



# **DHIR & PARTNERS SDN BHD**

## **Effective Communication Skills**





# Objectives

- Define and understand communication and the communication process
- List and overcome the filters/barriers in a communication process
- Practice active listening
- Tips to improve verbal and non verbal communication



# What is Communication?

Communication is an Art of Transmitting Information, Ideas & Attitudes from One Another.

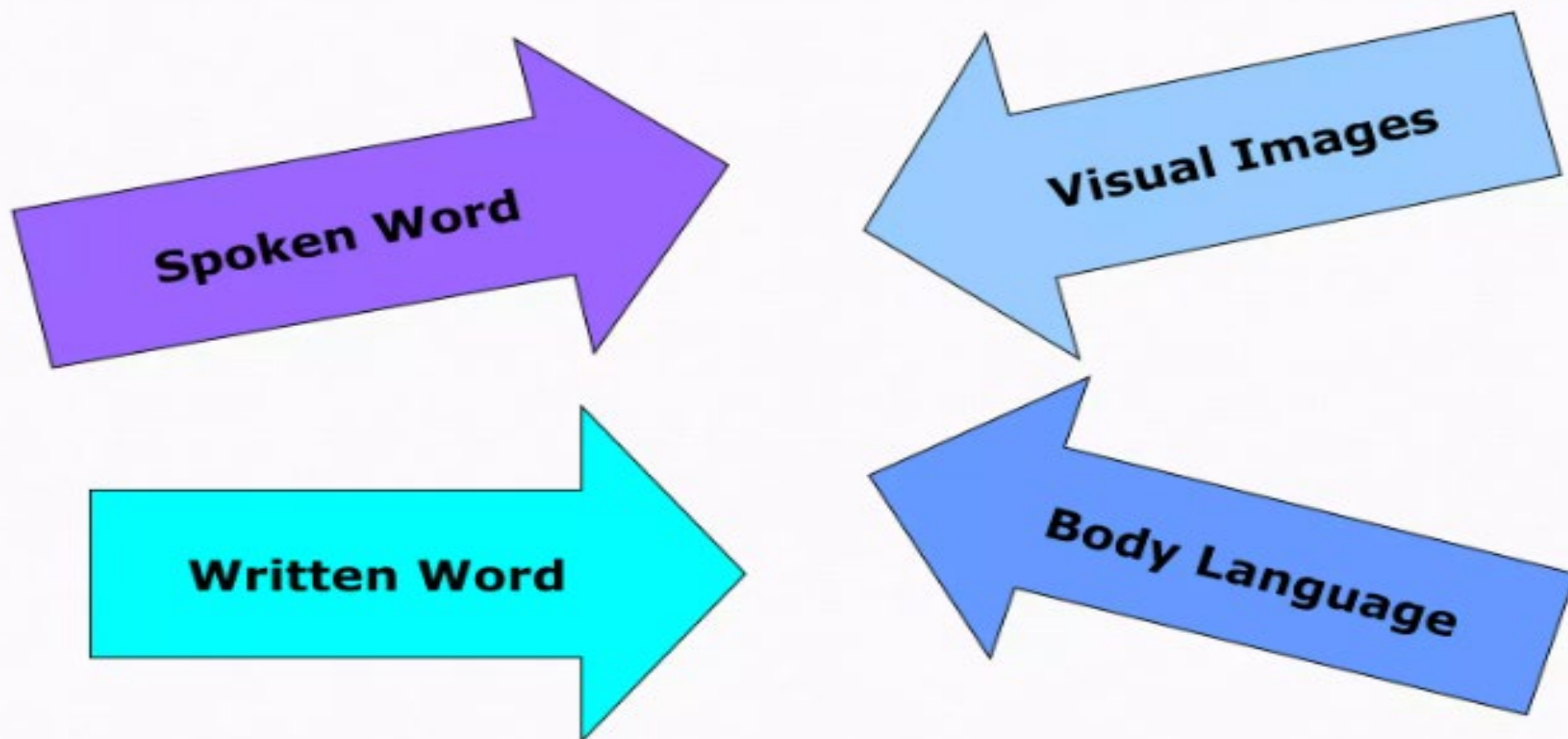
## ITS ESSENCES :

- ★ PERSONAL PROCESS
- ★ INVOLVES CHANGE IN BEHAVIOUR
- ★ MEANS TO INFLUENCE OTHERS
- ★ EXPRESSION OF THOUGHTS AND EMOTIONS





