

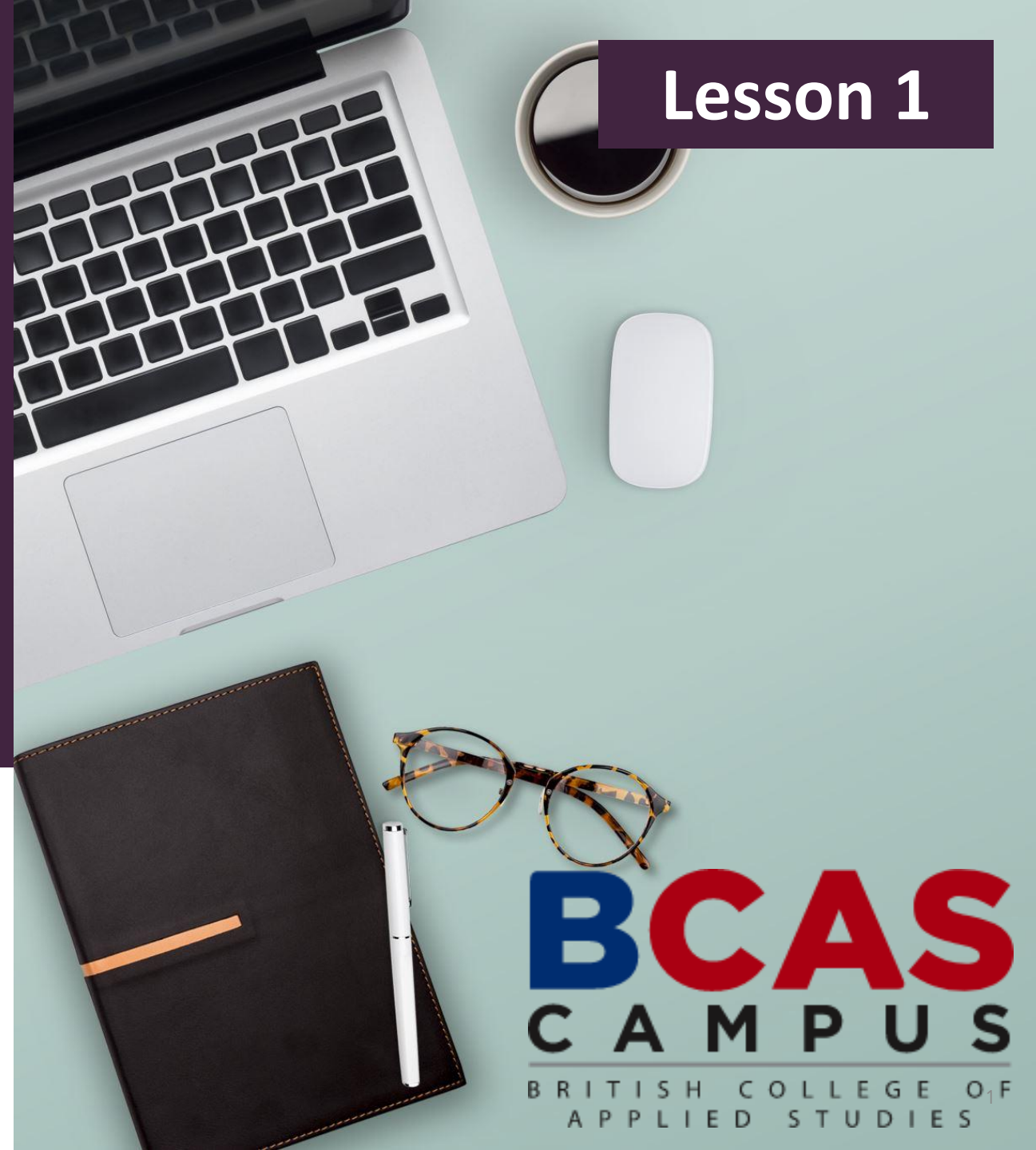
Unit 03

Professional Practice

HND in Computing

Assessor: Mafaza Nazar

Lesson 1



What is
communication?

What is the purpose of
communication?



Activity

Let's brainstorm

- What are some phrases to be used in introducing oneself and others in formal situations?
- How do you respond when introduced to somebody?

- Hi, I'm
- My name's
- I'd like to introduce myself; I'm ...
- Let me introduce myself; I'm ...

- Let me introduce...
- This is
- I'd like you to meet...
- Please meet....
- Have you met.....?

- Nice to meet you!
- How do you do!
- It's a pleasure to meet you.
- Pleased to meet you.

Greetings & Introductions

- List the instances in which you have to make introductions (either self or others) in a business environment.
- What kind of information should be included in such instances?

