

WELCOME!



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Communication Skills



Course Overview

1

Introduction to
Communication



2

Emotional
Intelligence



3

Private
Victory



4

Communication
with Others



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Course Objectives

- Identify the **concept** of communication skills
- Detect the several **barriers** to good communication

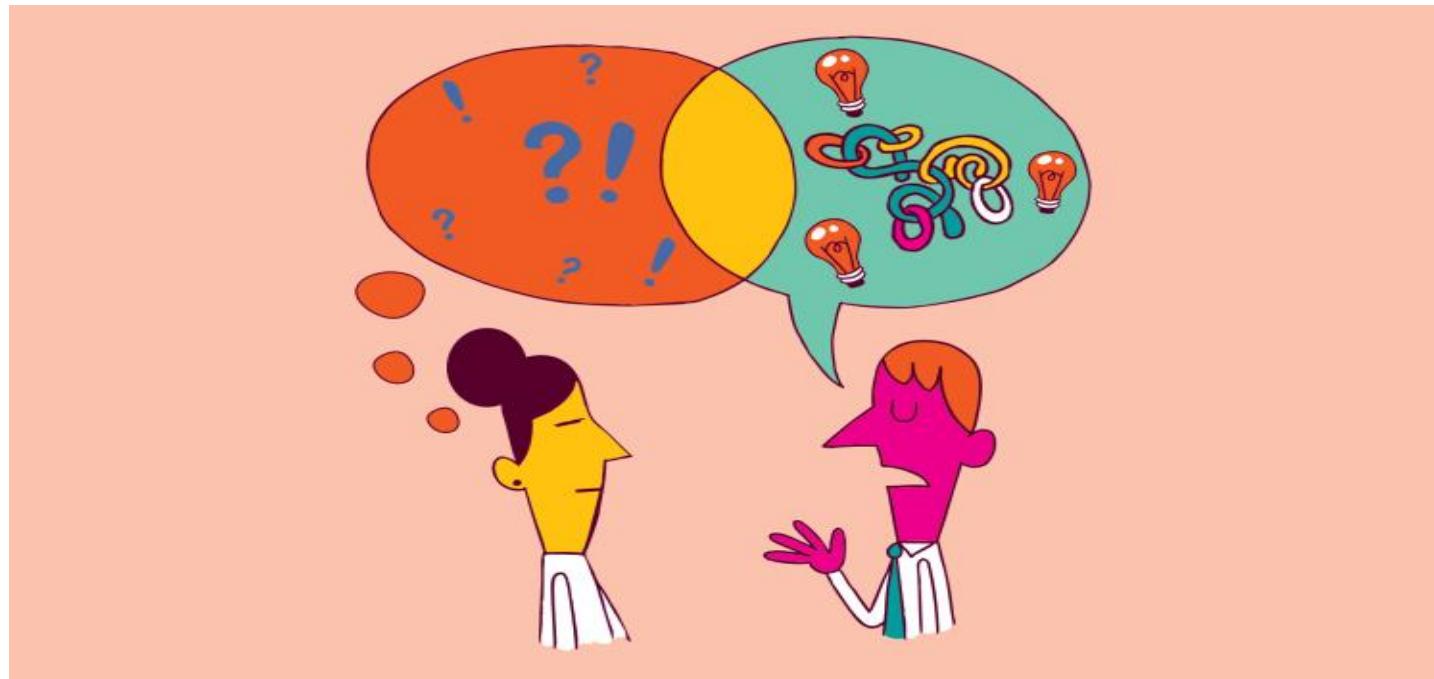


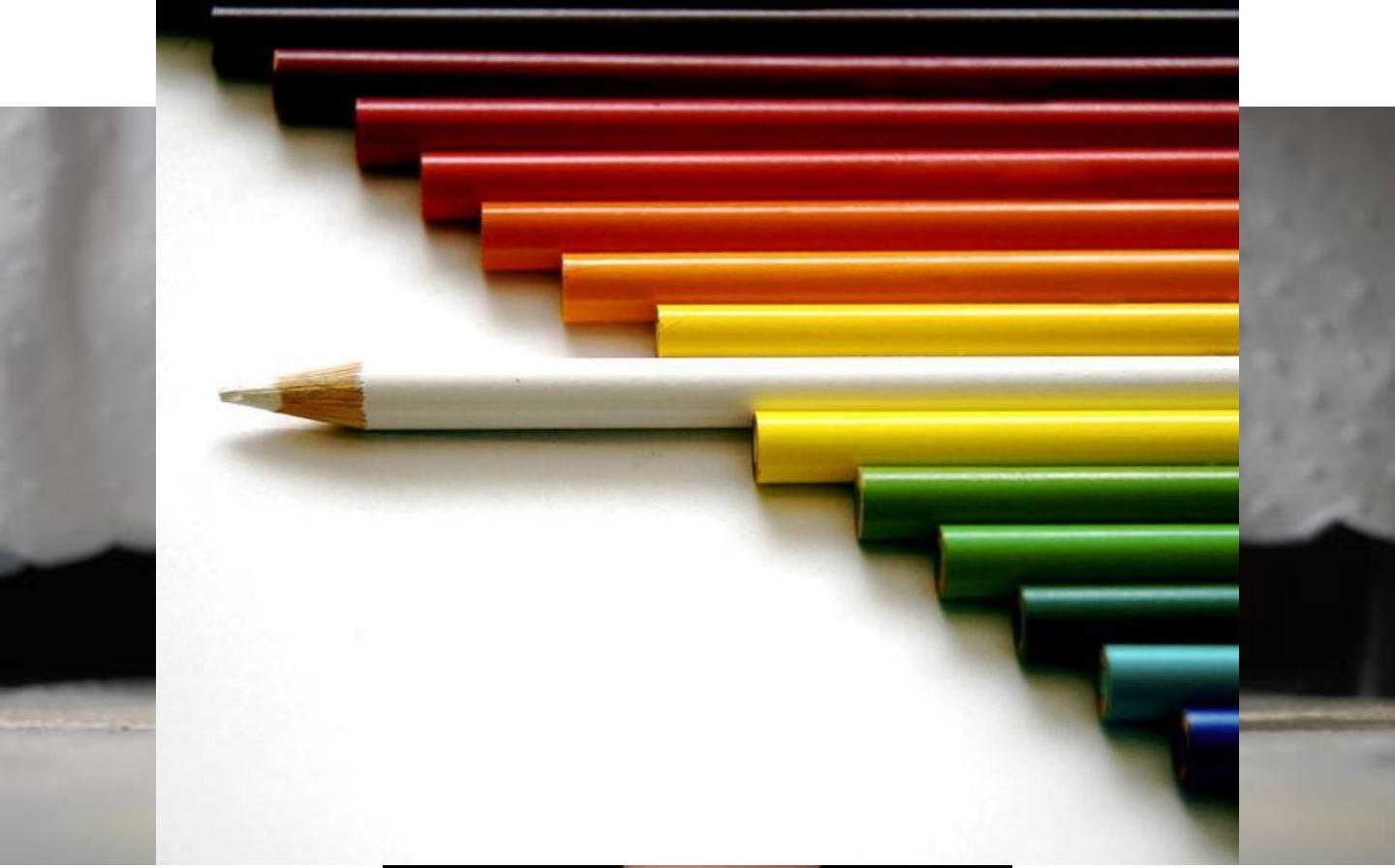
Course Objectives

- Communicate with yourself and others in a productive way
- Demonstrate a full understanding of different Body Language Movements



Talking Pictures





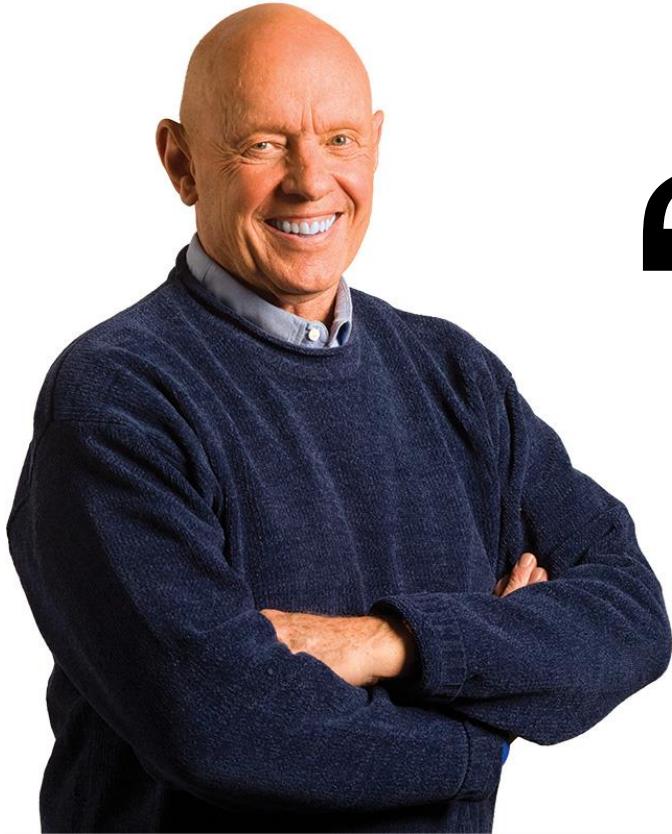
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Part 1: Introduction to Communication





