



# Communication Skill

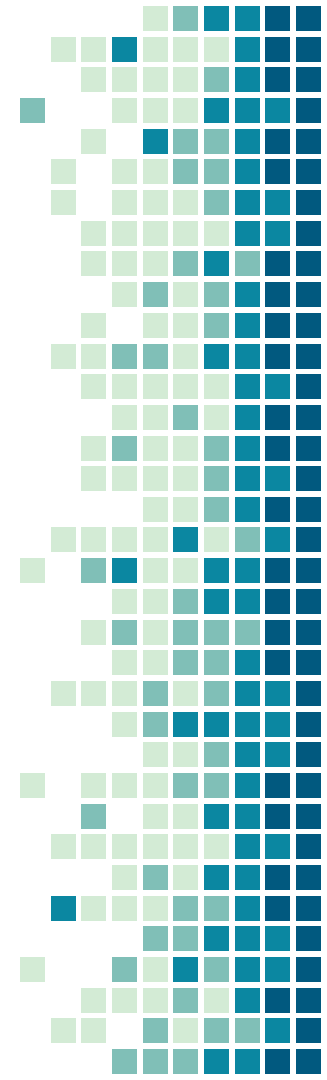
## Soft-skills

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*Present by Lương Vĩ Minh*  
*Credited by Ngô Chánh Đức*

# Agenda

- Question

1. What is Communication?
2. Efficiently Communicate
3. Active Listening
4. Convince Skill
5. Writing Email



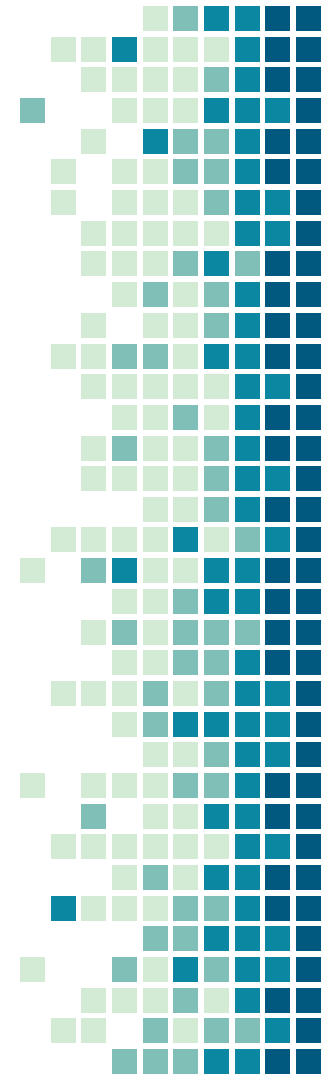
# Question



# Discussion

- Group discuss
- Duration: 5 minutes

## What is Communication?



# Communication



# Communication Model



# Communication Model

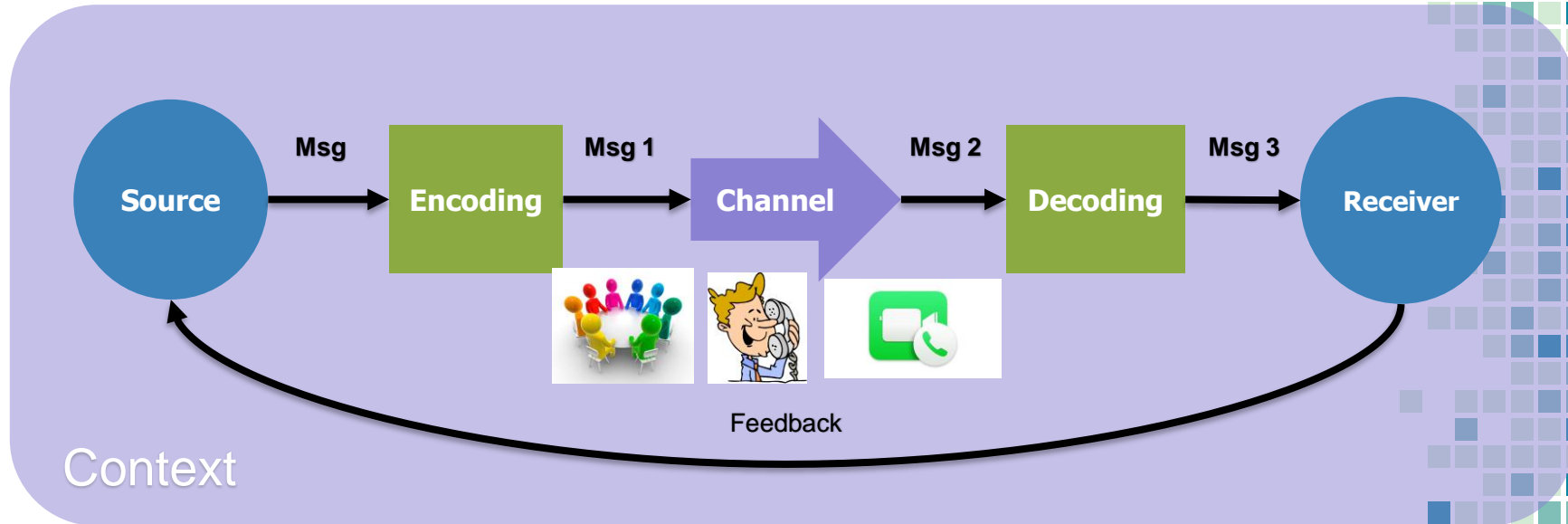
- Why do we need feedback?