When Introduced

- Stand up
- Smile and make eye contact
- State your greeting
- Shake hands

When you are the introducer

- Offer some information about the person you are introducing
- State the name in full

Activity

- Imagine you are going for an interview at IFS IT company in Colombo. You are asked to do a self-introduction at the interview. Record a one-minute video of your self-introduction.

Let's evaluate the self introduction

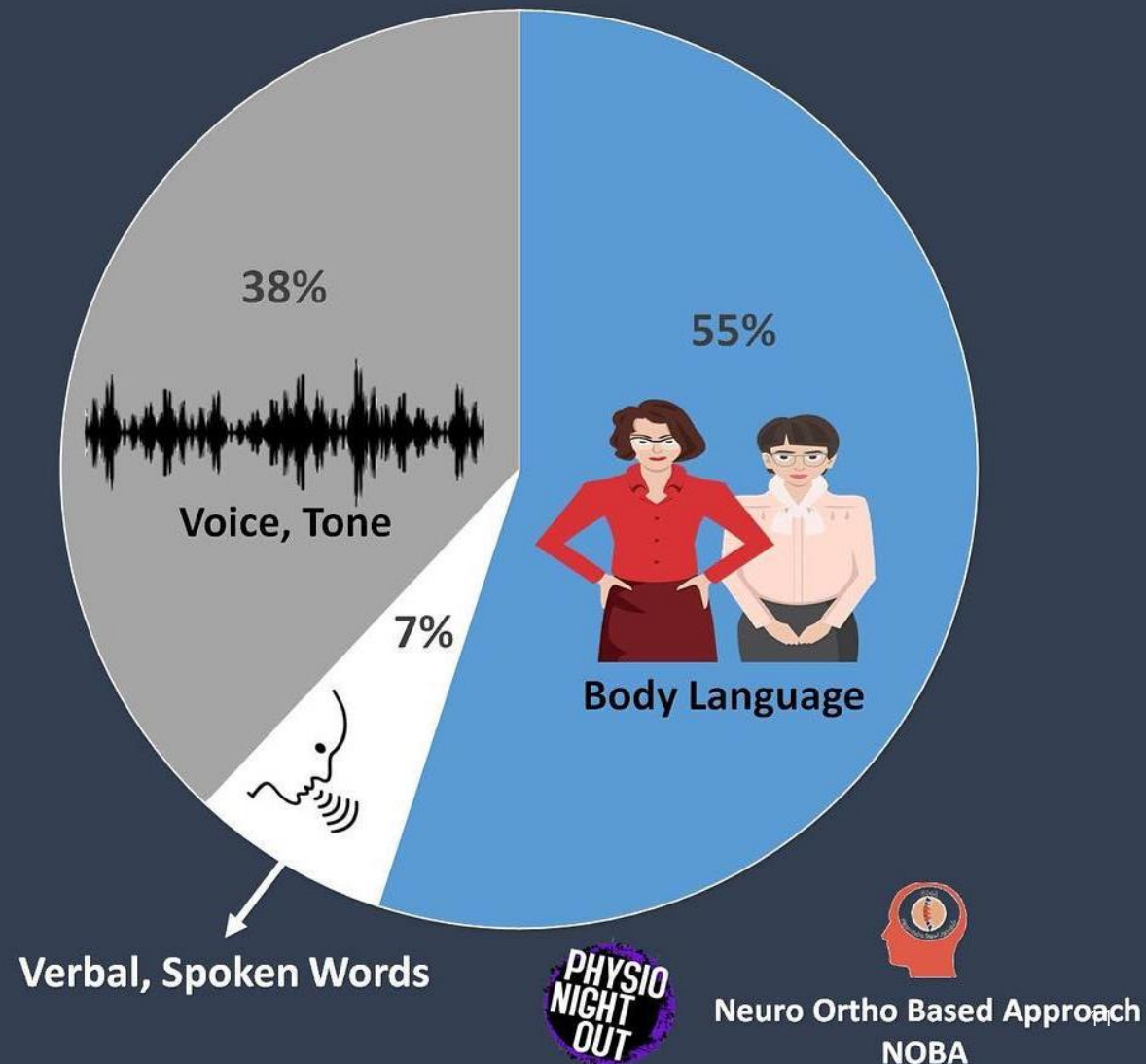
- Eye contact
- Facial expressions
- Postures
- Gestures
- Appropriateness of content
- Vocal quality

What is effective Communication?