“

The deepest hunger of
human heart is to be
understood

”

-Stephen R.
Covey-

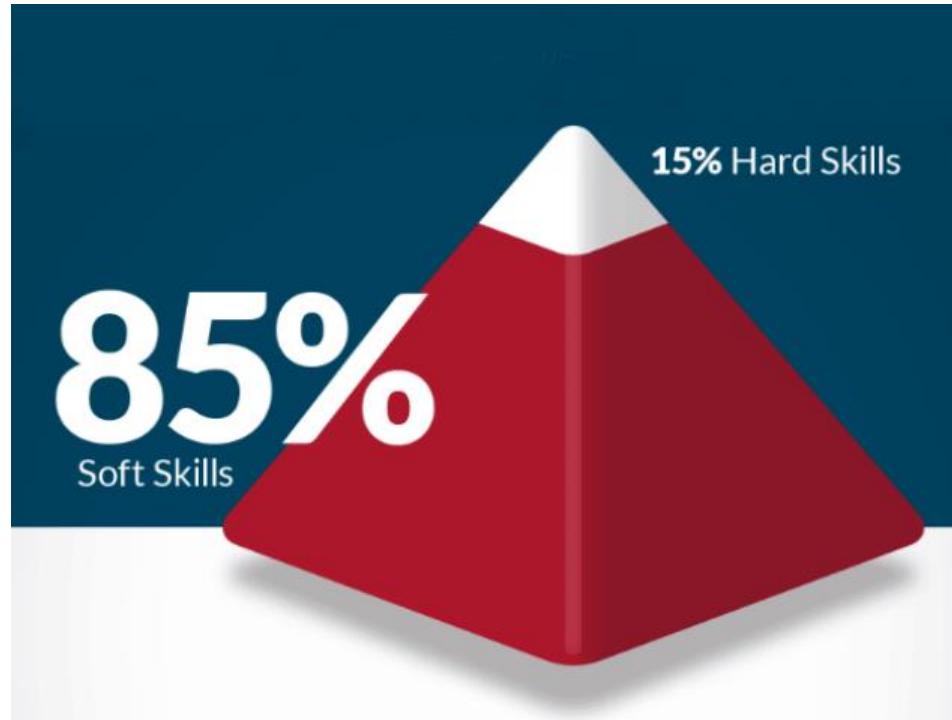


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Why Communication Skills ??



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Why Communication Skills ??

Emotional Expression



Motivation



Control

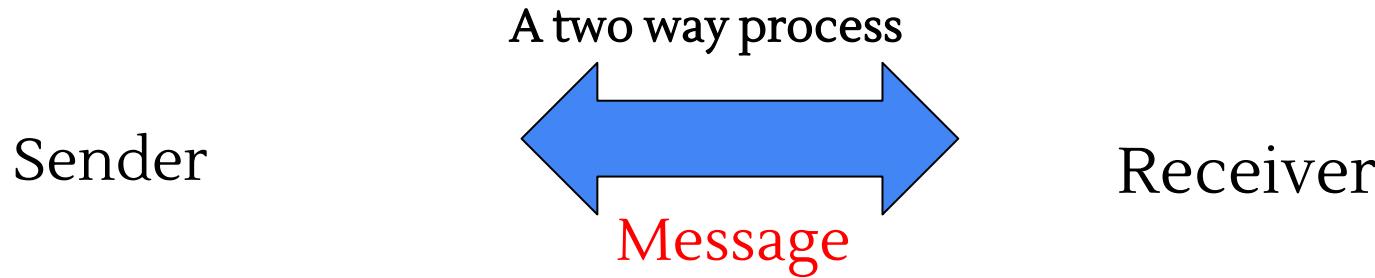


Information

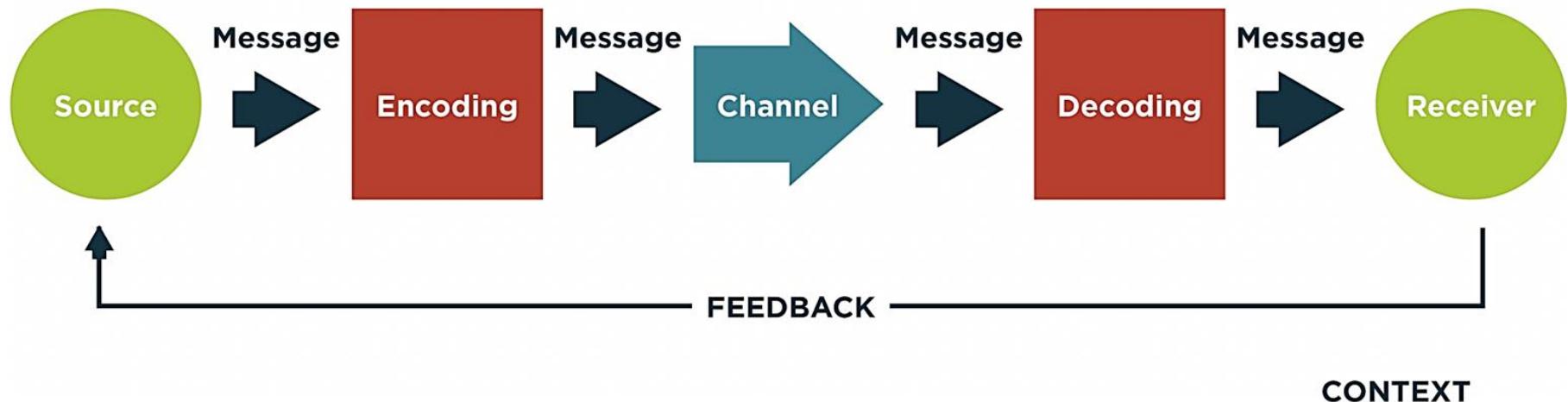


What is Communication?

It is the process of transferring and understanding the meaning.



Basic Communication Process



The Interpersonal Communication Process Diagram

Communication Channels



Face-to-Face



Written



Telephone

Let's Draw!



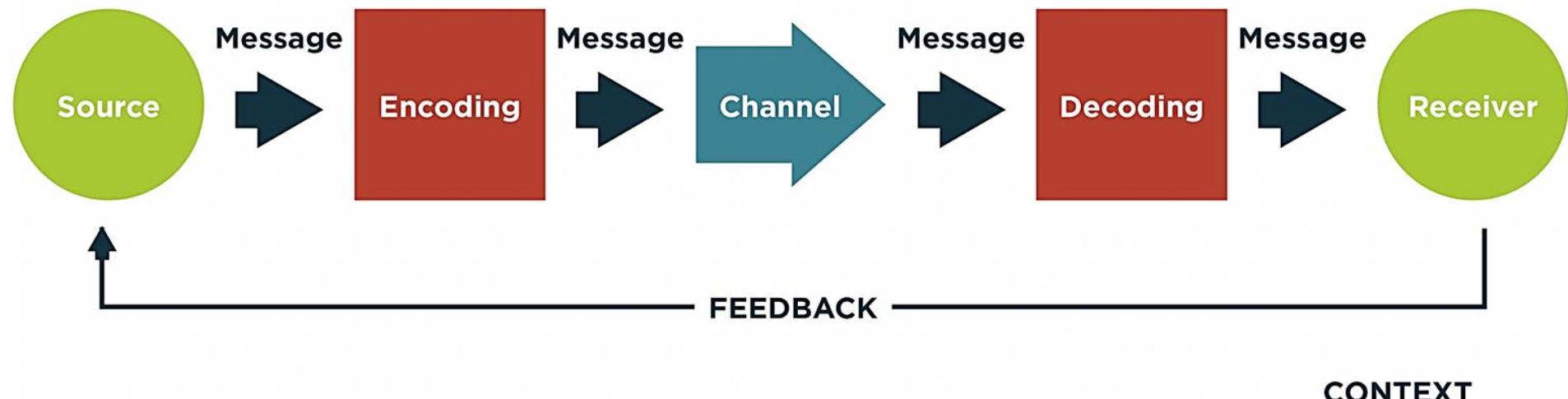
Activity Time!



