

Lecture : 05

Verbal Communication Skills and tips

- Master the topic with confidence
- Research thoroughly before speaking
- understanding your subject enhances body language, tone, and clarity
- ✗ overflow of information (Do not speak too much and provide unnecessary details)
- Always keep your speech concise and to the point.
- Don't overlap words
- Normal your pace
- clarity in speaking
- Always listen to the other person while communicating
- To overcome Nervousness:
 - * Focus on communicating your message rather than impressing others
 - * communicate your point of view without any fear.
 - * Avoid overcalculating your words
 - * Avoid overthinking
 - * stay calm, confident and relaxed
 - * calculate consequences

→ observe the listener's feedback

⇒ if they look confused

* Rephrase your explanation

* Simplify difficult words

* Adjust tone and pace

→ Maintain Eye-contact

→ use open body language (do not fold arms or look down)

→ control facial expressions (show engagement and enthusiasm)

→ Be an active listener

→ Always choose positive words with a positive body language instead of saying "I cannot do this"

say "I may not be able to do this but I can try another approach"

Lecture: 06

Non-Verbal Communication

Skills & tips

- Body language speaks louder than words
- First impressions are formed before you even speak
- Gestures and expressions can convey respect or disrespect

Common Non verbal mistakes

- * Looking around when someone is speaking
- * playing with objects (pen, phones)
- * Displaying negative reactions
- * poor posture

what to do?

- attentively listen to others
- maintain an eye contact of 3-5 sec
- Give a smile
- open posture
- positive face expression
- Your facial expressions should not reveal your emotions unnecessarily
- Avoid showing frustration when interrupted

Lecture : 07

Listening Skills

- Listening is more than just hearing
- Listening requires attention, memory and engagement

challenges in Active listening:

- Loss of focus convert active listening into passive hearing
- IELTS hearing skill test to improve hearing
- Avoid jumping to conclusion while listening (impulsive)

How to improve it

- Train your mind to stay present
- summarize key points while listening
- Rephrase & confirm understanding
- Ask clarifying questions
- Don't react while listening (always response)

Lecture : 08 (1 & 2)

Intro to writing Skills

- your digital body language is shaped by your writing skills
 - Always know your audience
 - Be clear and concise
 - organize your content
 - use professional tone
 - proofread before sending
 - Avoid complex jargon
 - Be polite and respectful
 - include clear call to action
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- use graphs, infographics etc in writing (visuals)
 - Respond promptly to messages and emails (important)
 - Timely communicate
 - Acknowledge immediate