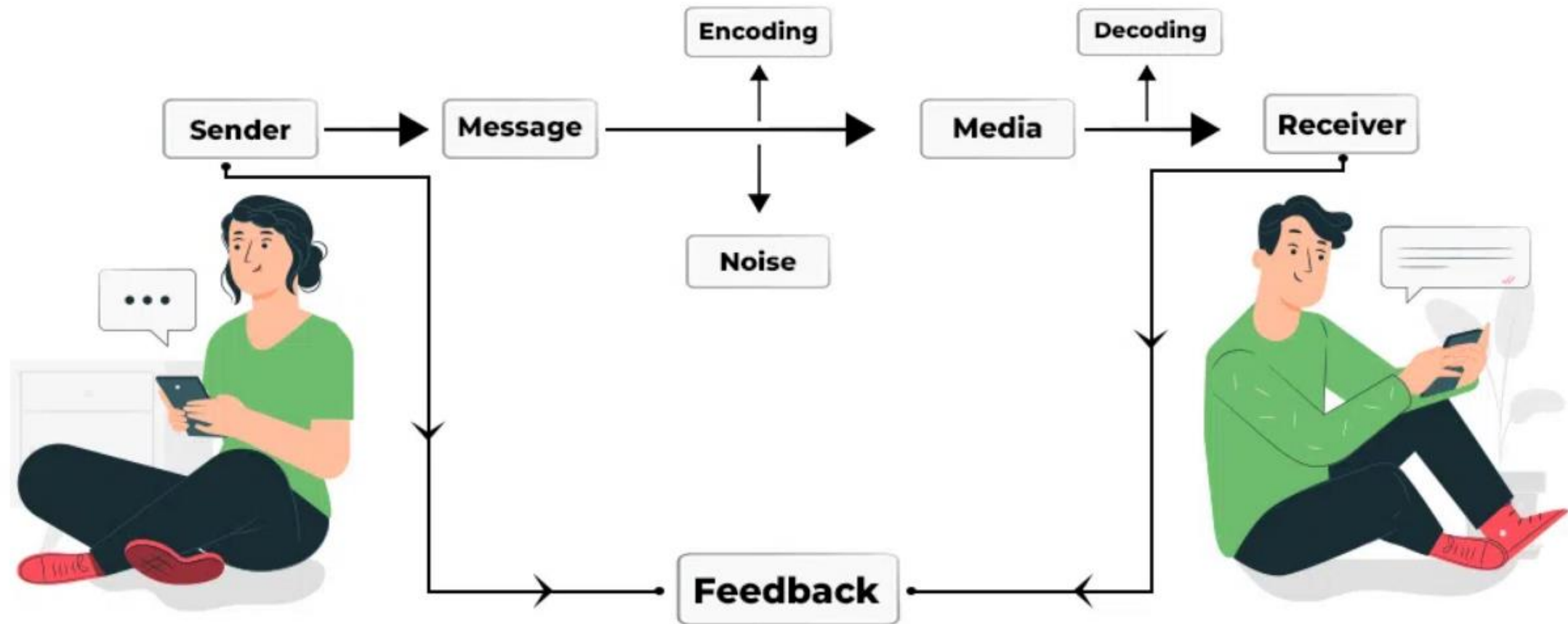
Exchanging ideas, thoughts, opinions, knowledge, and data so that the message is **received and understood** with clarity and purpose