WHY ?

# Communication Process

Source: "**The Mathematical Theory of Communication**," Copyright 1949, 1998, by the Board of Trustees of the University of Illinois.





# Example

You fall in love with a classmate and want to become her/his boy-friend/girl-friend

**→ *How do you express your feeling to her/ him?***

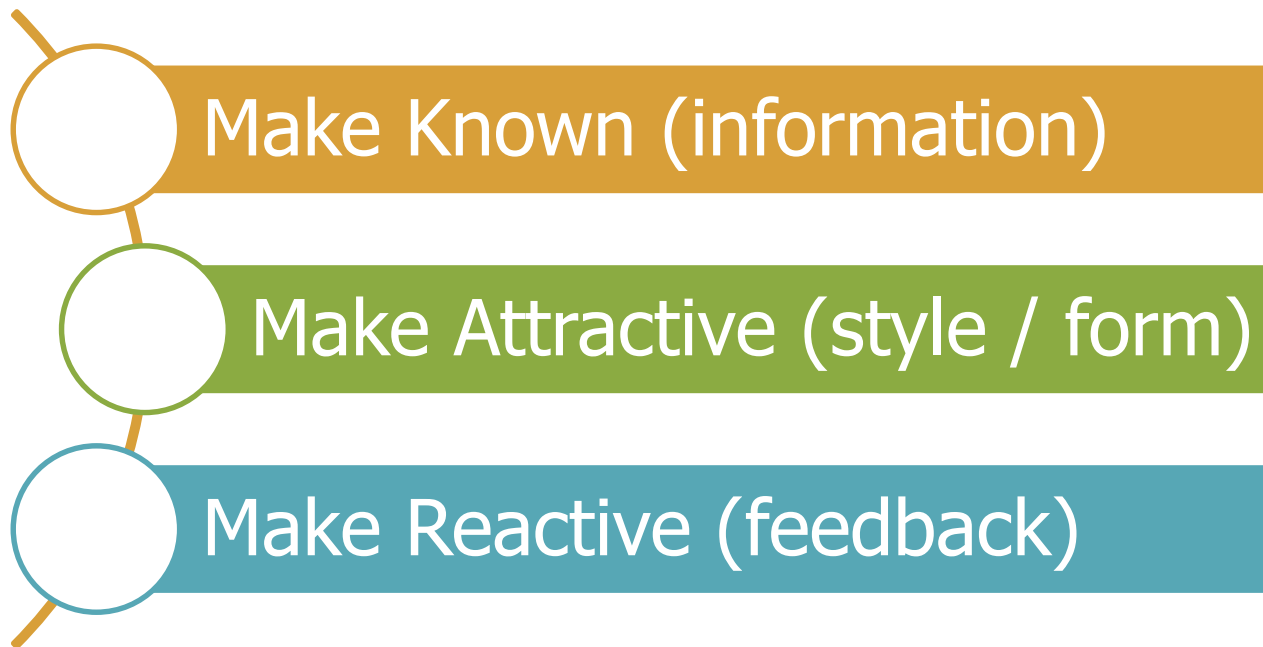
# Example



# Efficiently Communicate

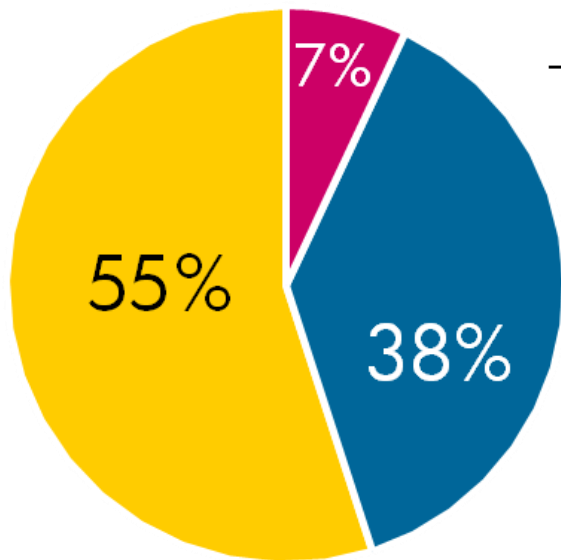


# Efficiently Communicate



# Efficiently Communicate

by [Prof. Albert Mehrabian](#) of the [University of California in Los Angeles](#) (1970s)



