

INTRODUCTION TO COMMUNICATION SKILLS

COURSE OUTLINE

- ✕ Introduction to Communication skills
- ✕ Writing Skills
 - ✕ Writing Process
 - ✕ Principles of writing
 - ✕ Functional Writing
- ✕ Listening Skills
 - ✕ Objectives of listening
 - ✕ Effective Listening
 - ✕ Barriers
- ✕ Speaking Skills
 - ✕ Introduction & Speeches
 - ✕ Presentation & Discussion
 - ✕ Etiquette
 - ✕ Interviews
- ✕ Reading Skills
 - ✕ Objectives
 - ✕ Types of Reading
 - ✕ Developing good habits
 - ✕ Information Search
 - ✕ Exam strategies
 - ✕ Do's & Don't's
- ✕ Non Verbal Communication
 - + Body language (kinesics)
 - + Distance (proxemics)
 - + Physical environments/appearance,
 - + Of voice (paralanguage)
 - + Of touch (haptics)
 - + Of time (chronemics)
 - + Of sight (oculesics)
- ✕ Contact Hours
 - + 60 hours
- ✕ Examination
 - + Attendance x marks
 - + Course Work 20 marks
 - + Test 20 marks
 - + Final Exam 60 marks

LECTURERS EXPECTATIONS

- ✖ Objective 1: Be an active listener, listening with comprehension and understanding.
- ✖ Objective 2: Speak clearly with efficiency and success in delivering the message.
- ✖ Objective 3: Assess general non-verbal behaviors and respond effectively.
- ✖ Objective 4: Interpret written information and respond suitably.
- ✖ Objective 5: Write so others understand

WHAT IS EFFECTIVE COMMUNICATION?

- ✖ An act of “imparting information” for the purpose of “evoking understanding”
- ✖ Effective communication is all about conveying your messages to other people clearly and unambiguously
- ✖ Its also about receiving information that others are sending to you, with as little distortion as possible

RATIONALE BEHIND COMMUNICATION

- ✖ What is the intent or purpose of the communication?
- ✖ What is or needs to be communicated?
- ✖ To whom is the information being communicated?
- ✖ What do you know about the individuals receiving the information?
- ✖ How are you going to communicate the information?

SOFT SKILLS

- ✖ **Soft skills** is a term often associated with a person's "EQ" (Emotional Intelligence Quotient)
- ✖ The cluster of personality traits
 - + Social behaviours
 - + Communication
 - + Language
 - + Personal habits
 - + Interpersonal skills
 - + Managing people
 - + Leadership, etc. that characterize relationships with other people

ELEMENTS OF GOOD COMMUNICATION

- ✗ Reading
 - + Including analyzing what is read
- ✗ Writing
 - + Including the ability to use different styles in different situations
- ✗ Researching in various media
 - + Including interviewing
- ✗ Proper use of grammar
 - + Spelling and punctuation
- ✗ Criticism
 - + Both self-criticism and feedback from others, and the ability to plan for self-improvement