Effective Communication

Mehrabian Rules of Communication



Communication Process



Characteristics of Communication

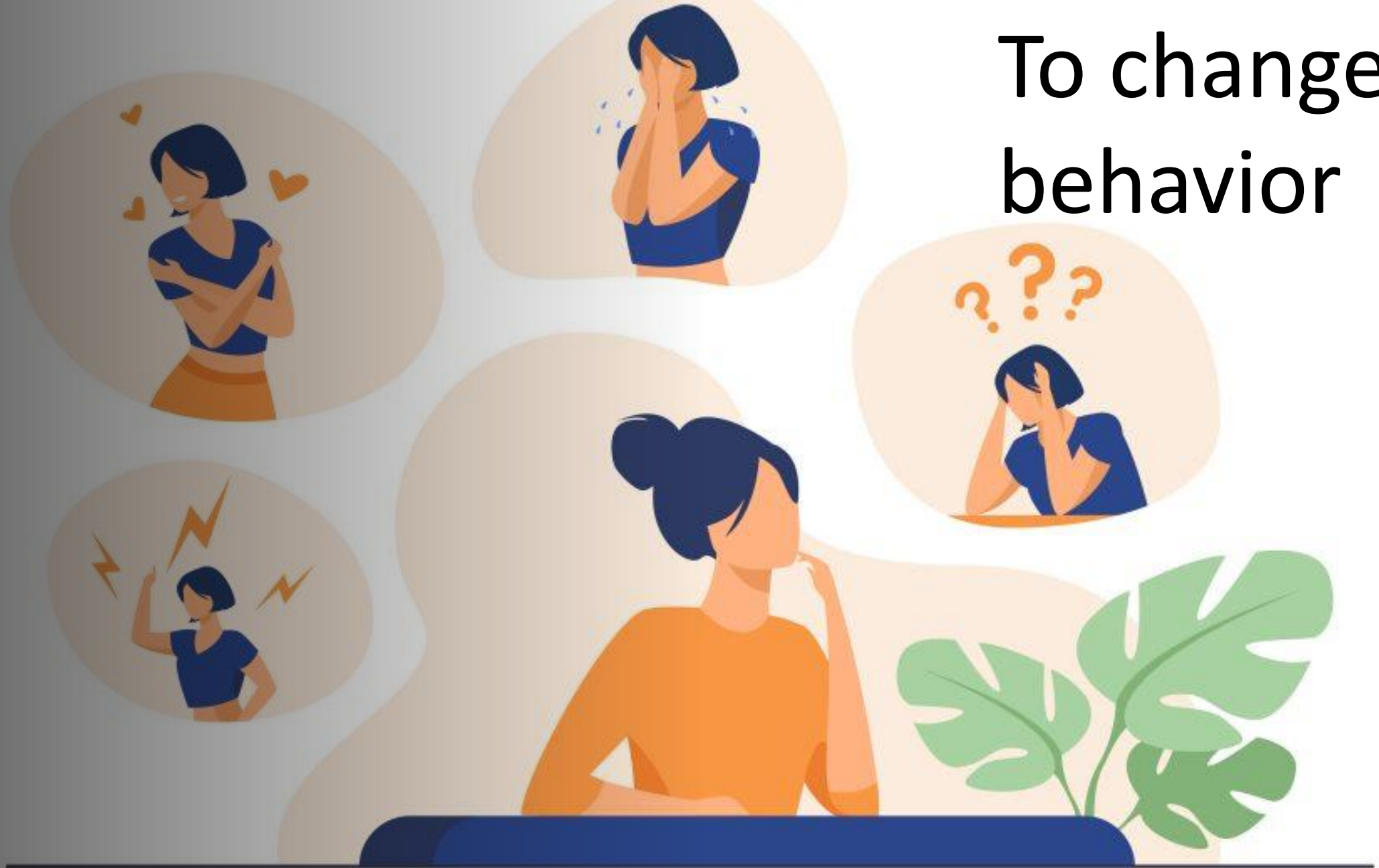
- **Exchange of Information:** Involves the sharing of ideas, thoughts, or messages.
- **Sender and Receiver:** Requires both a sender and a receiver.
- **Verbal or Non-Verbal:** Can be spoken, written, or conveyed through gestures.
- **Encoding and Decoding:** Information is translated into understandable forms.
- **Feedback Loop:** Allows for confirmation and clarification of the message.

Characteristics of Communication

- **Contextual:** Affected by the situation, culture, and environment.
- **Purposeful:** Often has a goal, such as informing, persuading, or entertaining.
- **Transactional:** Both sender and receiver contribute to the interaction.
- **Noise:** External factors that may interfere with effective communication.
- **Dynamic:** Communication constantly evolves, adapting to changing needs and contexts.

Why Communication?

