

## WHAT IS THE MOST IMPORTANT SKILL IN COMMUNICATION?

The session started with this question. Immediately one colleague told it is first impression. The other made a perfect point, listening is the most important. While we were talking about importance of listening, a colleague pointed out to the understanding as an extremely important factor. it was a beginning of a discussion about which of the last two skills are more important. One said understanding is closely correlated with listening and it means that we are not able to understand without listening, and vice versa.

Arguably, listening is the most vital and important skill when we receive a message. Both parties in communication need to be active listeners to make an effective communication. Active listening means paying attention completely to the person you are talking with. it means beside the words, we can find extra information in speaker's face, gesture and posture to learn more about the meaning of a message. When you listen attentively to someone, that person will take notice and understand that you want to grant them validation. It builds trust and permitting them to look at you as a potential ally rather than an adversary.

Then professor made some points about being a good listener. Do not interrupt someone who speaks, interrupting means cutting someone off when they're speaking. Because they did not get enough trust and they think that you do not really pay attention to them. Students mentioned that interrupter will annoys or even offends the speaker. Other point, In the meetings, moderators intervene conflicts, manage and protect everyone time and allow everybody talks about their points. The other point was do not offer advice unless they ask you for advice. Do not involve your own logic and wait for your turn to speak. Take an attitude of empathy, means that it's very important to understand and respect the point of view of the other side of communication, even if you do not agree with the person. understanding from where their position stems will give you helpful insight into how to keep the conversation civil and even productive. We also discussed about the politician's behaviour that do not stick to the rules of being a good listener and wage a

personal attack against an opposing candidate to attract voters. And then compare it with the Mahatma Gandhi and why he is a role model for many people and is revered after years. “More time listening”, one colleague mentioned as a reason.

One colleague spoke about nonverbal cues and its importance in communication. In addition to the words a great deal of communication is made through body language, tone of voice, facial expression and eye contact. It helps to convey or understand a message clearly. Other colleague stated that pandemic has changed some aspect of communication, facial expression is not effective as it used to. Because wearing a mask has affected the face expression. We also talked about unambiguity and clarity of a message that are very important for an effective communication. Clarity means that you, as a sender of a message, will deliver a specific message with specific goals. So, make it clear about the intention of your message. You must make sure the main point is clear so don't include any information that will interrupt the meaning of the overall goal of the message. Ambiguity in communication refers to the property of a word or sentence having two or more meanings, and there is always the possibility of wrong interpretation at the receiver side.

Before conveying our message, we have to form it. Therefore, we need to know who our audience members are and how we can motivate them, then we can convey the message by engaging with them, asking questions to make them involved and allow them to take the floor and if applicable using visual contents such as images. To make your presentation more memorable and interesting, minimize text on your slides. It means that don't include your entire life story, every line of code, or every bullet point of your project in your presentation and try to use visual aid to avoid making the content too dry.

## **CLASS DISCUSSION AND ACTIVITY**

Students created groups and started discussing about a topic. The topic was: When communicating with team members, do you prefer text, or voice? One spokesperson told it depends on whom you

are speaking to and depends on situation and cultures. if you need something well-documented and official, we prefer to use emails(texts). The other representative told voice is more than words because it includes other information such as tone. Therefore, it is easier to understand. While tone information can not be incorporated into text. But professor told emojis are responsible to convey emotion in a text message. The other group told voice is better because sending a text message is time consuming. Other group stated using text would be more beneficial when information is huge. In answer to the question of what do you use as a voice medium? Some stated WhatsApp, zoom, telegram. One student told she prefers email over phone calls because before phone calls, you must be prepared for it. The other explained that meeting and email both are official way of communication, but he feels likes meeting because it is faster and you can have instant feedback. Moreover, we talk about planning a communication and adapting it to our audience. One student talked about an experience that she gained in her workplace. She found that if she makes a request from a secretary, in-person, the answer is simply a “no”. but if she send requests by email, it is highly likely to receive an ”ok”. She understood that if she sends an email to secretary, it provides that person with more time and freedom to answer as opposed to in-person requests. She mentioned in her point of view, it is very important to study the other side before starting a communication and also professor told it allows you to adapt the communication’s style based on your study and you audience. One student gave an example for planning a communication. He talked about solar bench and explained that in this project stakeholders are government, engineers and project managers. communication would be official through channels such as physical letters, emails, and meetings. Then professor talked about methods of communication including interactive (two-way communication), push and pull. Examples of interactive methods are meetings, phone calls and video conferences. this method is used when an immediate response is required so it is a real time communication and ensure common understanding. Some example of push communications are emails, post mails and voice mails, this is a one-way method of communication that delivered by the sender to the recipients. Example of pull communication are posting information to a website, a knowledge repository and bulletin board, this method provides access to the information however the receiver must proactively retrieve the information. This communication method is used in informational purpose. If the recipients do not read or pay attention to it, it will not affect the project.