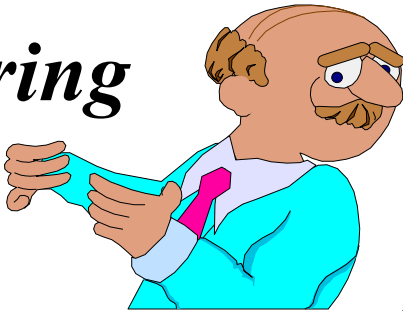




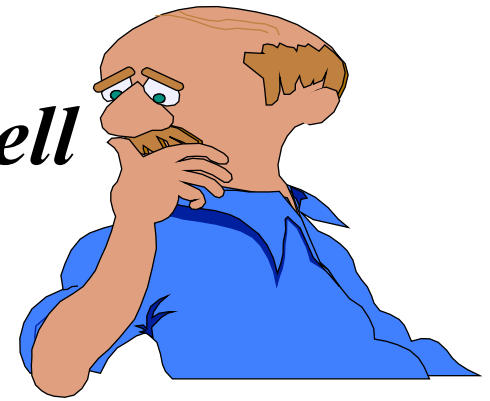
Communication Skills

Communication is a series of experience of

Hearing



Smell



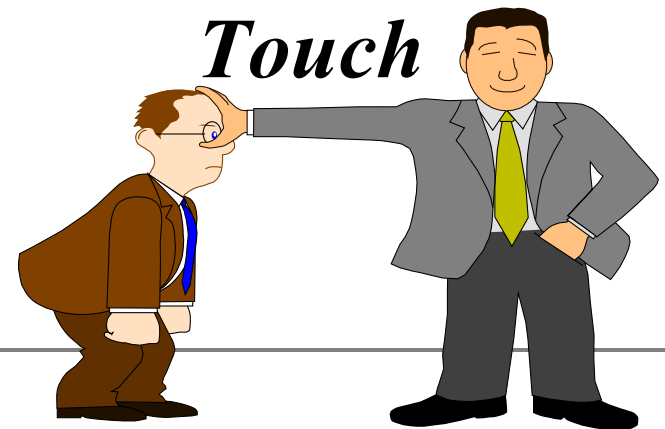
Seeing



Taste



Touch

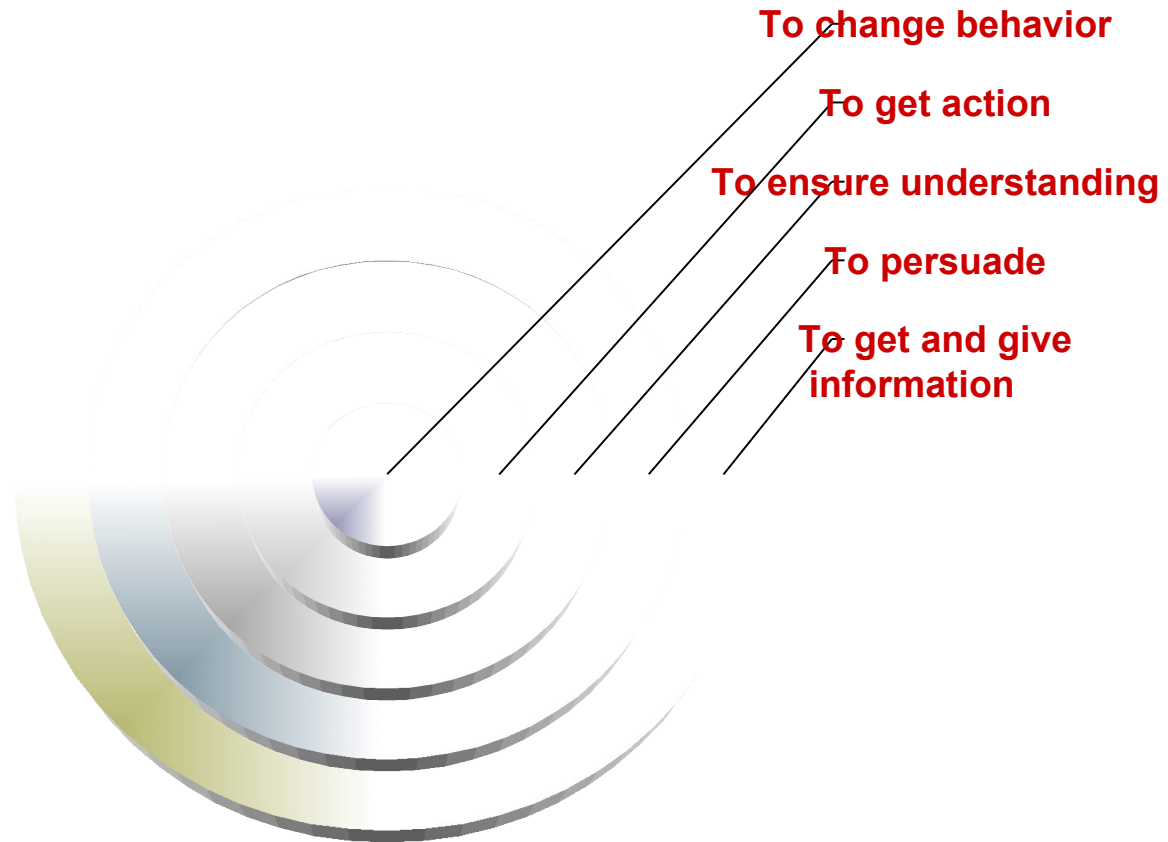


Communication Skills

Communication skills is the ability to use language (receptive) and express (expressive) information.

Effective communication skills are a critical element in your career and personal lives.

Communication Goals



Most Common Ways to Communicate

Speaking

Writing

**Visual
Image**

**Body
Language**



Types of Communication

- **On the basis of organization relationship**
 - Formal
 - Informal
- **On the basis of Flow**
 - Vertical
 - Crosswise/Diagonal
 - Horizontal
- **On the basis of Expression**
 - Oral
 - Written
 - Gesture

Barriers to Communication

- Semantic Barriers
- Emotional Or Psychological Barriers
- Organizational Barriers
- Barriers in Superiors

Semantic Barriers

- Symbols with different meaning
- Badly expressed message
- Faulty translation
- Unclarified assumption
- Specialist's language

Emotional Or Psychological Barriers

- Premature evolution
- Inattention
- Loss of transmission & poor retention
- Undue reliance on the written word
- Distrust of communication
- Failure to communicate

Organization Barriers

- Organizational policy
- Organization rules & regulation
- Status relation
- Complexity in organization