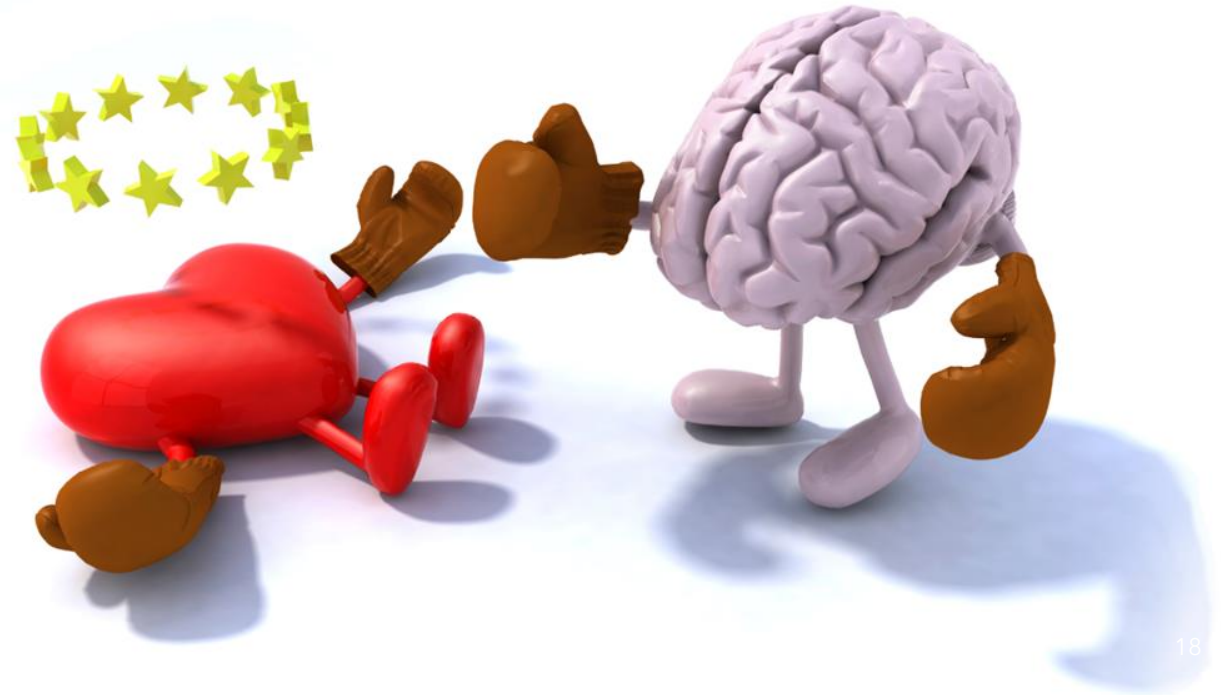
To change in
behavior



To Influence others



To express our thoughts and emotions
through words & actions.





It is a tool for controlling and motivating people.

It is a social and emotional process.