Dr. Albert Mehrabian's 7-38-55% Rule

## Elements of Personal Communication

- 7% spoken words
- 38% voice, tone
- 55% body language

# Non-verbal communication

Eyes

Face

Gesture

Distance

Body  
language

Tone, Voice

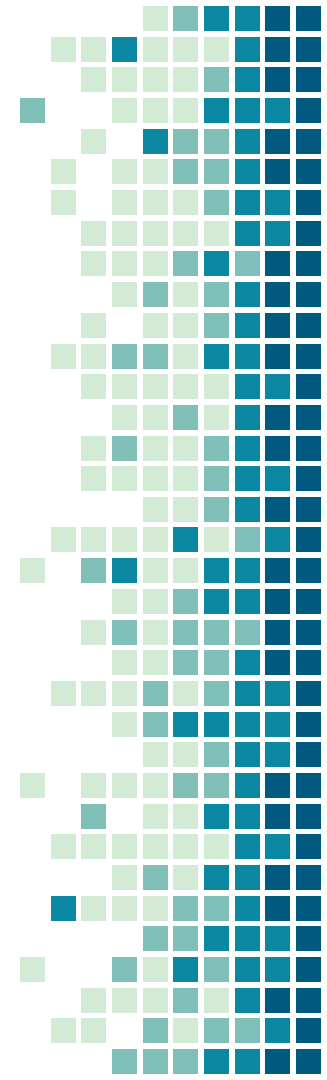
Posture



# What Is Your **Hidden Language** Saying?

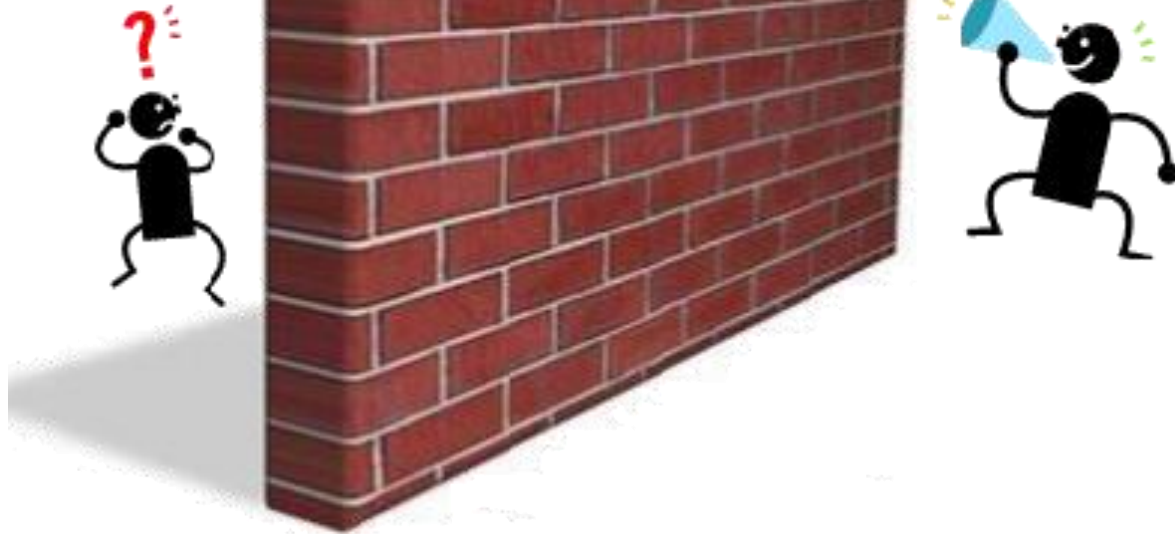


# Body language





# What are the barriers to Effective Communication?



# Barriers to Effective Communication



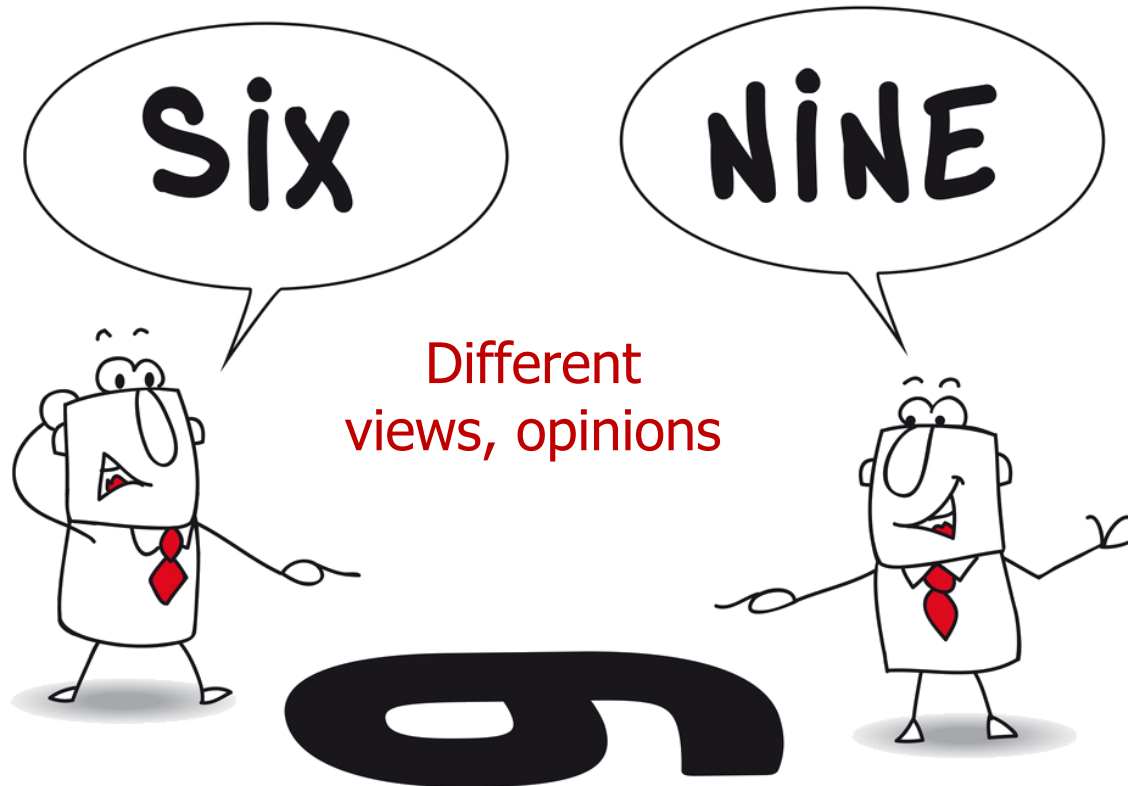
Use complicated words, jargon.

# Barriers to Effective Communication



Distraction, Lost focus