Personal Barriers

➤ **Barriers in Superior**

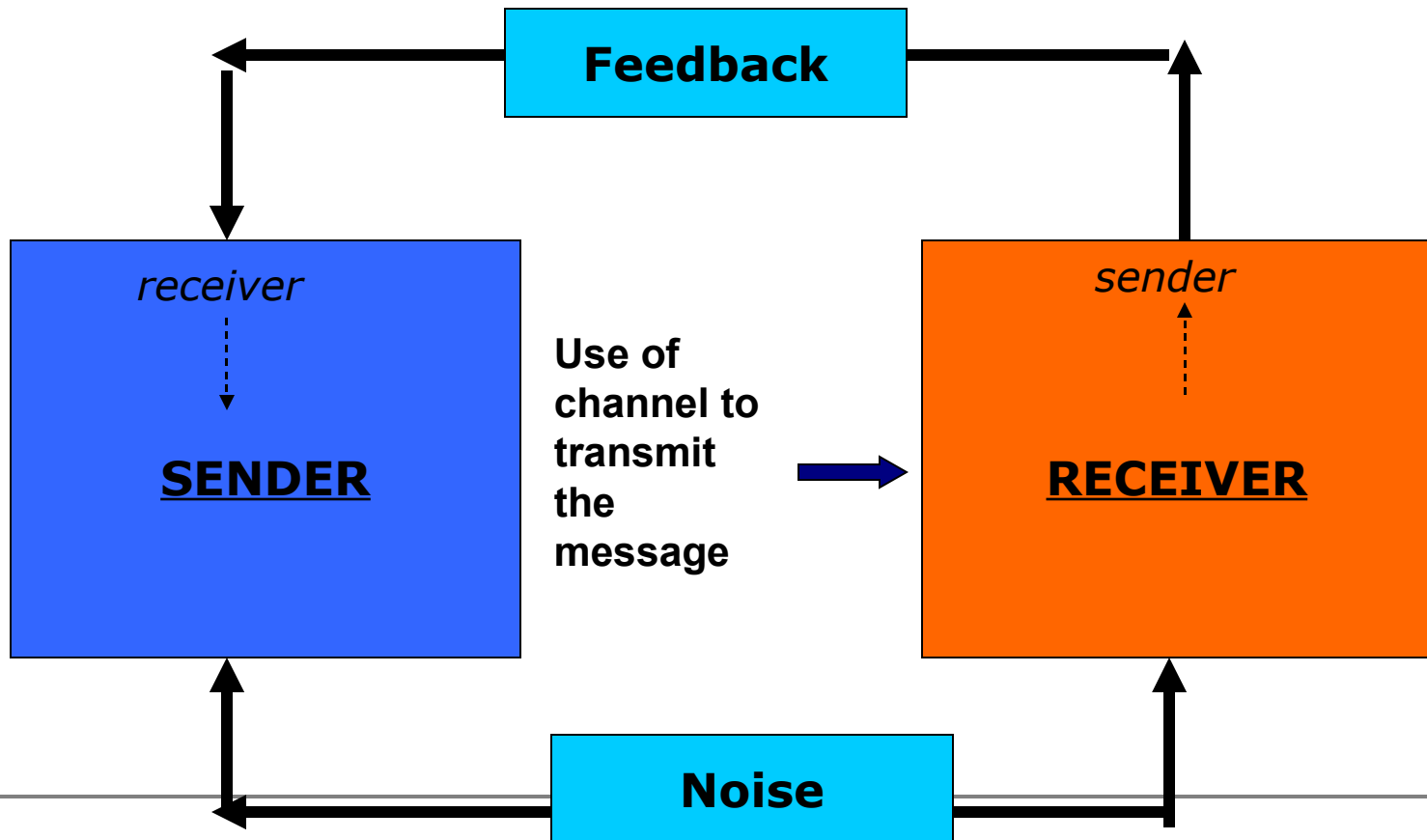
- Attitude of Superior
- Fear of challenge of authority
- Lack of time
- Lack of awareness