To entertain

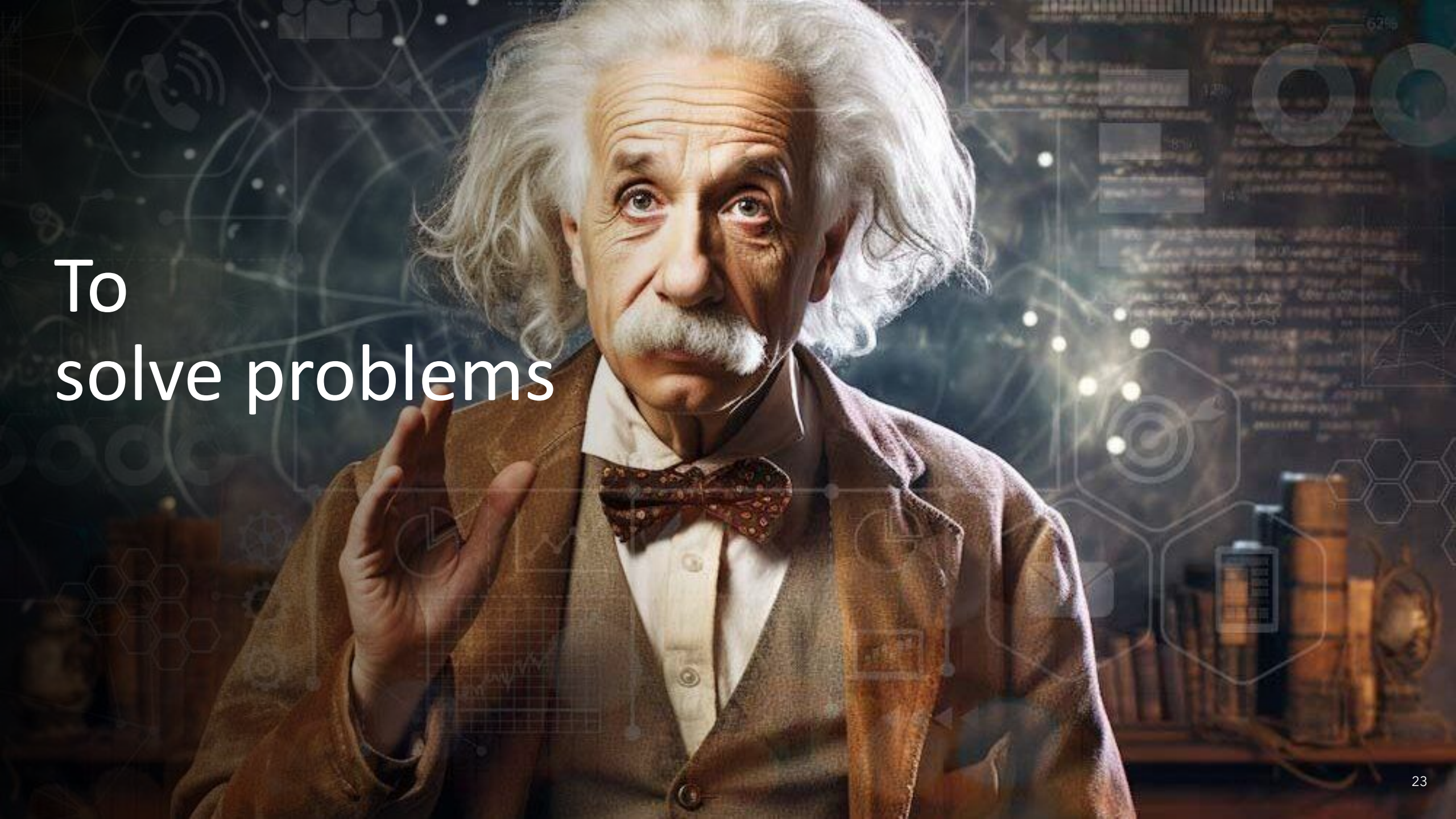


To educate



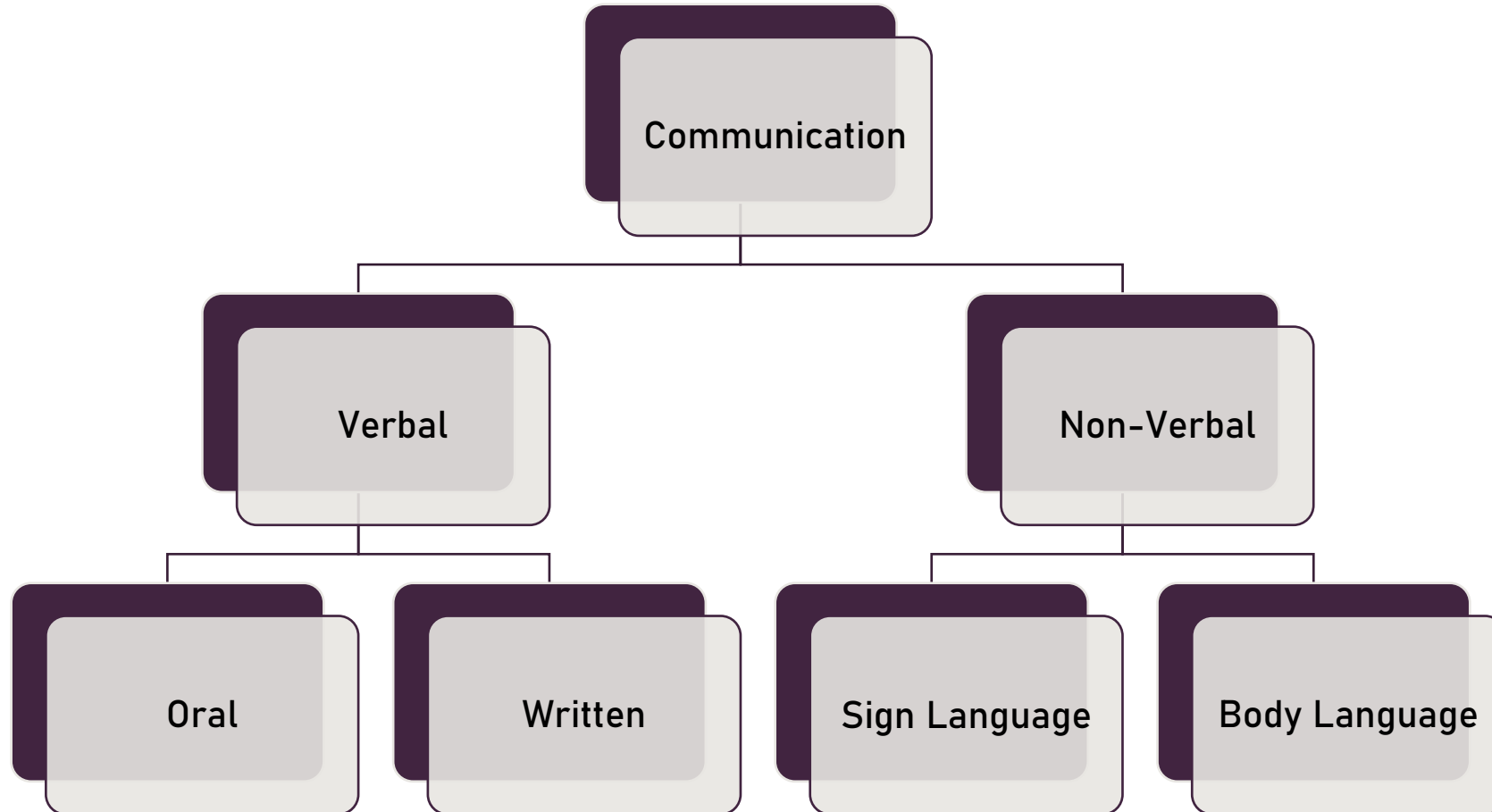
To establish
relationship



A portrait of Albert Einstein, looking directly at the camera with a slight smile. He has his characteristic wild white hair and a mustache. He is wearing a brown jacket over a grey vest and a white shirt with a patterned bow tie. His right hand is raised, palm facing forward, in a gesture. The background is a dark, textured wall with faint, glowing digital overlays, including icons of a lightbulb, a gear, a target, and various charts and graphs. The overall tone is intellectual and innovative.

To
solve problems

Forms of Communication



Let's watch a video

Verbal Communication

- Use **spoken(oral)** and **written** words to get our message and information across to the other person.