# Barriers to Effective Communication



# Barriers to Effective Communication



Disabilities speaking / listening

# Barriers to effective communication

- Different language
- Foreign language

## British & American English

**British**  
trainers



**American**  
sneakers  
*/ˈsniː kərs/*

**British**  
jumper  
pullover



**American**  
sweater  
*/ˈswetər/*

**British**  
waistcoat



**American**  
vest  
*/ˈvest/*

**British**  
braces



**American**  
suspenders  
*/səˈspendəz/*



American English at State

[americanenglish.state.gov](http://americanenglish.state.gov)

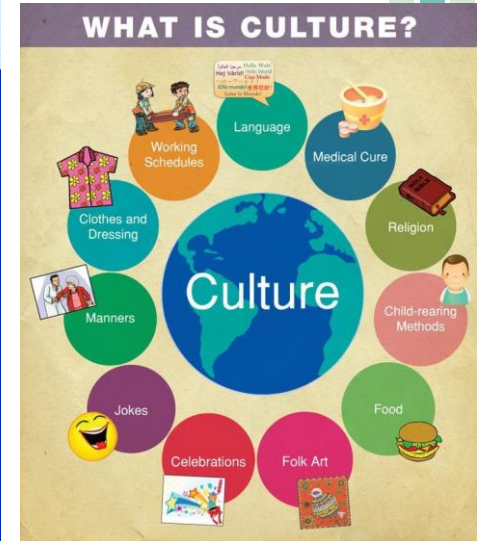
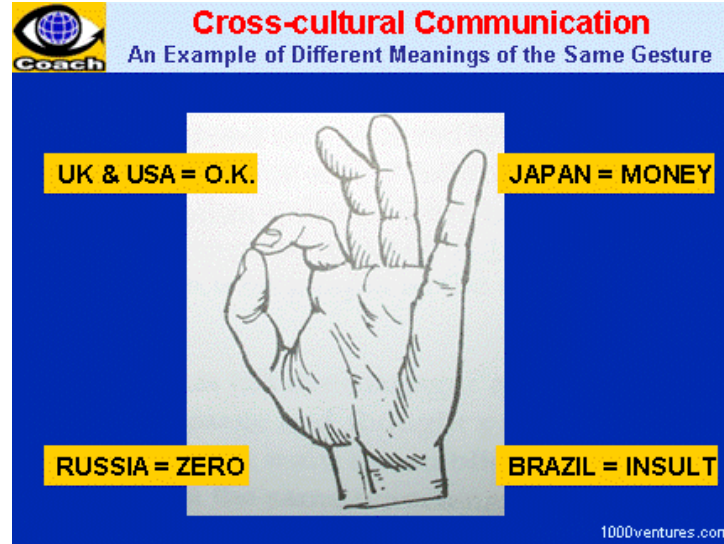
# Barriers to effective communication