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Distortions in Communication



Types of Noise

Noise

Psychological

Physical

Linguistic

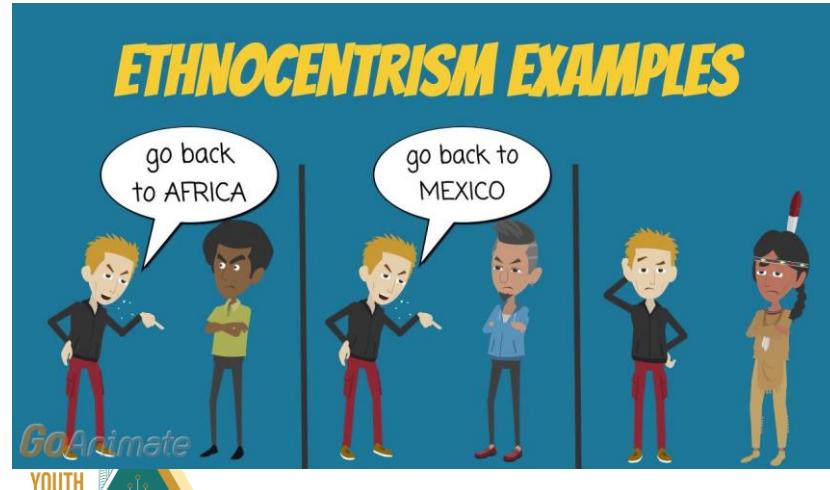


Psychological Noise

- Stereotyping
(Generalization)
- Ethnocentrism
- Assumptions



Dogs are smarter than cats.



Physical Noise

- Background noise
- Body language



Linguistic Noise

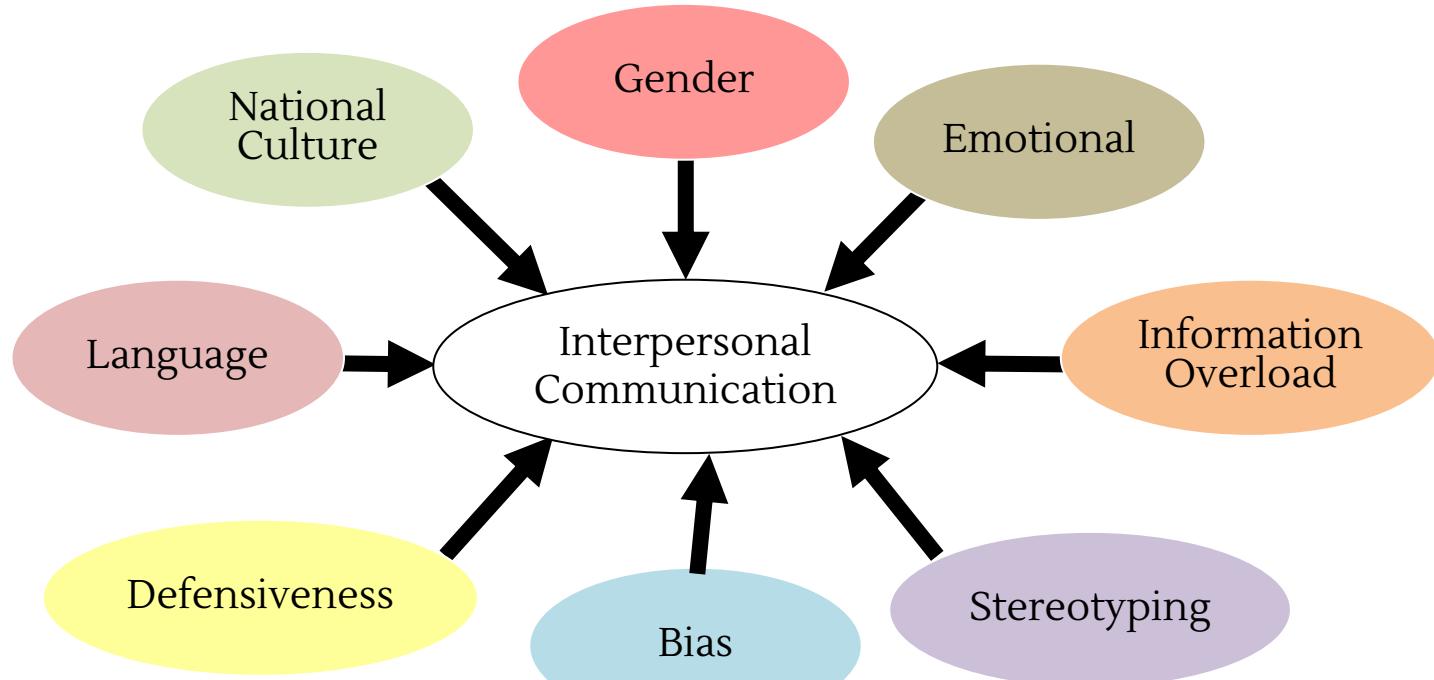
- Language
- Jargons (*cookies/ burn the file*)





Barriers to Effective Communication

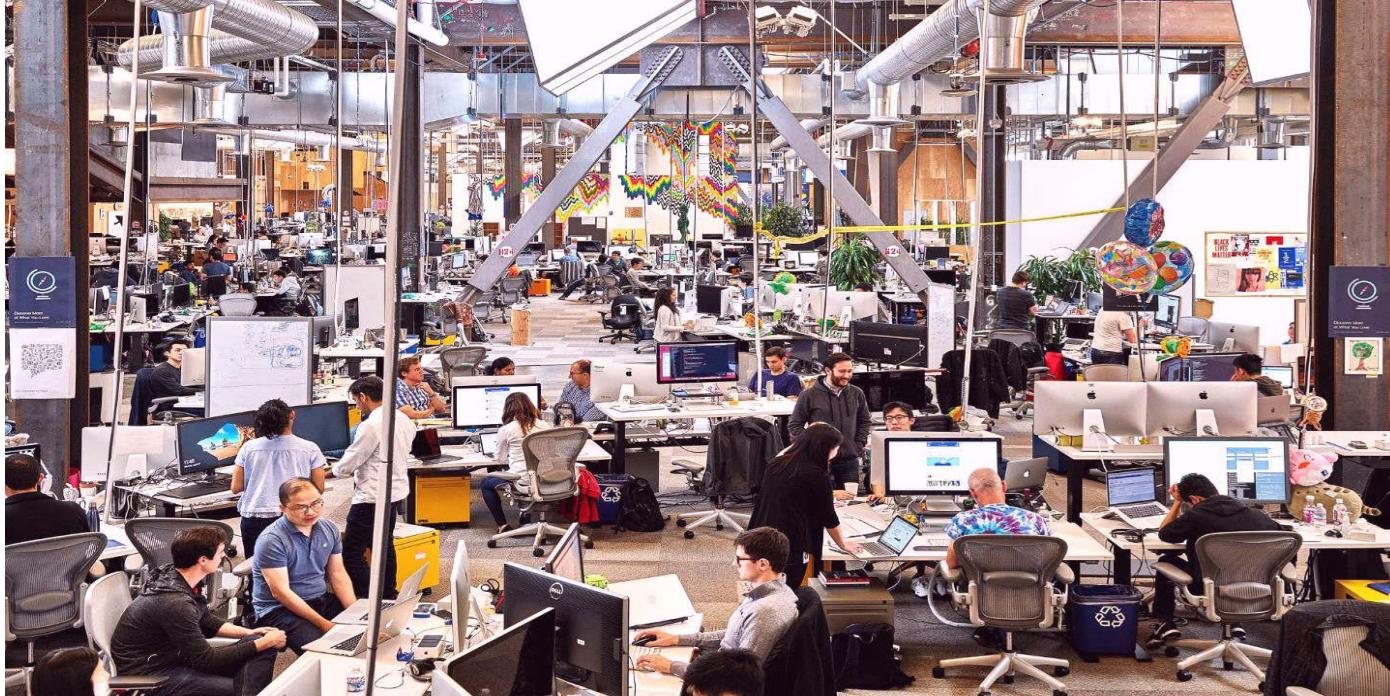
Barriers to Communication



Language Barrier



Physical Barrier



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Emotional Barrier

- Fear
- Mistrust
- Suspicion



Cultural Barrier



Gender Barrier

- Speech Pattern



Attitudinal Barrier

As a result of problems that happen within a group or staff, due to:

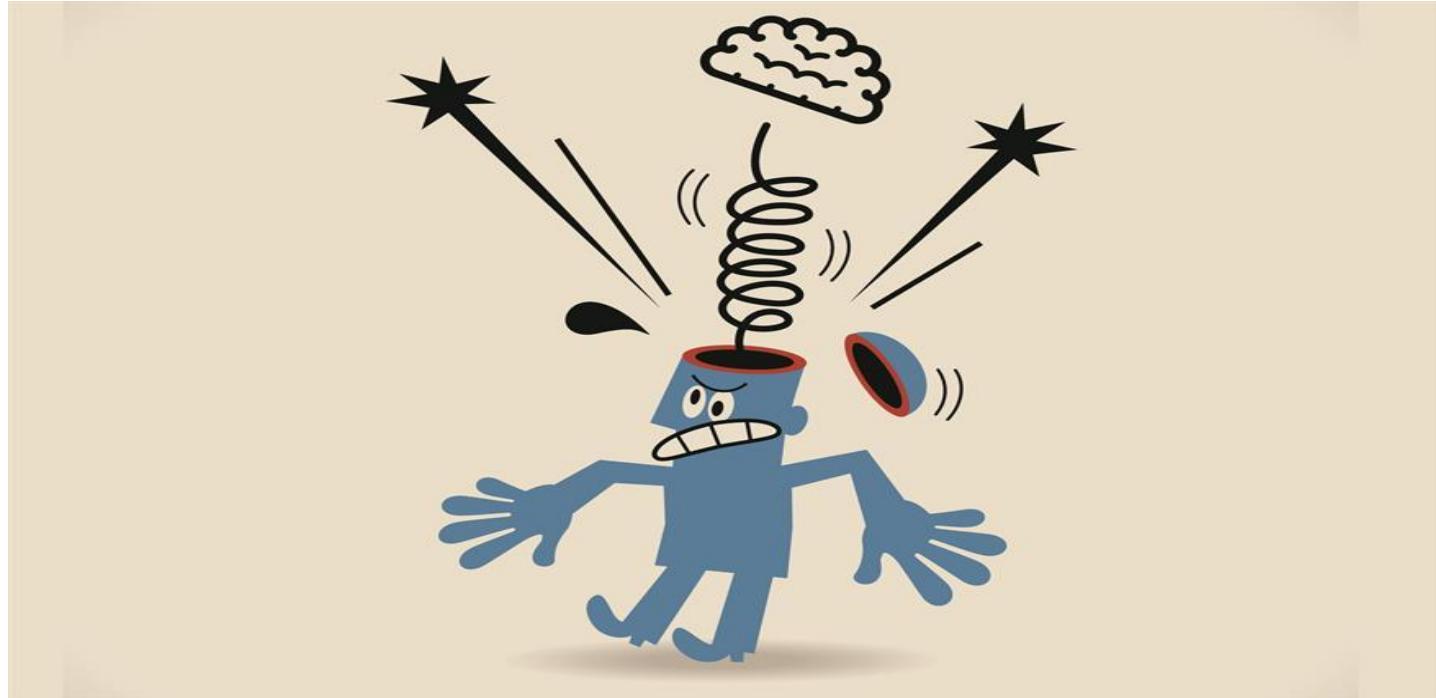
- poor management,
- dissatisfaction,
- lack of consultation,
- lack of motivation, and insufficient training to perform a job

These things result in people delaying or even refusing to communicate.

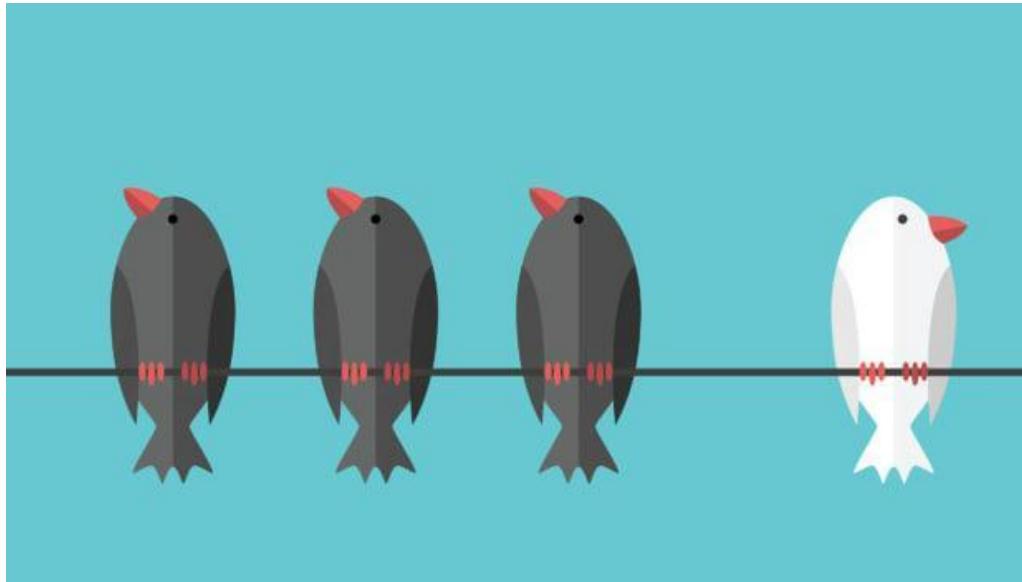
Defensiveness Barrier



Information Overload Barrier



Bias Barrier



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Overcoming Communication Barriers

- ✓ Use feedback
- ✓ Simplify language
- ✓ Listen actively
- ✓ Constrain emotions
- ✓ Watch nonverbal cues





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So ... What is Communication?

“

Communication refers to the act by one or more persons of sending and receiving messages – distorted by noise – with some effect and some opportunity for feedback.

”

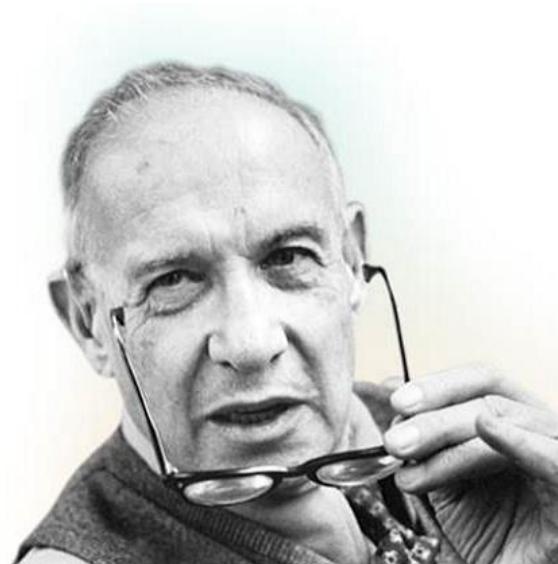
-Joseph A Devito-



Remember...

“The most important thing in communication is hearing what isn’t said.”

~Peter Ferdinand~
American management consultant, educator, and author

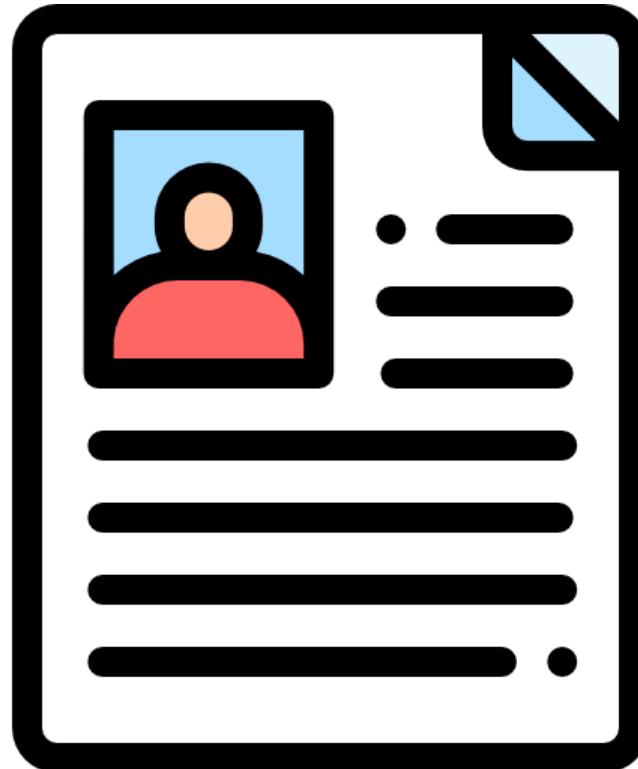




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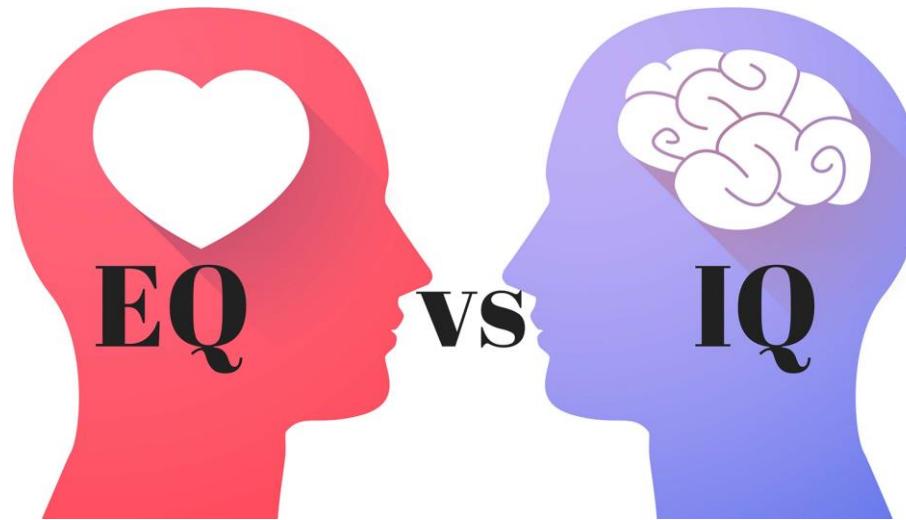
Personal Communication Profile