# What are the most common ways we communicate?







# Types of Communication

**Downwards Communication :** Highly Directive, from Senior to subordinates, to assign duties, give instructions.

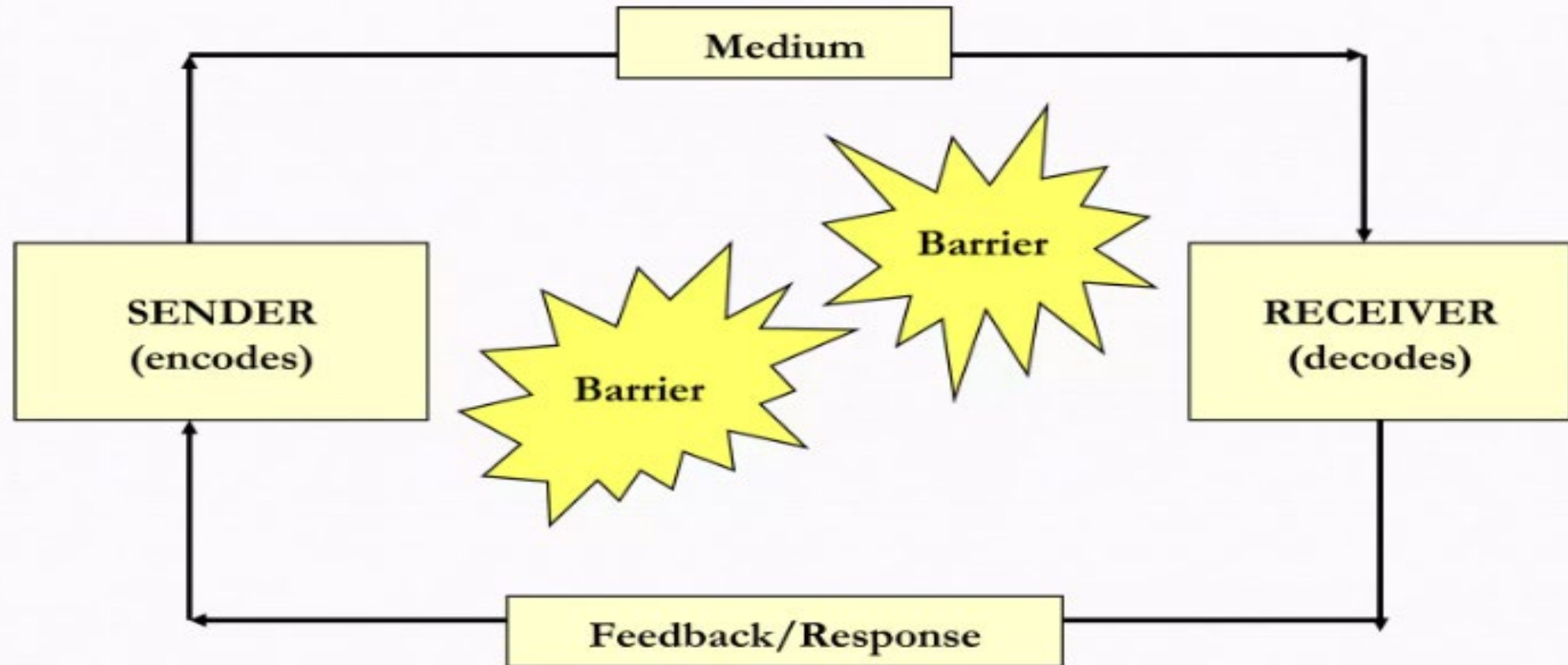
**Communication :** Among colleagues, peers at same level for information level for information sharing for coordination, to save time.

## COMMUNICATION NETWORKS

**Formal Network :** Virtually vertical as per chain of command within the hierarchy.

**Informal Network :** Free to move in any direction may skip formal chain of command. Likely to satisfy social and emotional needs and also can facilitate task accomplishment.

# The Communication Process



# 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



Listening is hard.  
You must choose to participate in the process of listening.





# VALUE OF LISTENING



- ★ Listening to others is an elegant art.
- ★ Good listening reflects courtesy and good manners.
- ★ Listening carefully to the superiors improves competence performance.
- ★ Good listening skill can improve social relations and conversation.



# ESSENTIALS OF COMMUNICATION

## DO

- ★ Always think ahead about what you are going to say.
- ★ Use simple words and phrases that are understood by every body.
- ★ Speak clearly and audibly.
- ★ 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.



# ESSENTIALS OF COMMUNICATION

## DON'Ts

- ★ Do not instantly react and mutter something in anger.
- ★ Do not use **Jargons** not understood by majority of people.
- ★ Do not speak too fast or too slow.
- ★ Do not assume that every body understands you
- ★ Do not jump to the conclusion that you have understood every thing.



# ***How to Improve Existing Level of COMMUNICATION?***



- ★ Practice Meditation.
- ★ Think And Speak.
- ★ Do Not Speak Too Fast.
- ★ Look Presentable & Confident.
- ★ Improve Pronunciation.
- ★ Work On Voice Modulation.
- ★ Work On Body Language.
- ★ Improve On Your Topic Of Discussion.





# Improving Body Language - Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Maintain eye contact
- Smile genuinely





# Q&A or QUIZ



**Success for YOU...**

**...in the new global and diverse  
workplace requires  
excellent communication skills!**

*Thank  
you*

