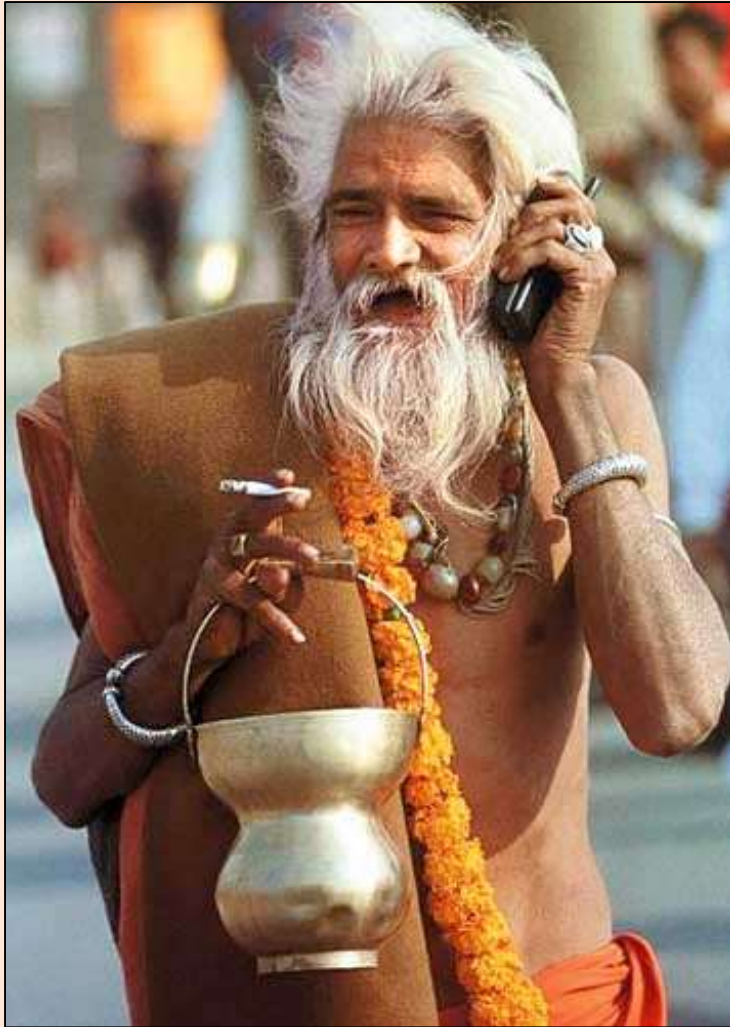
**ORAL COMMUNICATION**



# NON - VERBAL



# COMMUNICATION & NEW TECHNOLOGIES



# COMMUNICATION IN DIFFERENT SITUATIONS



WWW.KFF.IN



# MEDIUMS OF COMMUNICATION



# BARRIERS TO COMMUNICATION

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

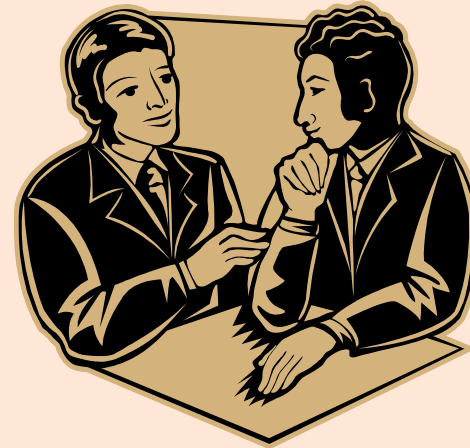


# HEARING VS LISTENING

- **Hearing** – Physical Process, Natural, Passive



- **Listening** – Physical as well as Mental Process, Active, Learned Process, a Skill.



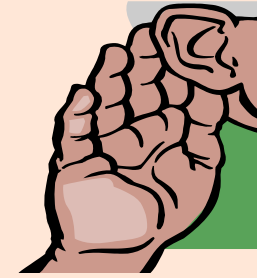
# THE ART OF LISTENING

**“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.



# VALUE OF LISTENING

- ★ 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



- ★ Speak clearly and audibly.
- ★ 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.
- ★ Check twice with the listener whether you have been understood accurately or not.



# Dos

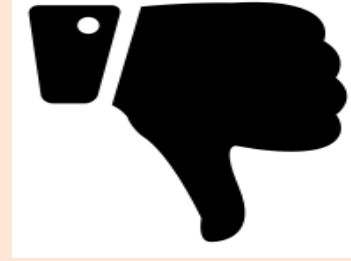


- ★ In case of an interruption, always do a little recap of what has been already said.
- ★ Always pay undivided attention to the speaker while listening.
- ★ While listening, always make notes of important points.
- ★ Always ask for clarification if you have failed to grasp other's point of view.
- ★ Repeat what the speaker has said to check whether you have understood accurately.



# ESSENTIALS OF COMMUNICATION

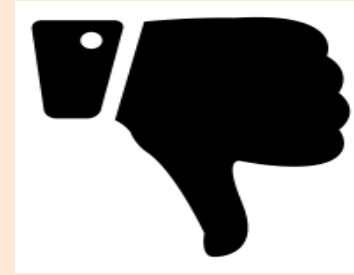
## DON'Ts



- ★ Do not speak too fast or too slow.
- ★ Do not instantly react and mutter something in anger.
- ★ Do not use technical terms & terminologies not understood by majority of people.
- ★ Do not speak in inaudible surroundings, as you won't be heard.



# DON'TS



- ★ 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.



# MEASURES TO IMPROVE COMMUNICATION SKILLS

- ★ 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.



# MEASURES TO IMPROVE COMMUNICATION SKILLS

- ★ Interact With Qualitative People.
- ★ Improve On You Topic Of Discussion,
- ★ Practice Meditation & Good Thoughts.
- ★ Think & Speak.
- ★ Do Not Speak Too Fast.
- ★ Use Simple Vocabulary.
- ★ Do Not Speak Only To Impress Someone.
- ★ Look Presentable & Confident.





**In the New Global & Diverse Workplace  
Everyone requires Excellent  
Communication Skills!**