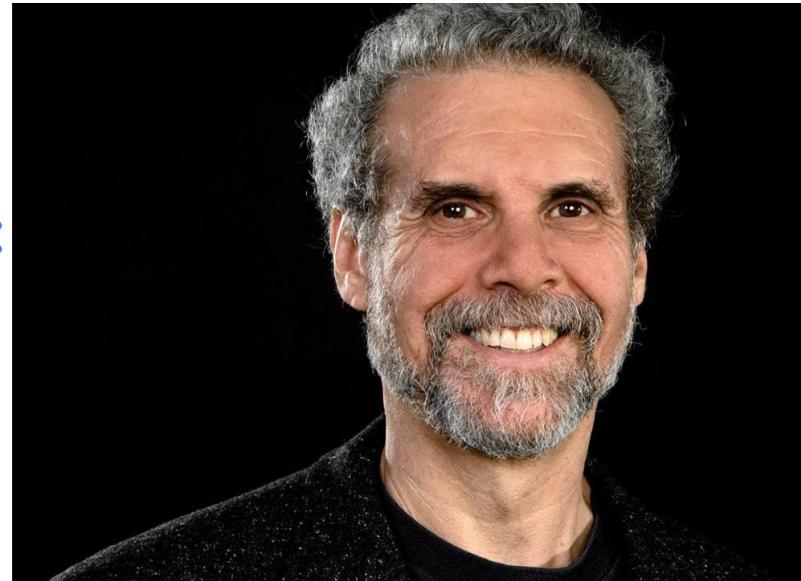
Part 2: Emotional Intelligence (EQ)



Is EQ or IQ more important in determining your success at work?



“The rules for work are changing.
We’re being judged by a new yardstick:
not just by how smart we are, or by our
training and expertise, but also by
how well we handle ourselves
and each other.”



Daniel Goleman

“Employers seek talent with a desire to make a positive difference inside their organization; those who possess a higher sense of self and responsibility.

They overwhelmingly value Emotional Intelligence (EQ) **Over** IQ and skill.”



Michael R. Frazier

Mindfulness, Mindset, Moxie and Mojo

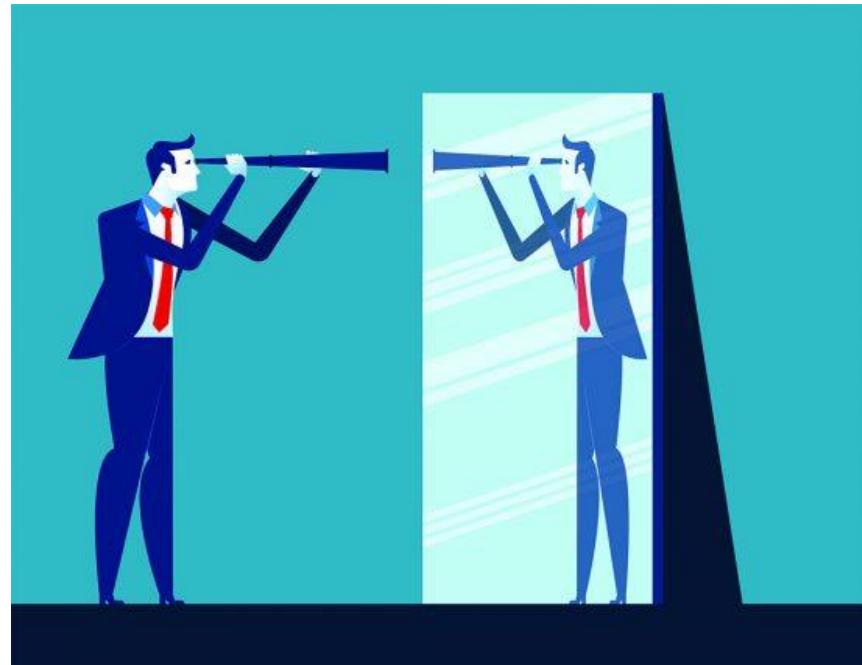
THE FIVE CORE COMPONENTS OF EMOTIONAL INTELLIGENCE



THE FIVE CORE COMPONENTS OF EMOTIONAL INTELLIGENCE

1-Self-awareness

- Recognise and understand your moods and emotions
- How they affect others



THE FIVE CORE COMPONENTS OF EMOTIONAL INTELLIGENCE

2- Self-regulation

- Control impulses and moods
- Think before acting

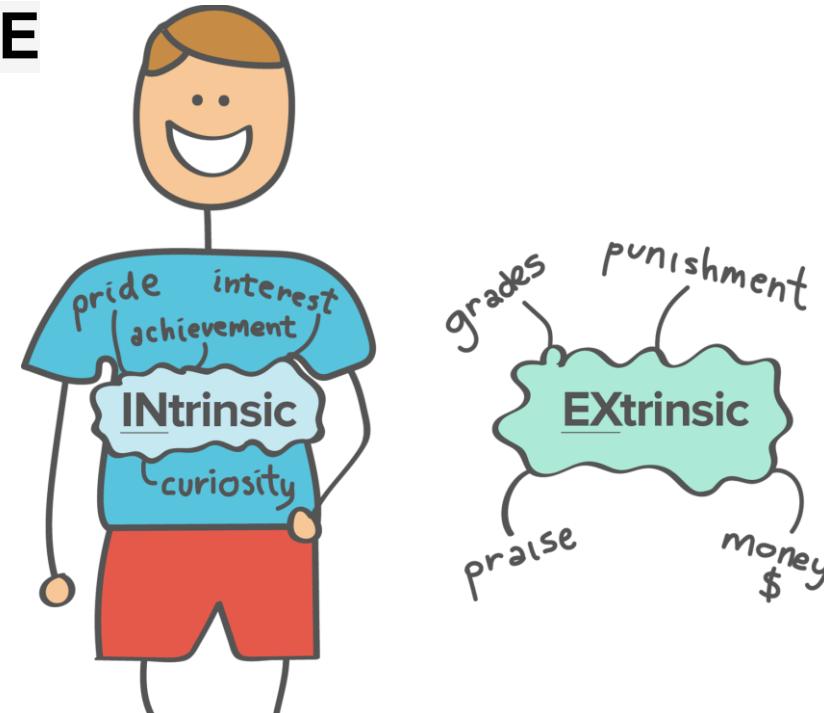
SELF-REGULATION ACTIVITIES



THE FIVE CORE COMPONENTS OF EMOTIONAL INTELLIGENCE

3- Internal (or intrinsic) motivation

- Driven to pursue goals for personal reasons
- Rather than for some kind of reward
(the opposite is **external motivation**)



THE FIVE CORE COMPONENTS OF EMOTIONAL INTELLIGENCE

4-Empathy

- Recognise and understand others' emotions & motivations.
- Essential for building and leading teams successfully.



THE FIVE CORE COMPONENTS OF EMOTIONAL INTELLIGENCE

5-Social skills

- Manage relationships
and build networks



Emotional Intelligence Domains and Competencies

SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork
			Inspirational leadership

HIGH EMOTIONAL INTELLIGENCE



Accepts self and others



Can communicate assertively



Displays empathy

LOW EMOTIONAL INTELLIGENCE



Is not accepting to self and others



Uses passive or aggressive communication



Lacks empathy



How to Improve Organizational EQ

- Develop own EQ
- Seek support when needed
- Be open and cooperative

- Integrate EQ in training programs
- Include EQ evaluation in recruitment process
- Make EQ a factor for rewards

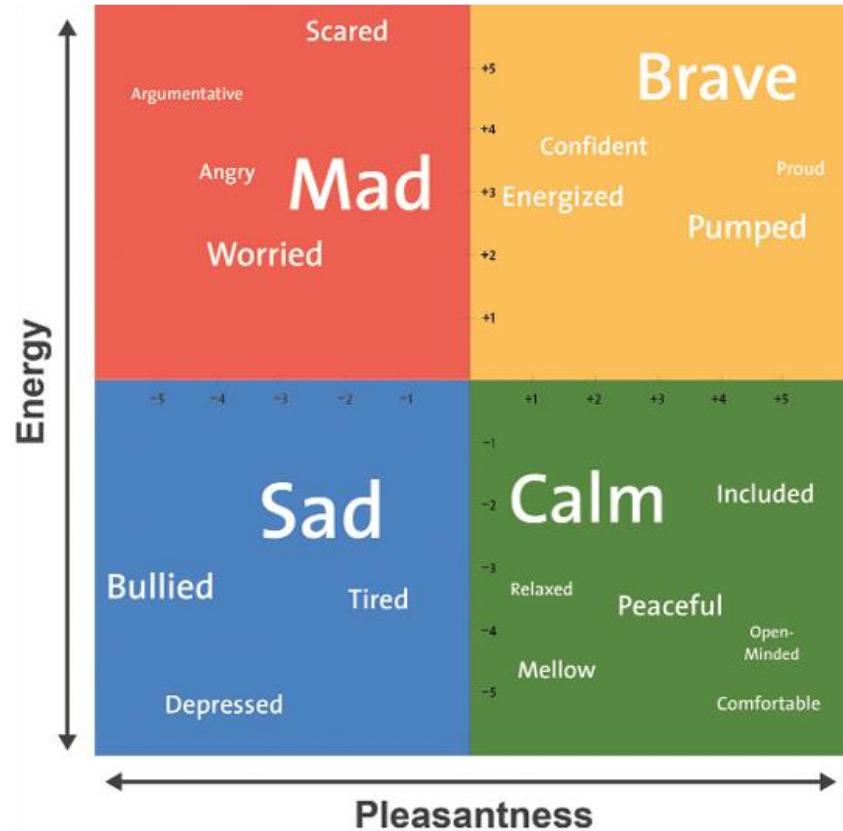


- Encourage expression of feelings
- Foster positive emotional climate
- Open door policy
- Develop own EQ

Mood Meter

-The Mood Meter develops emotional intelligence over time

-labeling emotions is a critical step toward cultivating emotional intelligence.