➤ **Barriers in Subordinates**

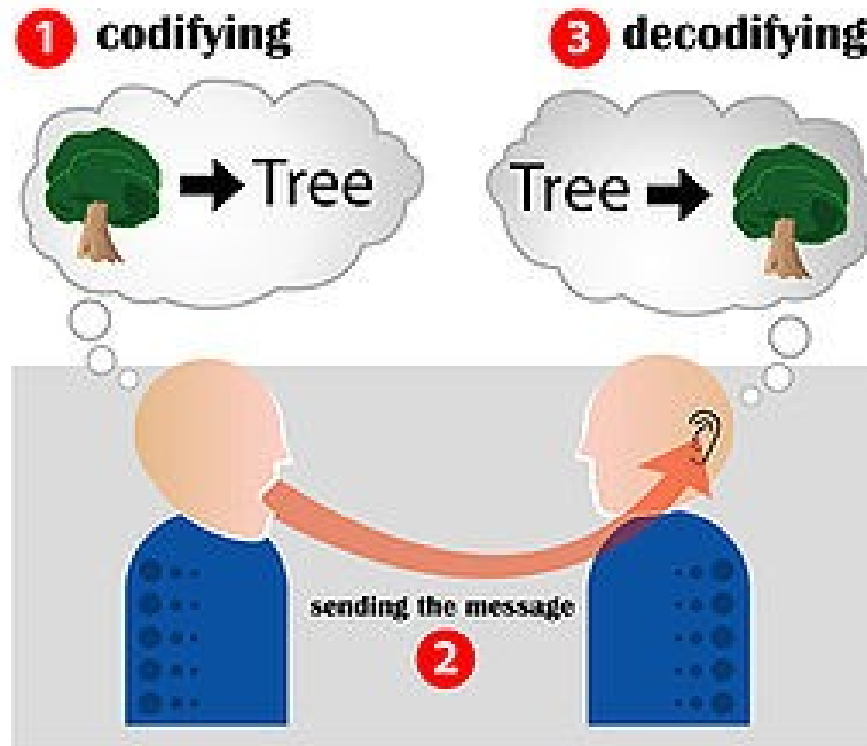
- Unwillingness to communicate
- Lack of proper incentive

Communication Process

Communication is the process of sending and receiving information among people...



Communication code scheme



Communication Involves Three Components

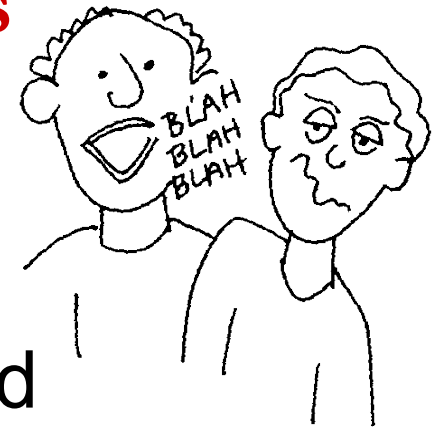
- **Verbal Messages** - the words we choose
- **Paraverbal Messages** - how we say the words
- **Nonverbal Messages** - our body language

These Three Components Are Used To

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

SENDING MESSAGES

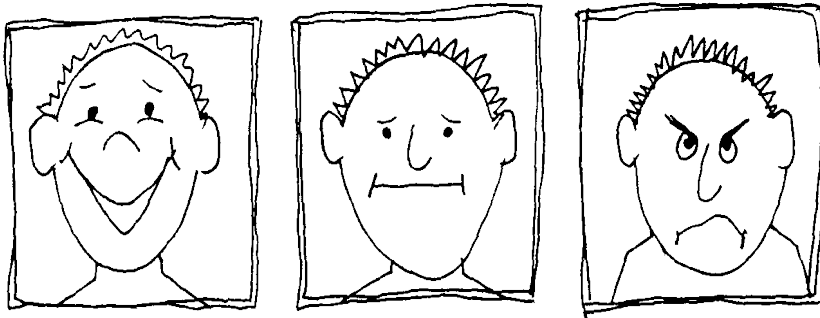
Effective Verbal Messages



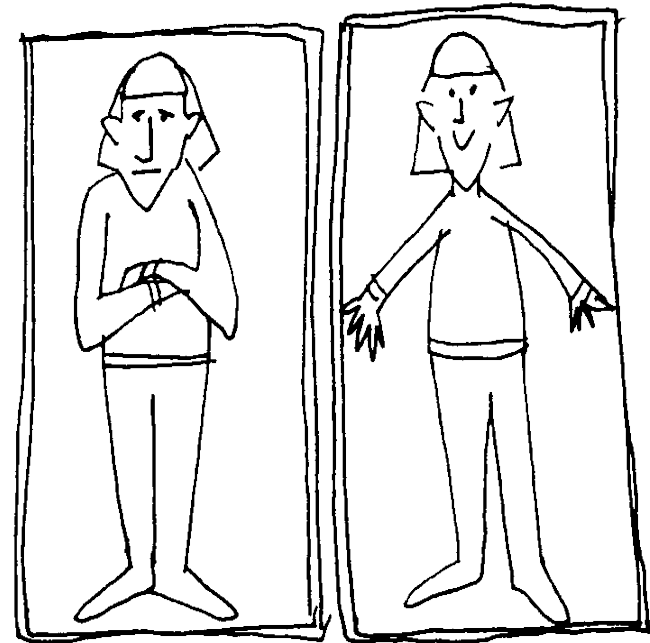
- Are brief, succinct, and organized
- Are free of jargon
- Do not create resistance in the listener

