

# Basic Communication Skills



- ❖ **Purpose of Communication**
- ❖ **Communication Process**
- ❖ **Barriers of Communication**
- ❖ **Overcome Communication Barriers**
- ❖ **Types of Communication**
- ❖ **Styles of Communication**
- ❖ **Communication Principles**
- ❖ **Skill & Active Listening**
- ❖ **Present Yourself Successfully**
- ❖ **Effective Communication**
- ❖ **Communication Tips**

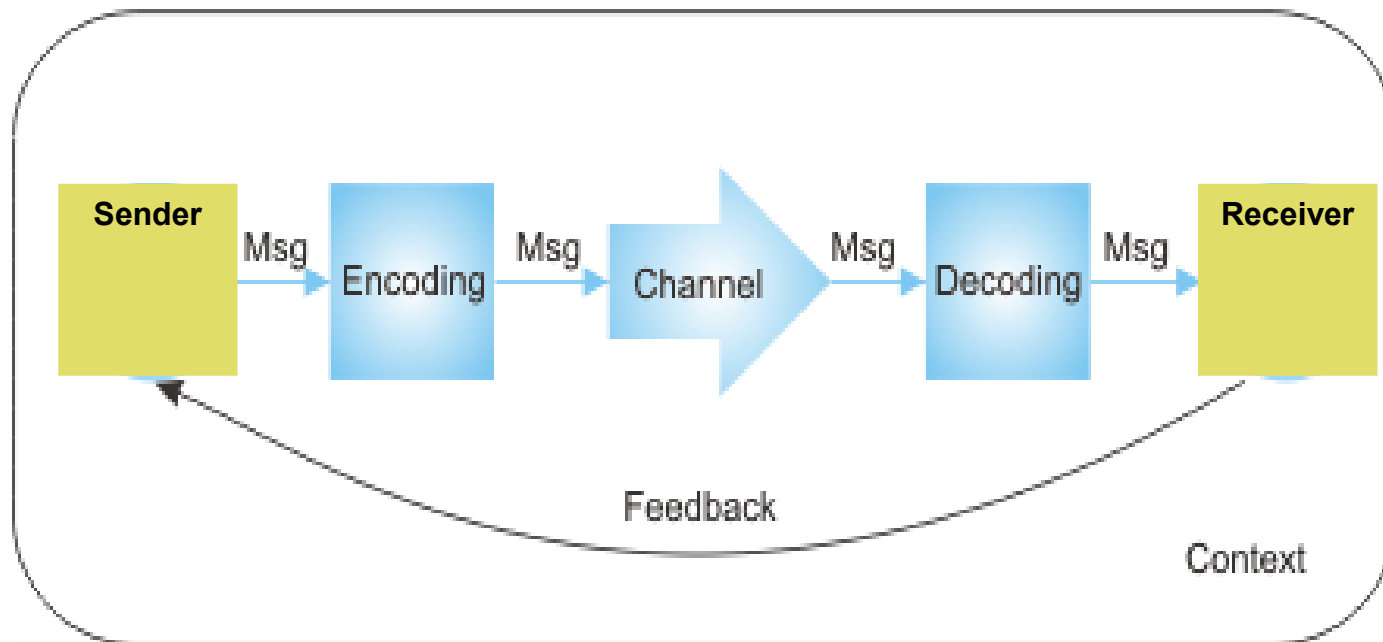
# Purpose of Communication



- ❖ The purpose of communication is to get **your message** across to others **clearly** and **unambiguously**
- ❖ This involves effort from **both** the **sender** of the message and the **receiver**
- ❖ Communication is **only successful** when both the sender and the receiver **understand the same information** as a result of the communication

# Communication Process

## The Communications Process



# Barriers of Communication

- ❖ The **non-verbal barriers** are:
  - **Differences** in culture, education, perception, feeling, prejudice, characteristic, relationship etc.
  - Lack of listening, understanding etc.
  - Gestures
  
- ❖ The **verbal barriers** are:
  - Language, pronunciation, word usage

# Overcome Communication Barriers



1. **Understand** the differences of **cultures**, of individuals
2. **Acknowledge** the values of other cultures, religions, individuals
3. **Do not criticize**
4. **See “differences are opportunity”**

# Types of Communication

## Verbal

- ✓ **Speak**
- ✓ **Write**



## Non-verbal

- ✓ **Body-language**
- ✓ **Tone**
- ✓ **Smile**
- ✓ **Eye contact**
- ✓ **Appearance**
- ✓ **Etc.**



# Styles of Communication

## 1. **Aggressive** Communication

- You should, must...

## 2. **Passive** Communication

- Always agrees...

## 3. **Passive-Aggressive** Communication

- Appearance doesn't reflect their thinking

## 4. **Assertive** Communication

- Active listener, honestly...



# Aggressive

- ❖ The goal of the aggressor is **to win at all costs; to be right.**
- ❖ **Does not consider actions a risk** because this person thinks they will always get their way. It is risky in terms of relationships.
- ❖ **Puts others down, Doesn't ever think they are wrong, Bossy, Know-it-all attitude, Doesn't show appreciation**

# Examples of Aggressive

- ❖ *"I don't know why you can't see that this is the right way to do it."*
- ❖ *"It's going to be my way or not at all."*
- ❖ *"You're just stupid if you think that will work."*
- ❖ *"Who cares what you feel. We're talking about making things work here."*
- ❖ *"You must (should, ought better).", "Don't ask why. Just do it."*