Just listen to what you want to hear

# Barriers to effective communication

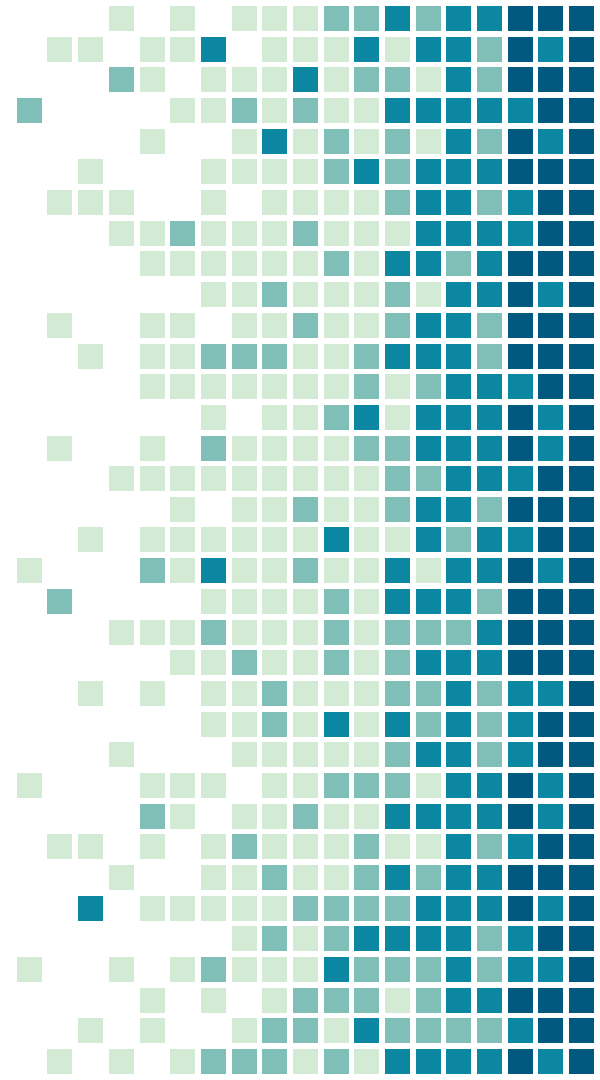
Source: <https://www.adventureinyou.com/travel-tips/cultural-differences/>



Difference culture



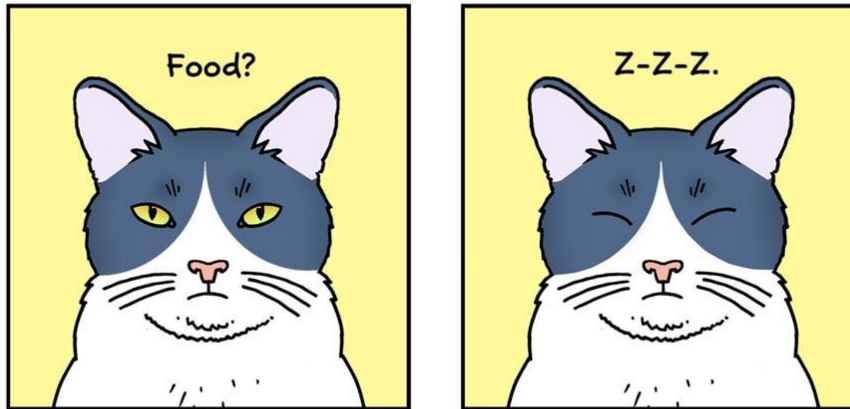
# Active Listening



# Active Listening

- What is active listening?

## ACTIVE VS. PASSIVE LISTENING:



REVIL

# Active listening



Focus



Understand



Feedback



Remember

# Effective feedback and receive feedback.

- Open mind
- Take note
- Request specific examples if necessary
- Can judge feedback



- Specifically
- Describe, not evaluate
- Executable
- One-two ideas
- Avoid emotional comments

# Barriers to Effective Listening



Why do we not listen effectively?

# Barriers to Effective Listening



- The **speaker** is not attractive
- The **topic** is not attractive

# Barriers to Effective Listening

Health



# Barriers to Effective Listening



Prejudice  
(racial, nation, gender, etc.)