Mood Meter

- **Red Zone** (high energy, low pleasantness):

peeved, annoyed, irritated, worried, frightened,

jittery, tense, troubled, angry,

furious, panicked, stressed, anxious, etc.



Mood Meter

- **Yellow Zone** (high energy, high pleasantness):
pleasant, happy, joyful, hopeful, focused,
optimistic, proud, cheerful, lively,
playful, excited, thrilled, inspired etc.



Links to Heart-Mind quality Alert & Engaged.

Mood Meter

- **Green Zone (low energy, high pleasantness):**

at ease, calm, easygoing, secure, grateful,

blessed, satisfied, restful, loving, balanced,

comfy, cozy, carefree, mellow, thoughtful, serene, etc.



Links to Heart-Mind quality Secure & Calm.



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Mood Meter

- **Blue Zone (low energy, low pleasantness):**

apathetic, bored, sad, down, uneasy,

miserable, depressed, disheartened,

exhausted, hopeless, alienated, despondent, despair, etc.



Mood Meter

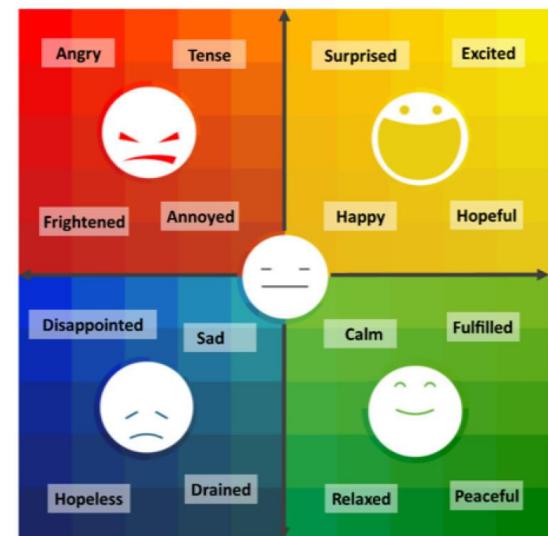
There are no bad emotions.

♥ Blue: more empathetic towards others needs

♥ Green: a better learner

♥ Red: an advocate for people needing help

♥ Yellow: great for facilitation



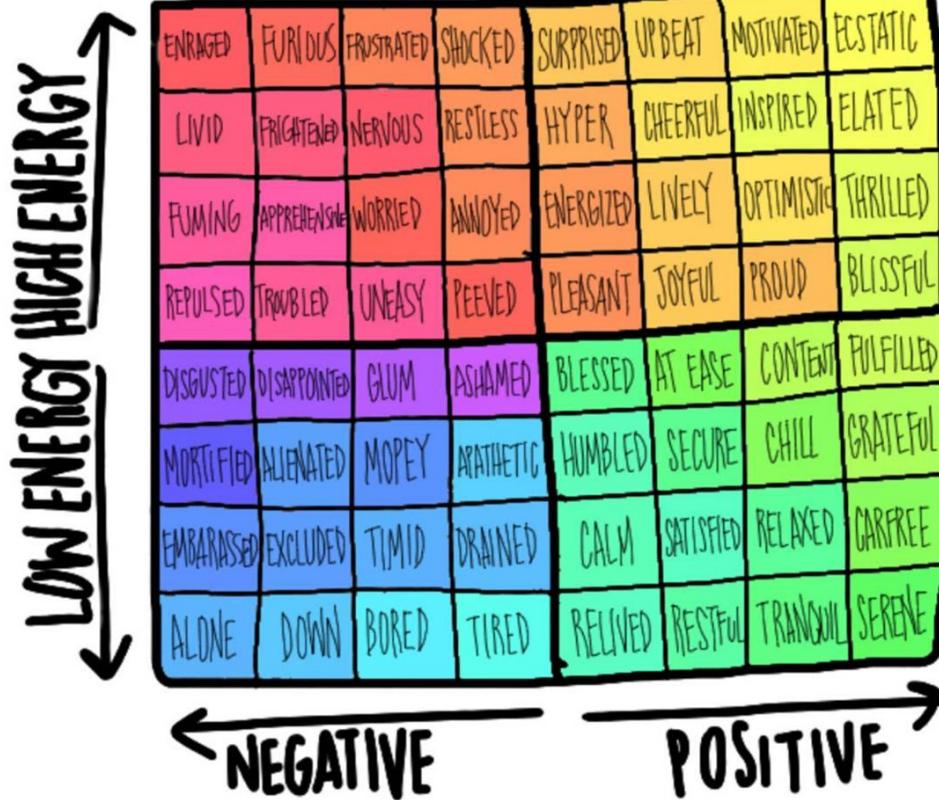
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MOOD METER

Hc

?





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Part 3: Private Victory



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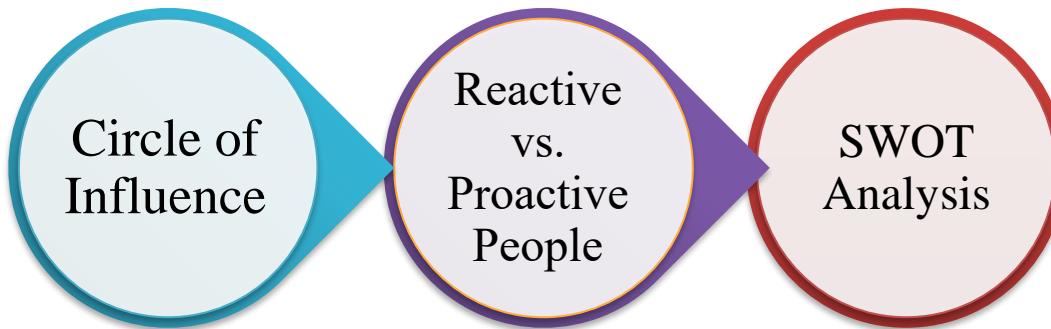


Self-Communication

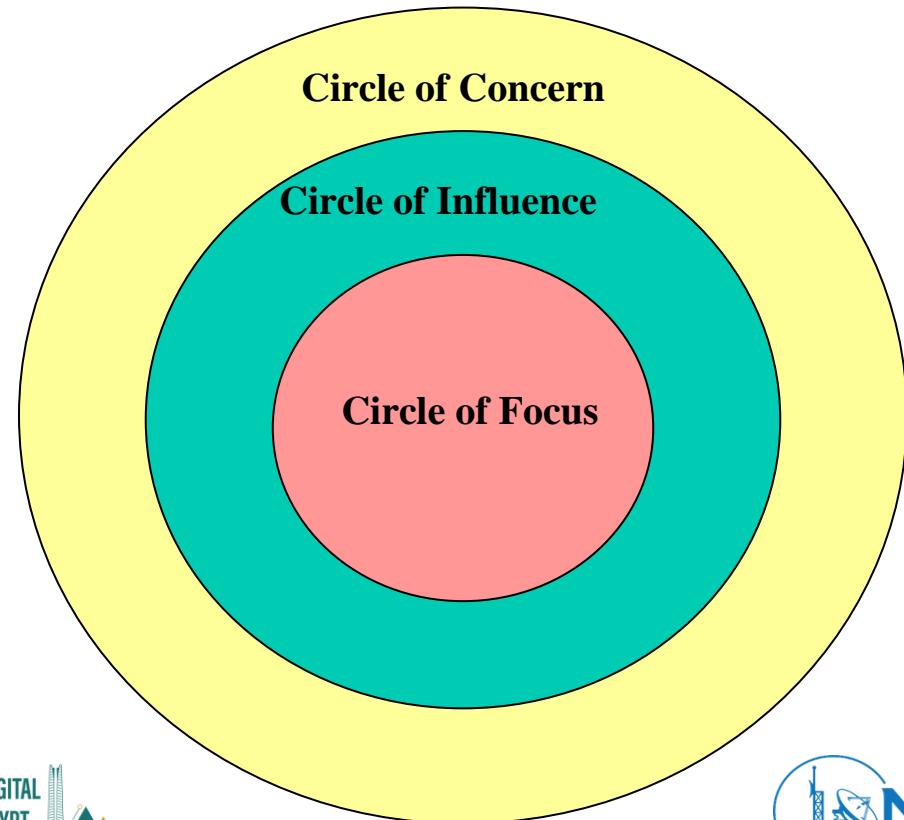
If you cannot communicate with
yourself then how can you
communicate with others?!