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



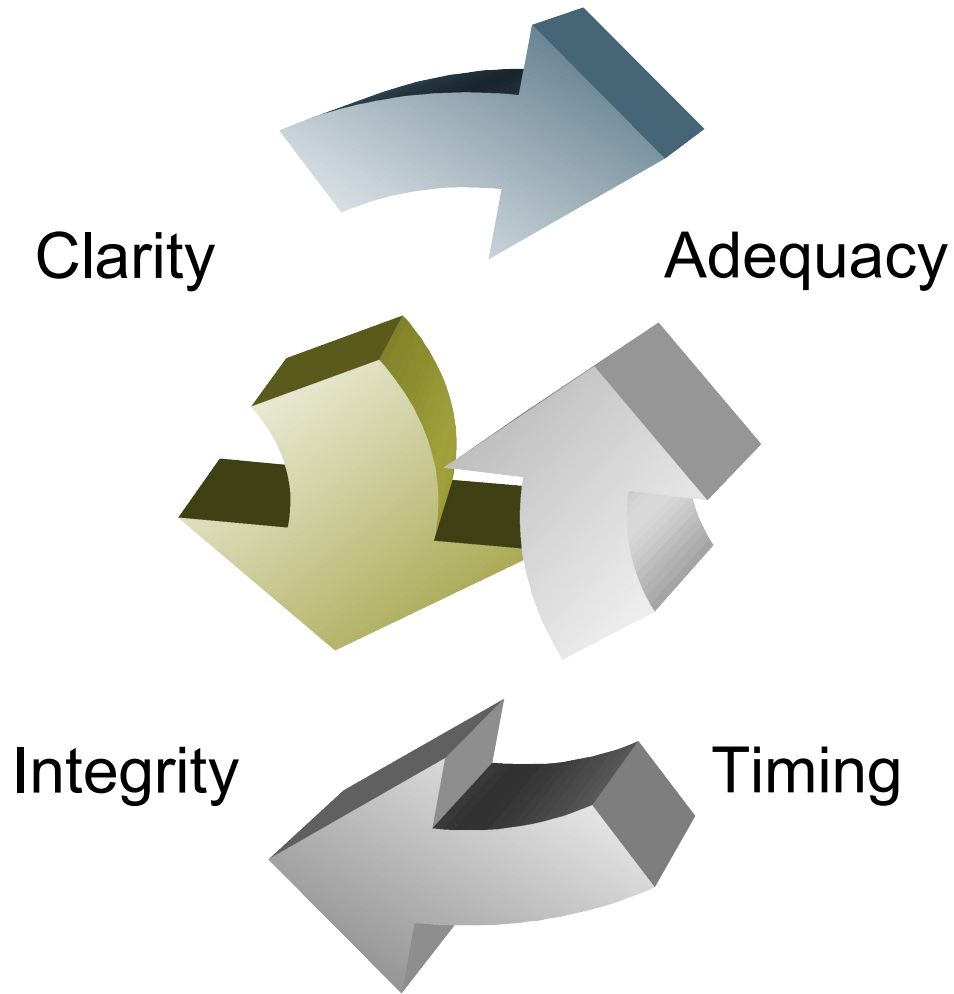
➤ **Nonverbal**

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

➤ **Verbal**

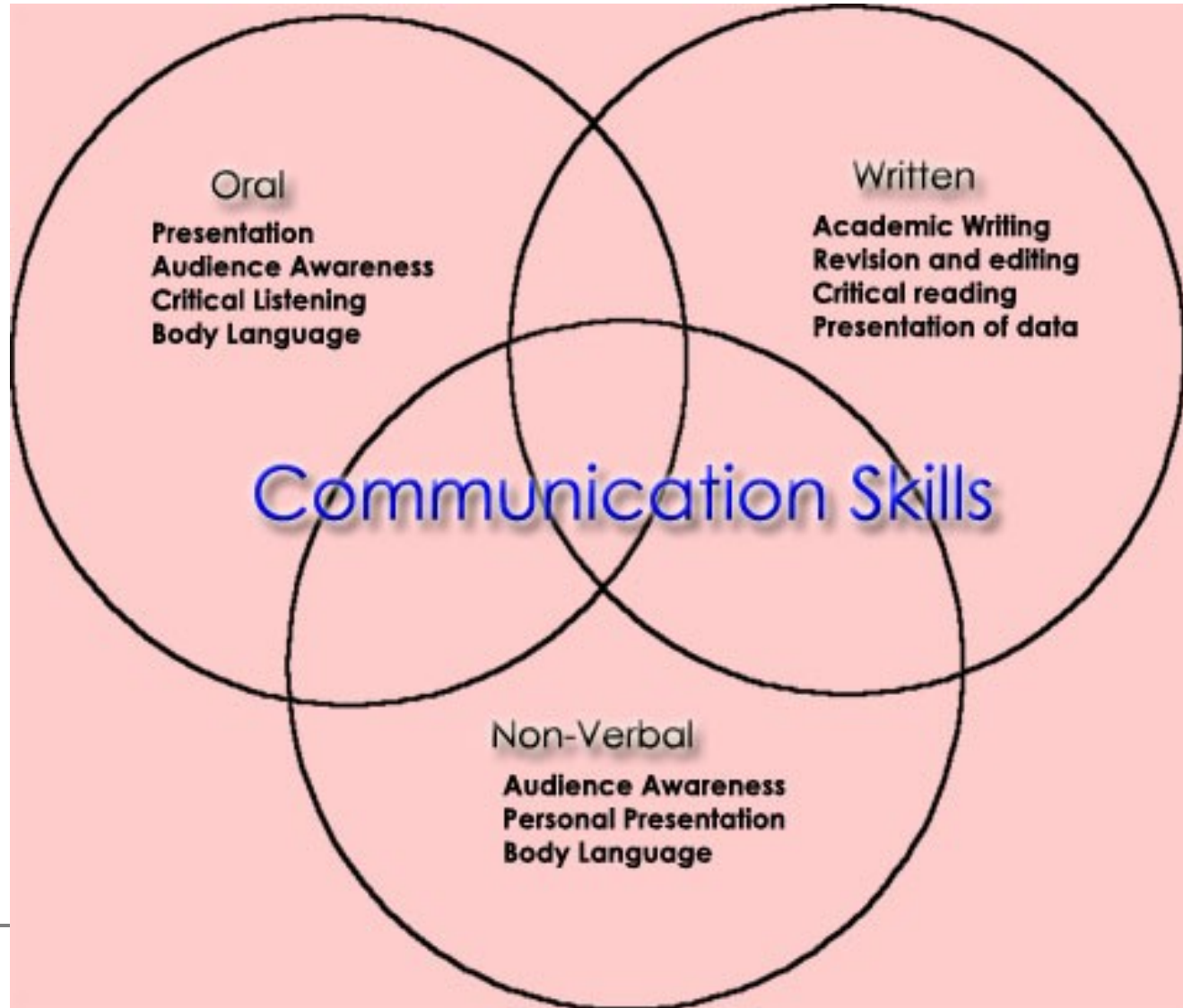
- Paying attention to the words and feelings that are being expressed

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

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.

Thanks



Deepti Singh