

COMMUNICATION SKILLS

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COMMUNICATION – MEANING

- ▶ Communication is a dynamic process...
- ▶ through this process we convey a thought or feeling to someone else.
- ▶ how it is received depends on a set of events, stimuli, that person is exposed to.
- ▶ how you say what you say plays an important role in communication.




WHAT MAKES A GOOD COMMUNICATOR?

- ▶ An Active Listener,
 - ▶ An Effective Presenter,
 - ▶ A Quick Thinker.
 - ▶ A Win-Win Negotiator.
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ACTIVE LISTENING

Few tips towards Active Listening:

1. Understand your own communication style.
 2. Be an active listener.
 3. Use normal communication.
 4. Give Feedback
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SIX WAYS OF USING NON-VERBAL COMMUNICATION SKILLS EFFECTIVELY

Some major areas of nonverbal behaviors to explore are:

- ▶ Eye contact
 - ▶ Facial expressions
 - ▶ Gestures
 - ▶ Posture and body orientation
 - ▶ Proximity
 - ▶ Paralinguistic
 - ▶ Humor
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HOW TO IMPROVE YOUR COMMUNICATION SKILLS

LISTENING:

- To become a good communicator, it is important to be a good listener.
- It is important to practice active listening - pay close attention to what others are saying and clarify ambiguities by rephrasing their questions for greater understanding.
- **Conciseness:** Don't use excessively and don't use words that may confuse the audience.

3. **Body language:** Its important to practice good body language , use eye contact, utilize hand gestures, and watch the tone of the voice when communicating with others. A relaxed body stance with a friendly tone will aid in making you look approachable to others.
4. **Eye contact** is important in communication- look the person in the eye to indicate that you are focused on the conversation. But make sure to not stare at the person as it can make him or her uncomfortable.
5. **Confidence:** Be confident in what you say and in your communication interactions with others. Being confident can be easy as maintaining eye contact, maintaining a relaxed body stance, and talikng with concision. Try not to make statements sound like questions and avoid trying to sound aggressive or demeaning.

6. **Open Mindness:** In situations where you disagree with what someone else has to say, whether it be with an employer, a co-worker, or a friend, it is important to sympathize with their point of view rather than simply try to get your message across. Respect the opinion of others and never resorts to demeaning those who do not agree with you.

7. **Respect:** Respecting what others have to say and acknowledging them is an important aspects of communication . Being respectful can be as simple as paying attention to what they have to say, using the persns name, and not being distracted . By respecting others , the other person will feel appreciated, which will lead to a more honest and productive conversation.

8. **Using the correct Medium:**

Good Communication Skills for a Great Career:

- Succeeding in your career requires good communication skills. You need to know what you want and how you are going to attain it. Being an excellent communicator can help propel your career.
- Good communication skills can aid in helping you and an interview and pass the selection process. Being able to articulate well provides a significant advantages. To do your job effectively, you have to discuss problems, request information, interact with others, and have good human relations skills. These are all part of having good communication skills. They help in being understood well and in helping understand the needs of those around you.

- Sticky Eyes
- Good Listener
- Keep always Smile on your Face (Real Smile)
- Match the Mood
- No One Liner Talks
- Avoid Bloopers (Ignorance)
- Knowledge about everything
- Word Detective
- Start Positive
- Limit the Fidget (Unconfident/Touching Hair)
- Parroting

POOR COMMUNICATION IN THE WORKPLACE:

Communication drives workplace success. Although the detriments of poorly communicating with others may not be apparent in the short term, it has a crippling effects on the workplace in the long term.

- Lack of specific communication
- Using the incorrect medium to convey important messages
- Passive- aggressive communication
- Lack of follow-through and consideration
- Blamming and intimidating others
- Failing to listen