Oral Communication



**Face to face
conversation**



**Group
Discussions**



**Speech and
Presentation**

Oral Communication



**Telephone
conversation**



Interviews



Debate

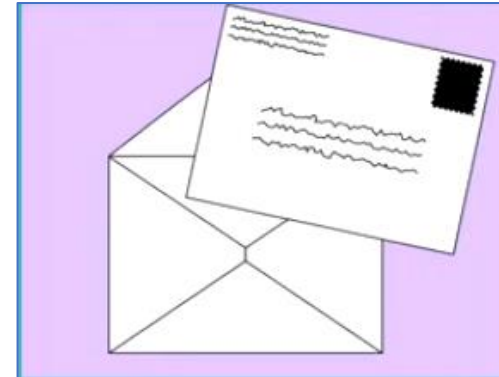
Written Communication



Report



Email



Letters



SMS



Notice



Memos



Contract



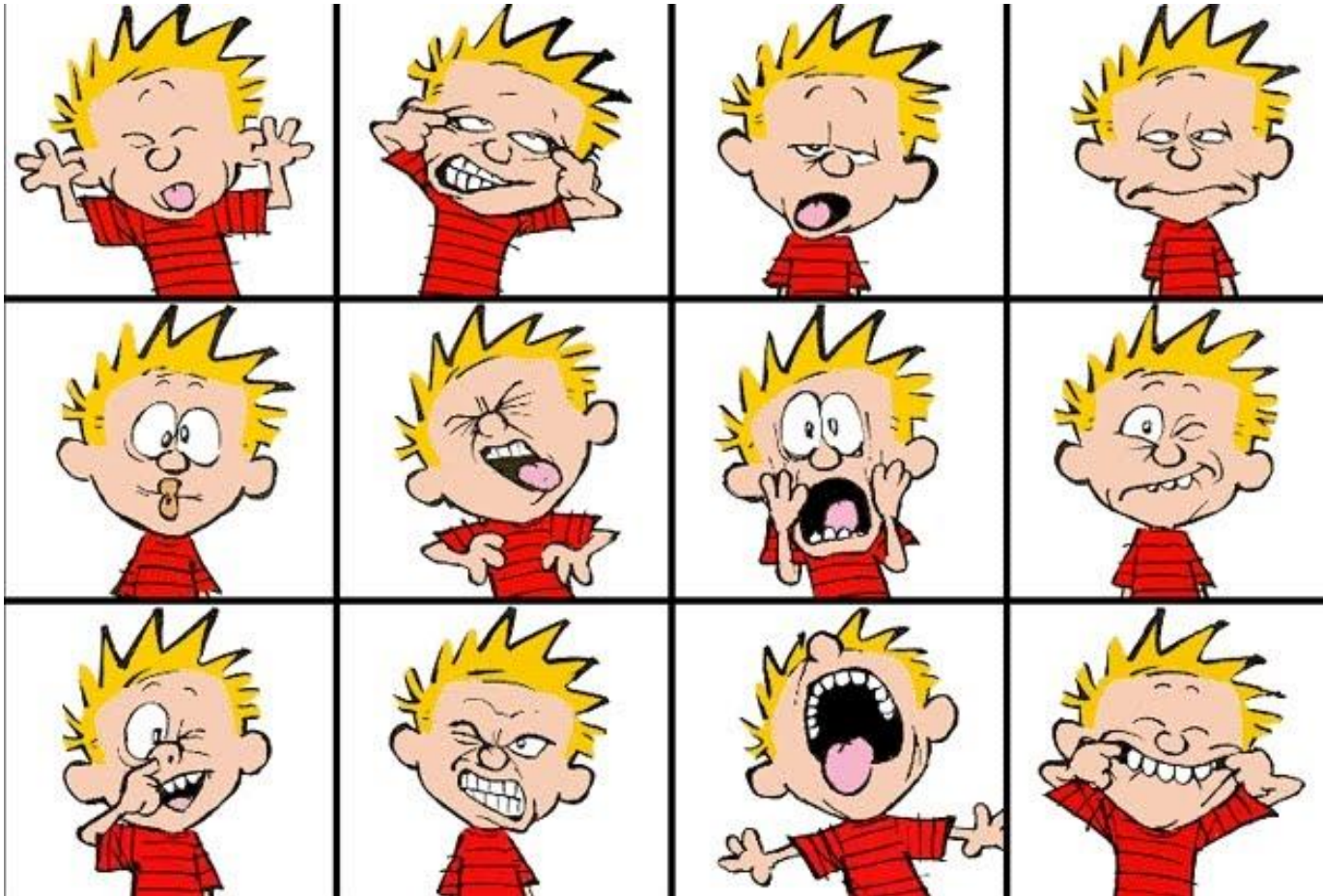
Manual

Non-Verbal Communication

- The transfer of information through body language, facial expressions, gestures, created space and more.