# Passive

- ❖ The goal of being a passive communicator is **to avoid conflict** no matter what.
- ❖ **Trusts others, but not self** , Doesn't express own wants and feelings
- ❖ **Little risk involved – very safe.**
- ❖ **Little eye contact, often defers to others' opinions, usually quiet tone.**
- ❖ **Indirect, Always agrees, Doesn't speak up, Hesitant**

# Example of Passive

- ❖ *"I don't know."*
- ❖ *"Whatever you think."*
- ❖ *"You have more experience than I. You decide."*
- ❖ *"I'll go with whatever the group decides."*
- ❖ *"I don't care. It doesn't matter to me."*
- ❖ *"You should do it.", "You have more experience than I do.", "I can't.....", "This is probably wrong, but..."*
- ❖ *"Yes, yes, yes, yes, yes, yes, yes. . . NO!"*

# Passive-Aggressive

- ❖ Is a style in which individuals appear passive on the surface but are really acting out anger in a subtle
- ❖ The goal of this style is to avoid conflict.
- ❖ Avoids risk initially, risks relationships later
- ❖ Behaves passively to people's face, then aggressively when they are not around. Often uses sarcasm.

# Examples of Passive-Aggressive



- ❖ *“Sure, doctor. I’d be happy to write that verbal order,” but back on the unit the order is “forgotten.”*
- ❖ *“I love your hair color. Most people probably can’t even tell it’s been dyed.”*

- ❖ Believes self and others are valuable
- ❖ Knowing that assertiveness doesn't mean you always win, but that you handled the situation as effectively as possible
- ❖ Active listener; Expresses self directly, honestly; Checks on others feelings; Trusts self and others; etc.

# Examples of Assertive

- ❖ *“So what you’re saying is. . . .”*
- ❖ *“I can see that this is important to you, and it is also important to me. Perhaps we can talk more respectfully and try to solve the problem.”*
- ❖ *“I think. . . I feel. . . I believe that. . . .”*
- ❖ *“I would appreciate it if you. . . .”*
- ❖ *“I choose to...”, “What are my options?”, “What alternatives do we have?”*



# Effective Sending Information

## ❖ Communication methods

### ➤ Speaking

- *Prepare a head of time*
- ***Get attention***
- ***Speak clearly***
- *Use common word and expression*
- *Tone & voice suit with env. & situation*
- *Repeat*

### ➤ Writing

- *Knowledge of reader*
- *More information*
- *Vocabulary*
- *Writing styles*
- *Order & presentation*

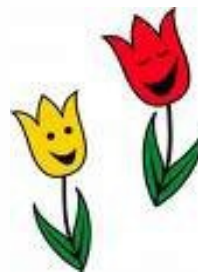
# Communication Principles



- ❖ **ABC (Accuracy, Brevity, Clarity)**
- ❖ **5C (Clear, Complete, Concise, Correct, Courteous)**
- ❖ **Listen and respond**
- ❖ **Smile**
- ❖ **Remember names**
- ❖ **Do not show off**
- ❖ **Honest**
- ❖ **Etc.**

# Present Yourself Successfully

- ❖ Look
- ❖ Clothes
- ❖ Face expression
- ❖ Posture
- ❖ Word usage
- ❖ How...
- ❖ First impression
- ❖ Appear more approachable & confidence



- ❖ **Smile, maintain good eye contact**
- ❖ **Clear communication**
- ❖ **Think then speak**
- ❖ **Develop clear your main points**
- ❖ **Stay aware of not only what is said but how you say it**
- ❖ **Focus on Professional Communication & Behavior**

❖ **Asking yourself**



❖ **Phone communication**



❖ **Email communication**



# Communication Tips

## Asking Yourself



- ❖ Is clear & understandable?
- ❖ Convey respect for listeners
- ❖ Is open/allow response?
- ❖ Is consistent with/use emotion?
- ❖ Seek mutual understanding
- ❖ Avoid assumptions

# Communication Tips

## Phone (1/2)



### ❖ Answering the Phone:

- Answer promptly—within two rings, if possible
- Identify yourself, as well as the company. Include a warm greeting
- Watch your tone. If you're bored, you'll sound bored. Smiling helps
- Get their name and the reason they are calling

### ❖ Placing a Caller on Hold:

- Always ask first if you can place them on hold. Give them the specific reason
- Thank them for holding before resuming the conversation

# Communication Tips

## Phone (2/2)



### ❖ Saying Goodbye:

- Make sure all of their needs have been met before hanging up
- Let the caller hang up first

### ❖ Remember:

- Always be polite
- Be cordial, don't interrupt
- Make sure all of their need
- Don't use your cell phone during a meeting
- Do NOT eat or chew gum while on the phone



# Communication Tips

## Face to Face



- ❖ Make eye contact at first greeting and during conversation
- ❖ Always make introductions when possible
- ❖ Listen and treat all opinions respectfully

# Communication Tips

## Email



- ❖ **Begin each email with a greeting, such as Hi..., Hello..., Dear...**
- ❖ **Ensure subject line accurately reflects the contents and nature of your email**
- ❖ **Change subject upon email exchanges**
- ❖ **Be as concise as possible**
- ❖ **Responsibly forward another person's email correspondence and attachment**
- ❖ **Reply to emails in timely manner**
  - Also good to give the sender a quick heads-up that you have received their email and will review to answer all of their questions soon
- ❖ **Do not abuse email at work for personal purpose**

# Communication Tips

## Others



- ❖ Stay calm and relax
- ❖ Wait for him to finish speaking
- ❖ Take time and collect your thoughts
- ❖ Speak simple and professional
- ❖ Humor is important but be serious
- ❖ Do not touch your face during speaking
- ❖ Make plan to communicate
  - Why, what, who, how, when, where to communicate

# Thank You!



## Q & A