# Barriers to Effective Listening

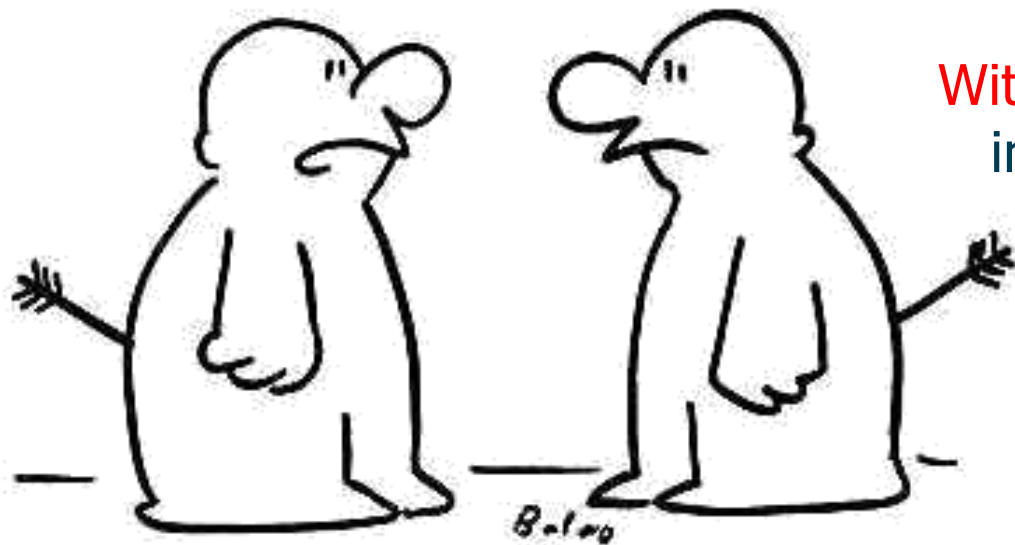


Experience thinking

# Barriers to Effective Listening



# Barriers to Effective Listening

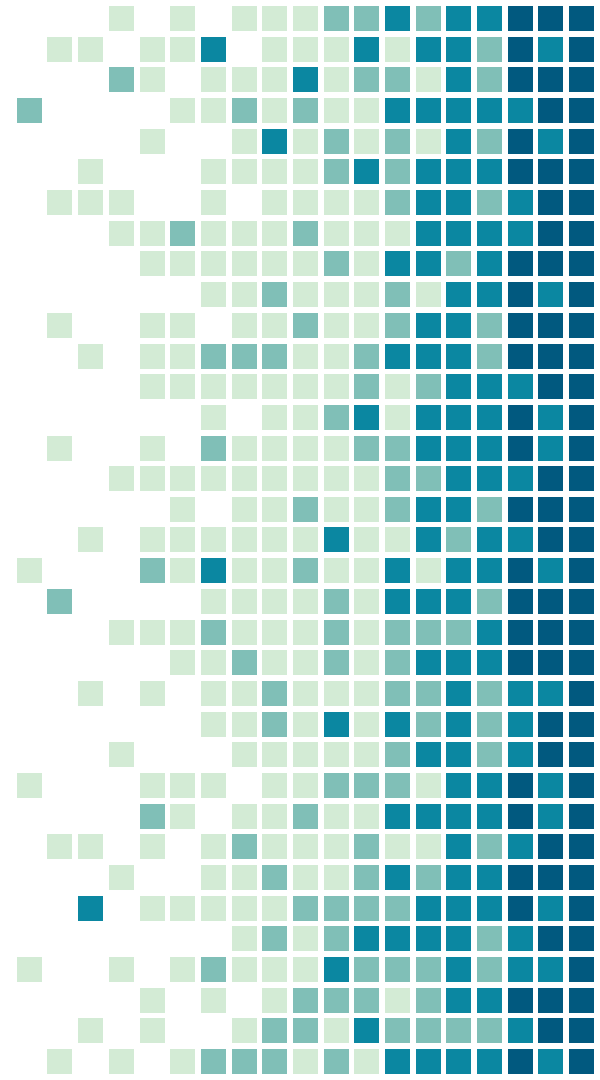


Without empathetic,  
insight, emotion

"I know exactly how you feel."



# Convince Skill



# Method to Convince

- **Use Reasoning**

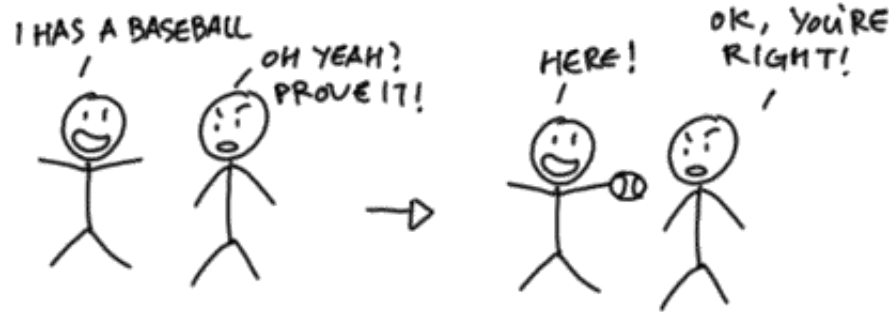
$$\begin{array}{c} p \rightarrow q \\ p \\ \hline \therefore q \end{array}$$