MUST DO'S OF A GOOD COMMUNICATOR

- ✗ Listening
- ✗ Interpreting
- ✗ Writing
- ✗ Speaking

PROCESS

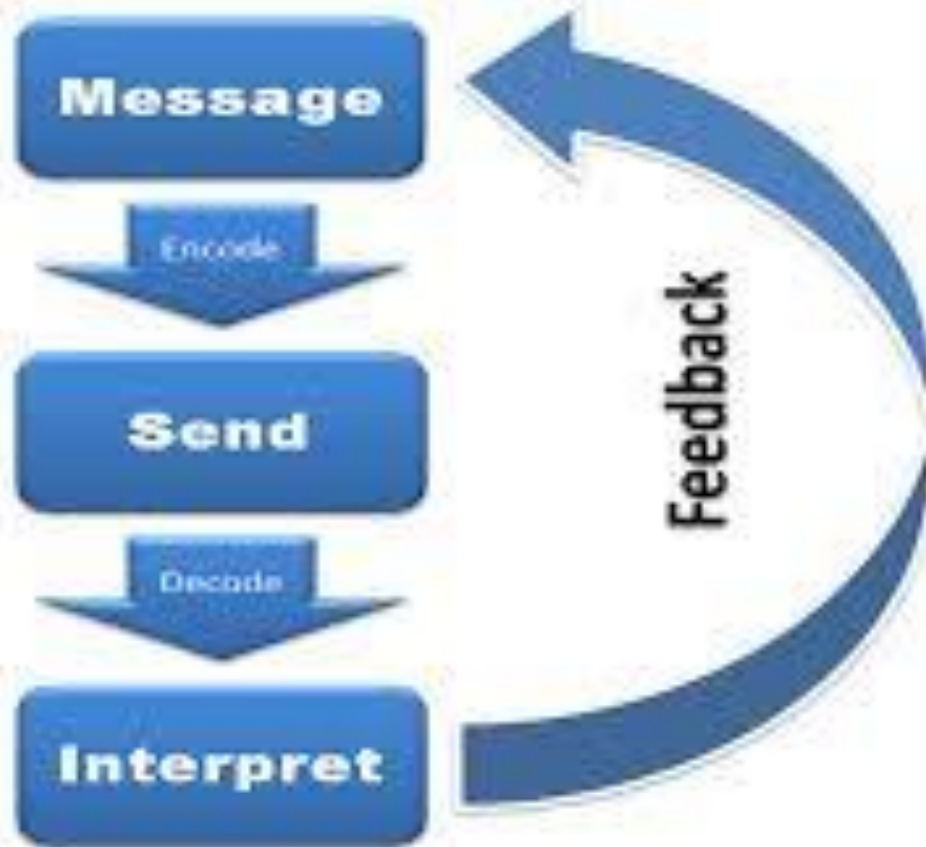
- ✗ Whether we realize it or not, effective communication involves both "process and content."
- ✗ Process is grammar, sentence and paragraph structure, spelling and pronunciation; all the necessary technical elements without which the best idea in the world is unintelligible

CONTENT

- ✖ Content, on the other hand, is the critical, analytical thinking that creates and organizes the idea
- ✖ Without content, process is meaningless noise
- ✖ Without process, content is babble

COMMUNICATION CYCLE

Effective Communication Cycle



COMMUNICATION CYCLE

× SOURCE

- + Why communicate?
- + What to communicate?
- + Usefulness of the communication
- + Accuracy of the Information to be communicated

COMMUNICATION CYCLE

✕ ENCODING

- + The process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end
- + Ability to convey the information
- + Eliminate sources of confusion. For e.g. cultural issues, mistaken assumptions, and missing information
- + Knowing your audience

COMMUNICATION CYCLE

× CHANNEL

- + Verbal Communication Channels
 - + Face-To-Face meetings
 - + Telephones
 - + Video Conferencing
- + Written Communication Channels
 - + Letters
 - + e-Mails
 - + Memos
 - + Reports

COMMUNICATION CYCLE

✕ DECODING

- + Listen actively
- + Reading information carefully
- + Avoid Confusion
- + Ask question for better understanding

COMMUNICATION CYCLE

✕ RECEIVER

- + The prior knowledge can influence the receiver's understanding of the message
- + Blockages in the receiver's mind
- + The surrounding disturbances

COMMUNICATION CYCLE

✕ FEEDBACK

- + Verbal Reactions
- + Non-Verbal Reactions
- + Positive feedback
- + Negative feedback

COMMUNICATION CYCLE

✕ CONTEXT

- + Various Cultures (Corporate, International, Regional, etc)
 - + Language
 - + Location or Place (Restaurant, Office, Auditorium, Room, etc)
 - + Situation
- ✕ The sender needs to communicate the context to the receiver for better clarity in the communication process

REFERENCES

- ✕ Goldstein, E. Bruce (13 February 2009). *Sensation and perception*
- ✕ Gregory, Richard L.; Zangwill, O. L. (1987). *The Oxford companion to the mind*
- ✕ Freitas-Magalhães, A. (2006). *The Psychology of Human Smile*
- ✕ Andersen, Peter. (2004). *The Complete Idiot's Guide to Body Language*.