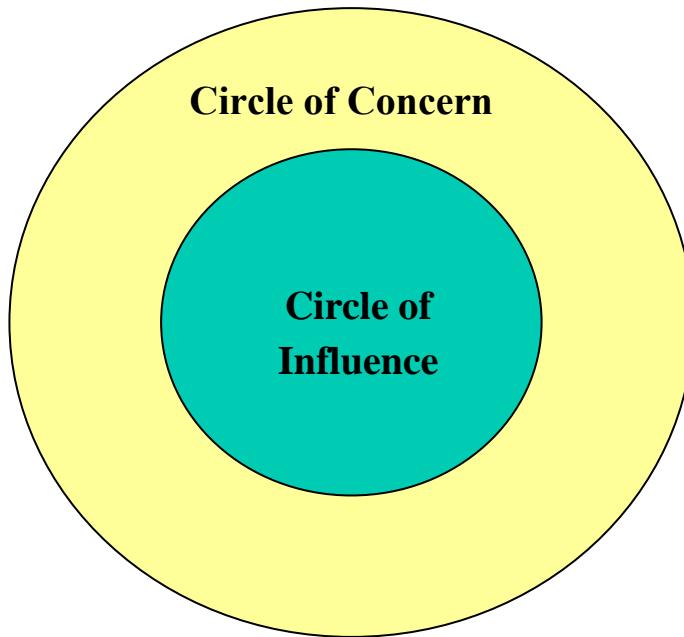
Self-Communication



Self-Communication



Becoming Self-Aware



Activity Time!



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Reactive vs. Proactive People

Reactive vs. Proactive People

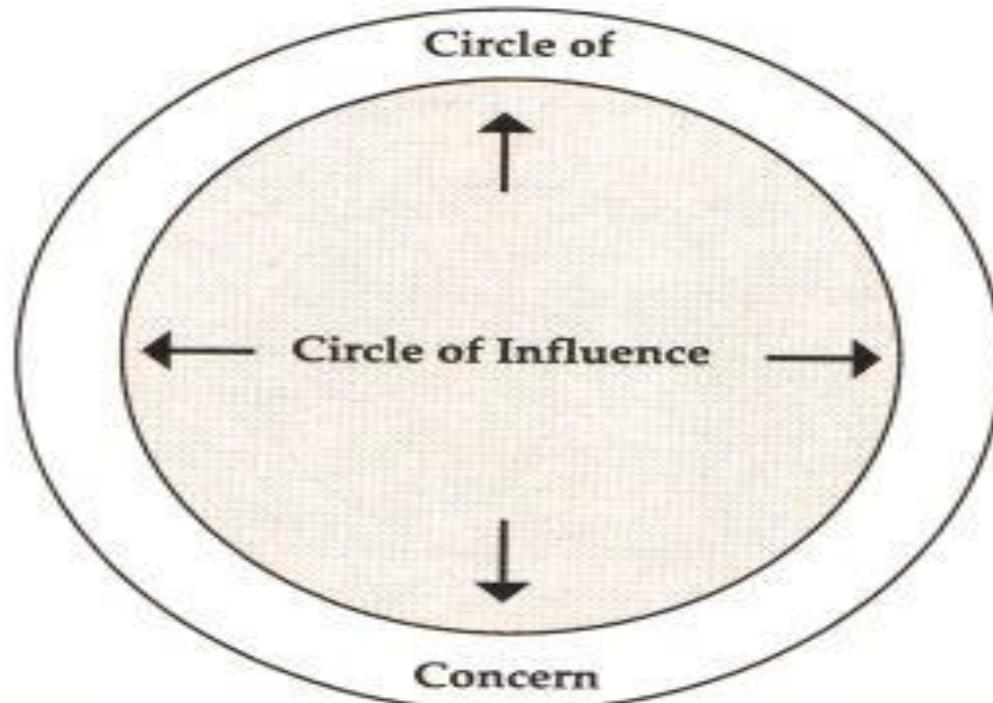
Proactive People

- Focus on issues within their circle of influence.
- They work on things they can do something about.
- The nature of their energy in doing this is positive, enlarging and magnifying.
- They increase their Circle of Influence

Reactive People

- Tend to neglect those issues that are under their control and influence.
- Their focus is elsewhere and their Circle of Influence shrinks.

Proactive Approach (Inside-Out)



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What is ...?



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SWOT ANALYSIS

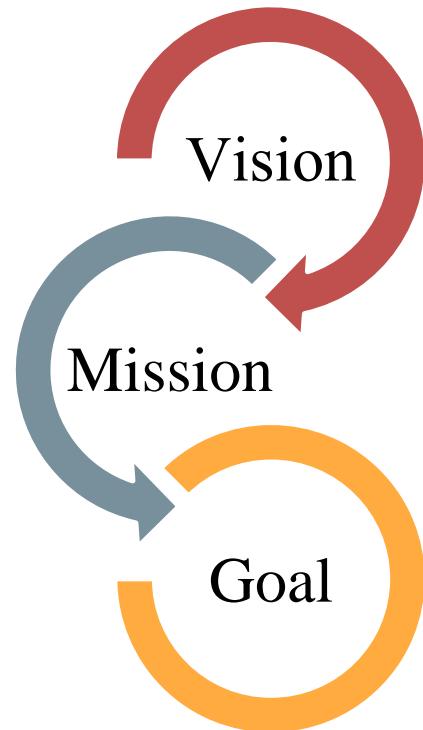
	Internal origin (attributes of the organization)
	Strengths
External origin (attributes of the environment)	Opportunities
	Weaknesses
	Threats



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Personal Planning



Personal Planning

- “My vision is to become a marketing manager in 20 years in company x.”
- “My mission is to live with integrity and to make a difference in the lives of others.”
- Remember: think broadly: it's not only about your career.
- Consider all

SMART Goal

Specific
Measurable
Attainable
Relevant
Time Bound



Draw Your Plan

Write your mission and vision: where do you see yourself in ten years from now?



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Part 4: Communication with Others



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Communicating with Others

In how many ways do people communicate?