- **Use Emotions**



# Building logical reasoning

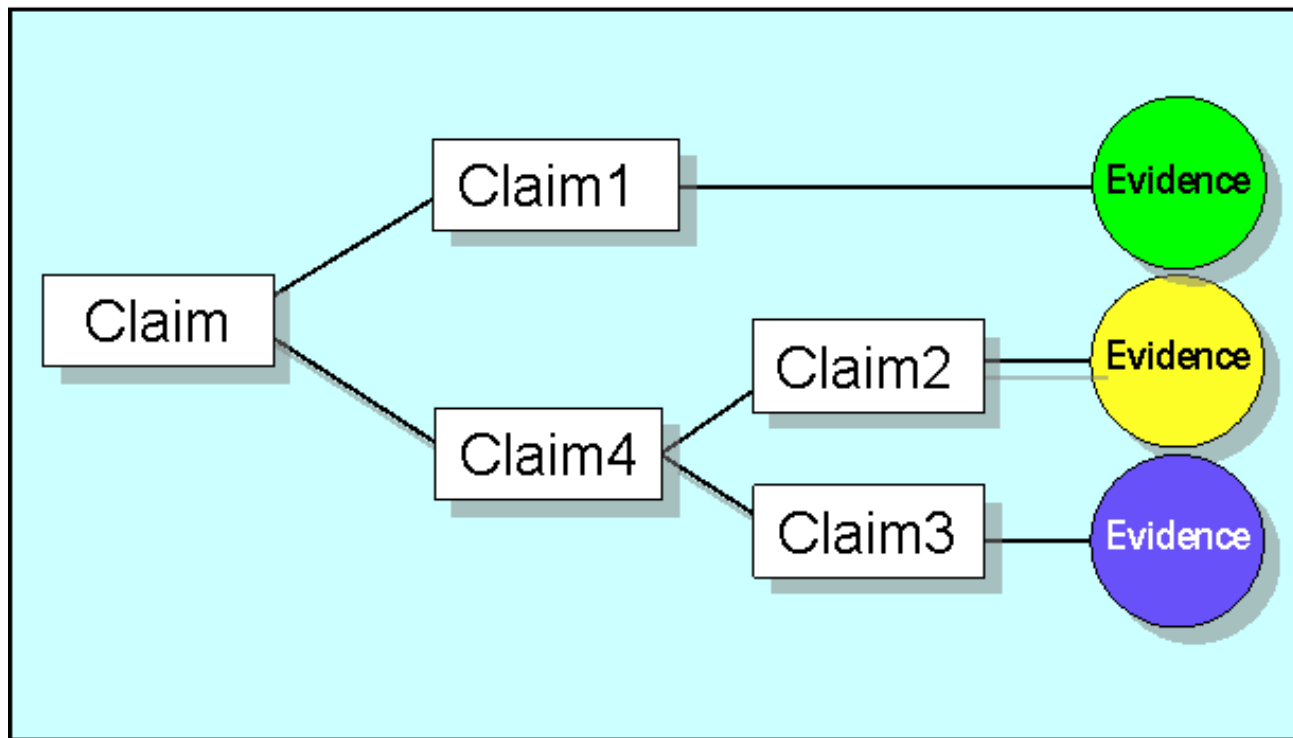
## CONVENTIONAL LOGIC



## RELIGIOUS LOGIC



# Building logical reasoning



# Emotional Attraction





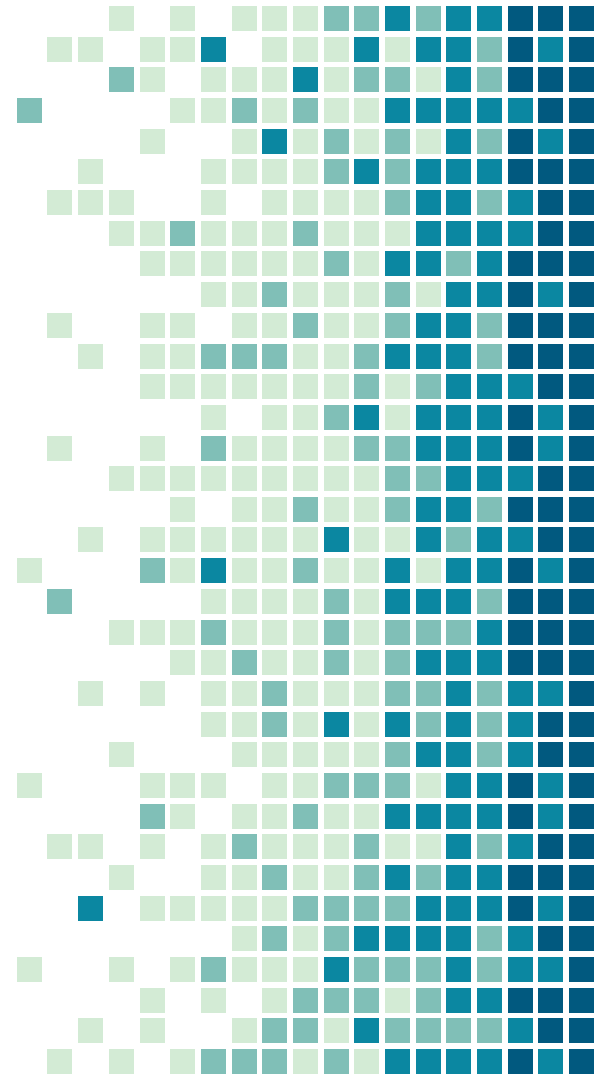
# Emotional Appeal



- Language and/or images are used to make people feel strong emotions.