Facial Expressions



Body Language



Gestures



Eye Contact



**Showing confidence
and attentiveness**

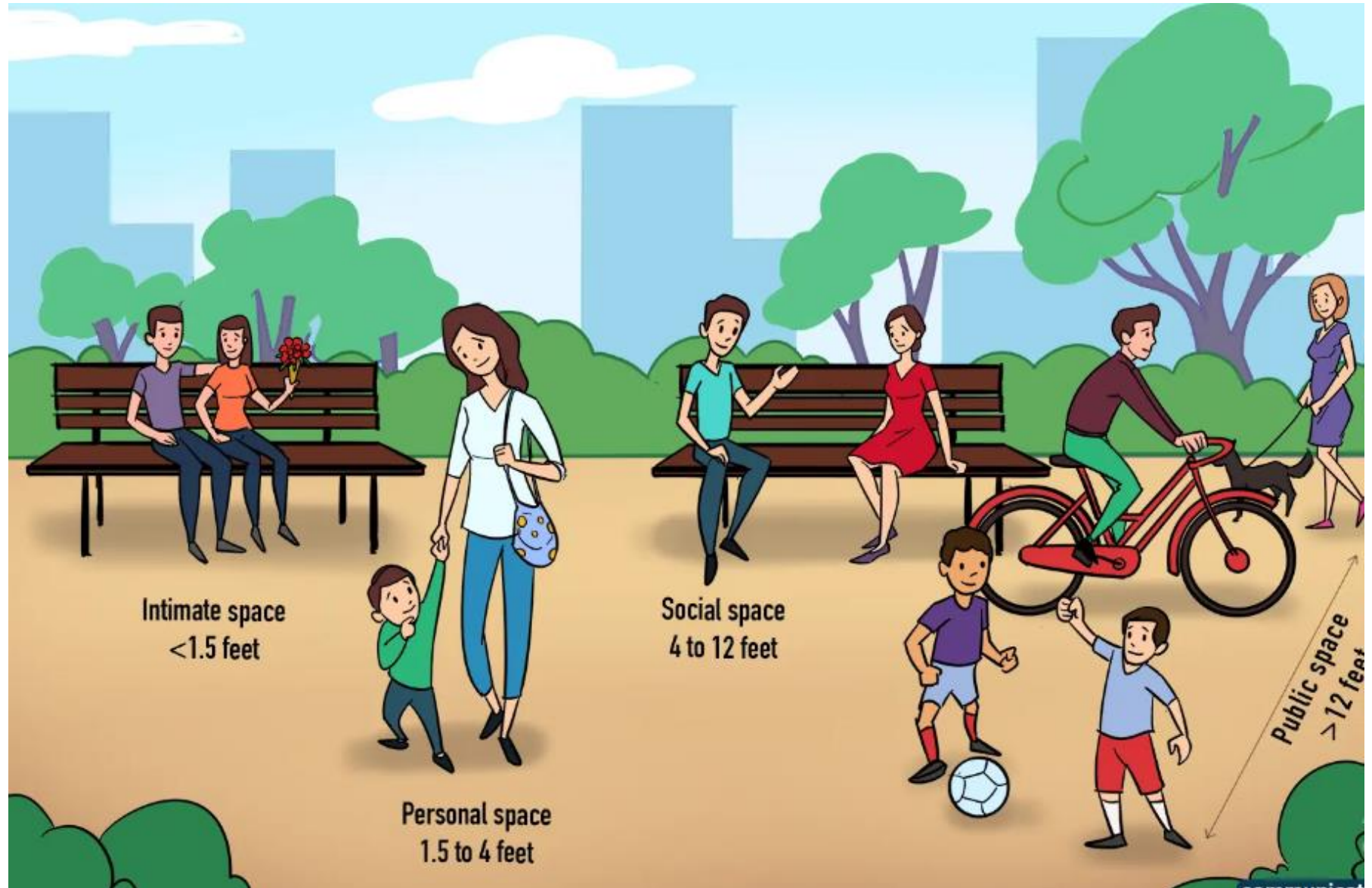


**Indicating discomfort
& dishonesty**



Proxemics

It is the study of physical space in interpersonal relations.



Tone of Voice



Cultural differences

- Nonverbal communication cues can differ significantly across various cultures.



The Handshake

- The only acceptable physical contact for men & women in the business arena
- Remember:
You are judged by the quality of your handshake.





A good handshake:

- Is firm but not bone-crushing
- Lasts about 3 seconds
- May be "pumped" once or twice from the elbow
- Is released after the shake, even if the introduction continues
- Includes good eye contact with the other person

Extend a hand when:

- Meeting someone for the first time
- Meeting someone you haven't seen for a while
- Greeting your host(ess)
- Greeting guests
- Saying good-bye to people at a gathering
- Someone else extends a hand

Note: avoid giving a cold, wet handshake by keeping your drink in the left hand.

Thank You!

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