Types of Communication



Verbal Communication

Oral

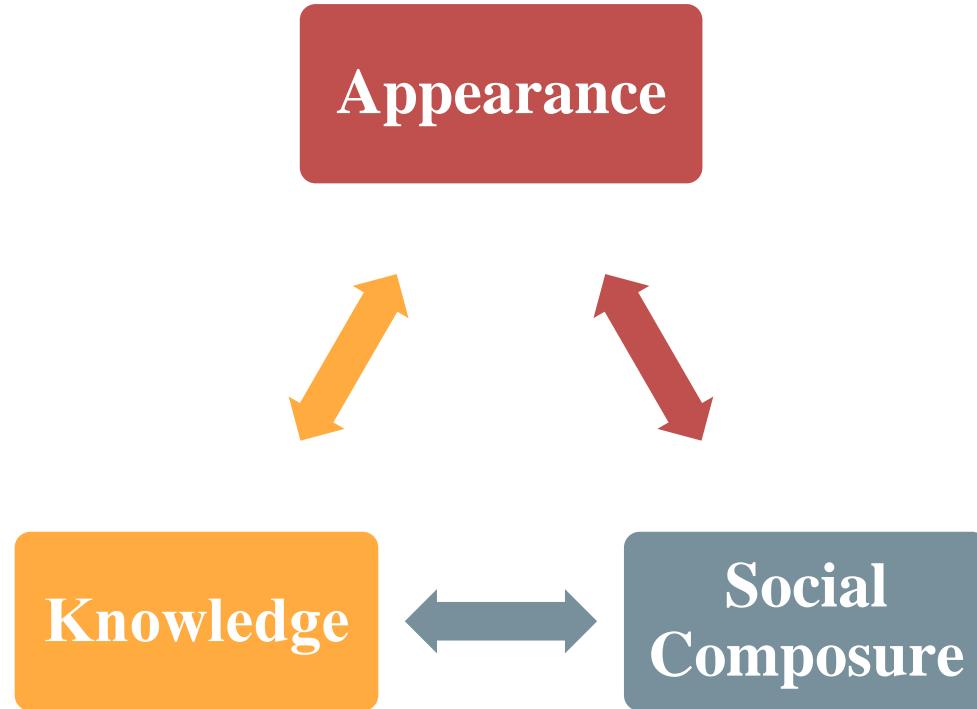
Written

Non-Verbal Communication

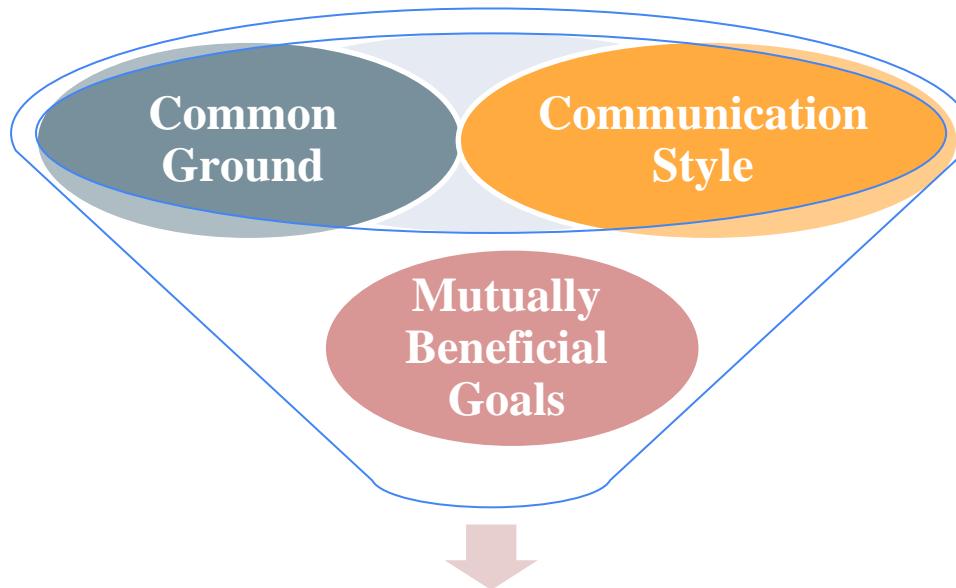
Body
Language

Verbal
Intonation

Elements Influencing First Impressions



Rapport



Building Rapport

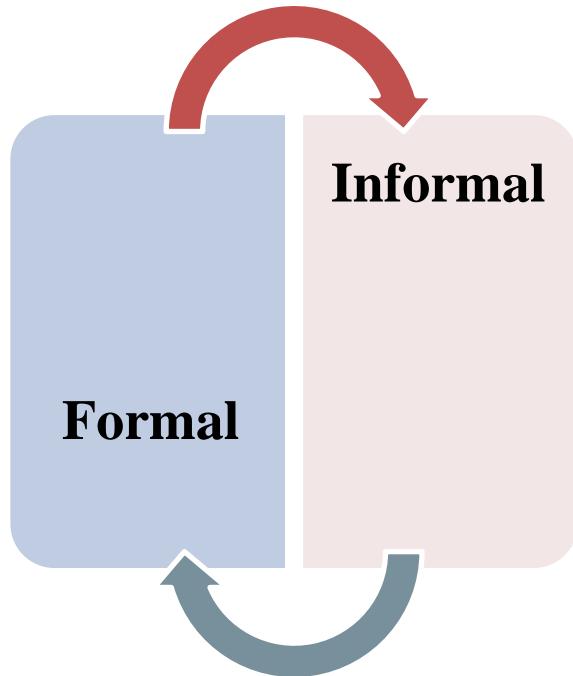
Communicating at Work



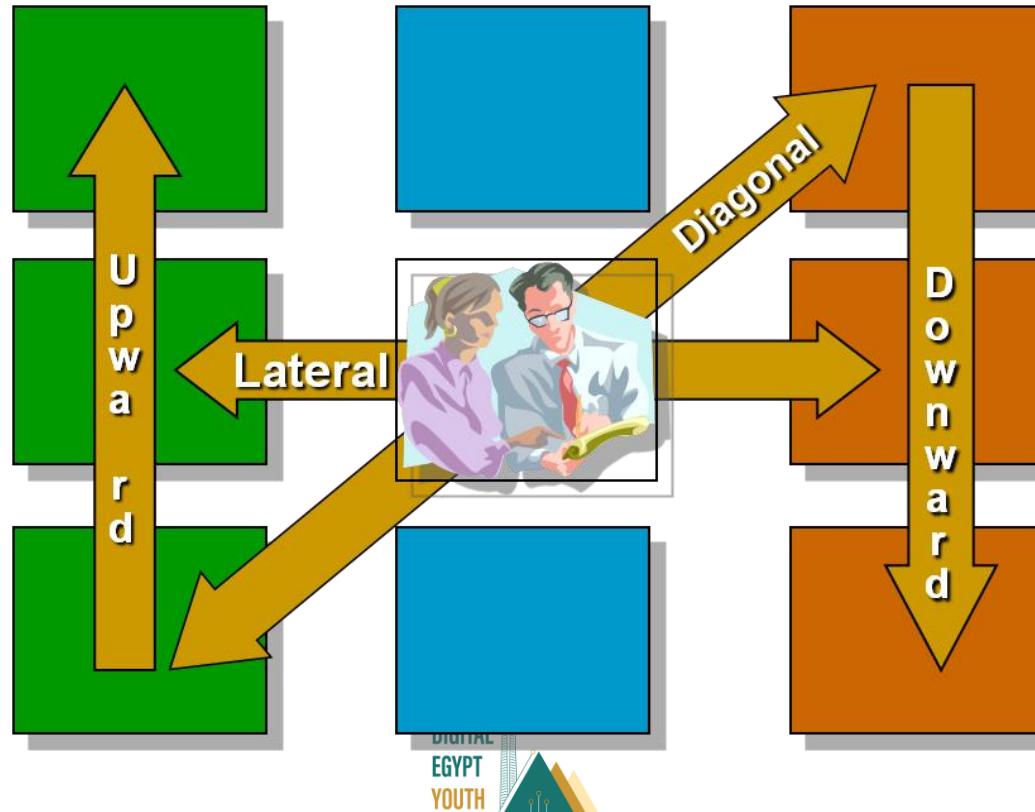
What are the different types of **communication** within an organization?



Organizational Communication



Communication Flows





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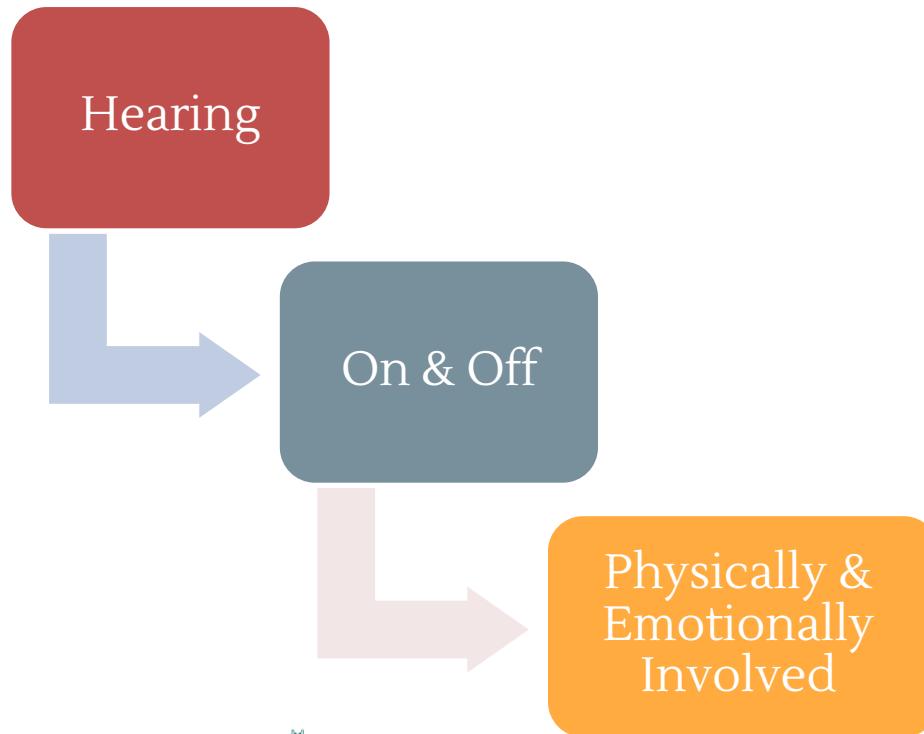


Listening

What is the difference between
hearing and listening?



Listening





Active Listening



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Active Listening

- Is the process of taking action to help someone say exactly what he or she really means.
- It employs paraphrasing messages & asking for confirmation of meaning.
- It minimizes the importance of the self & allows one to understand more fully another person's perspective.
- A technique of asking open-ended questions to clarify & expand the meaning of another person's message.



Active Listening Behaviors



Active Listening



Why is Active Listening
difficult?



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