# Emotional Attraction

# Writing Email



# Write a Professional Email

## Professional email's name

[pbhieu@gmail.com](mailto:pbhieu@gmail.com)  
[hieuphan@gmail.com](mailto:hieuphan@gmail.com)  
[18clc2-knm-groupA@gmail.com](mailto:18clc2-knm-groupA@gmail.com)

## Thinking carefully before writing

Positive comment  
Reason for writing  
Explanation  
Action required – Explanation why  
Closing positive comment

## Personal signature

John Lee  
Department of AI  
University of Intelligent  
Phone: +82 5589532 (ext. 115)



## The subject is clear, concise

[18clc2 – KNM] – Urgent ! – Meeting with Prof. Von  
Invitation letter to John Party  
Help – Group problem

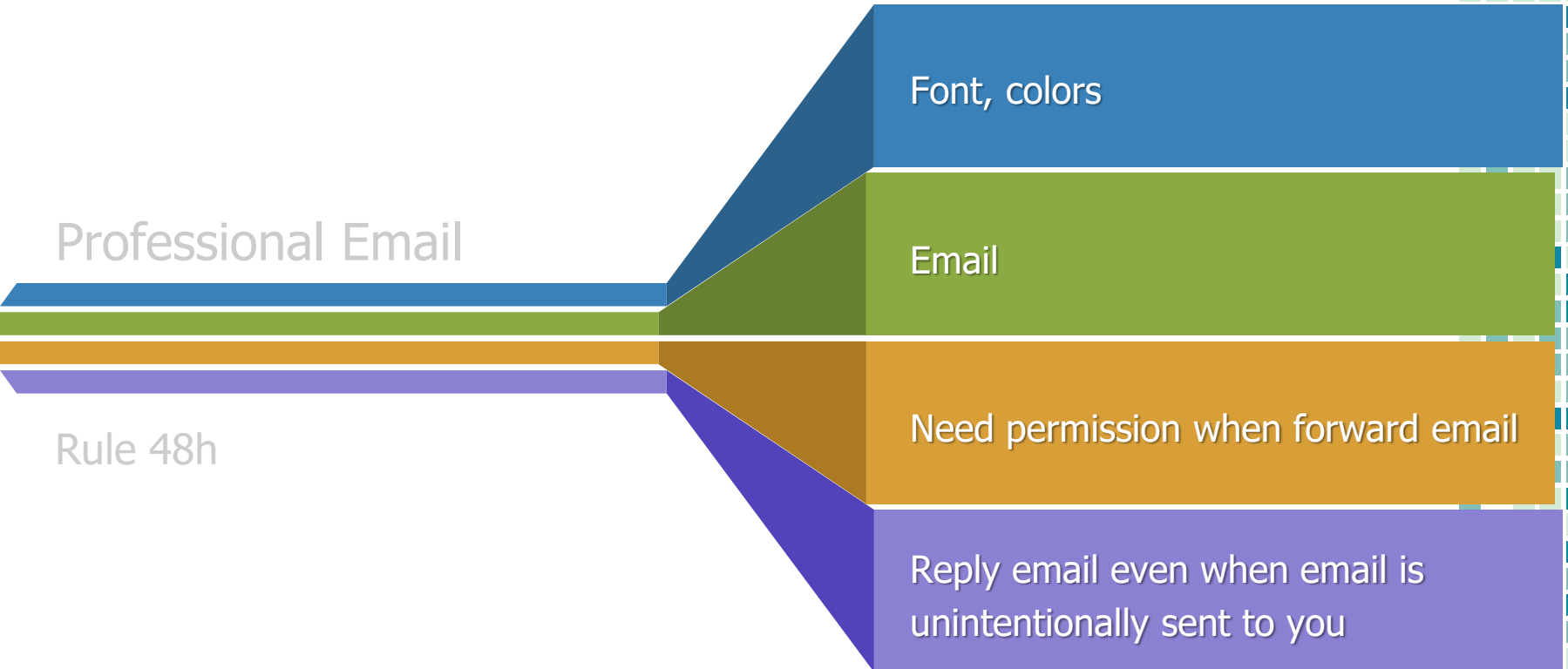
## Be careful when attaching files

Non-editable files: PDF, JPG, PNG  
Editable files: Word, Excel  
Protected: Password  
Size: Zip  
...

## Use appropriate greetings and language

Dear Prof. Sudan,  
Hi John,  
Hey,

# Write a professional email



# Example



**Tiêu đề:** KNM – Hỏi về đề tài thuyết trình

**Nội dung:**

Em xin chào thầy,

Em tên là ..., đang học lớp ...

Em muốn hỏi về đề tài thuyết trình cá nhân trong lớp thực hành có cần chuẩn bị slide trước không vì phần này thầy chưa có nói trên lớp.

Kính chúc thầy một ngày làm việc nhiều niềm vui.

Em, Dũng

# THANKS!

Any questions?

You can find me at:

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