

The background features a dark blue field with large, flowing, wavy shapes in shades of light blue and purple. A bright pink oval is positioned on the left side, containing the text 'Lecture 1' in a white, cursive font.

Lecture 1



-
- Identify the importance of Professional Interaction
 - Explain the difference between verbal and non-verbal communication
 - List out the techniques and tips for listening and note taking

What is Professional Interaction?



Socializing with a fellow translator – It involves a chit-chat which is rarely structured



Meeting new colleagues at a conference – This involves professional networking



Offering and receiving feedback from another colleague – It involves structured interaction



Presenting in a conference/ meeting of a professional association – It involves structured interaction

Why is Professional Interaction Important?




An interaction that is professional will leave a striking effect on your professional and personal life



In today's world, where everyone is career oriented, we communicate at various levels for success in a profession



For example, in procuring a job, your knowledge, confidence, attitude and team skills are tested through group discussion where you interact with the other participants



How do you communicate in a variety of settings?

- It is important that a professional is able to adapt and is flexible with his communication style to suit people and settings that are different
- Different cultures have different ways of interacting and communicating, which can lead to cross-cultural misinterpretations
- Additionally, people from western cultures often prefer to be told things directly and might feel like a person is untrustworthy when they don't communicate with them in a "straight up" kind of way

What is Verbal and Non-verbal Communication?

Verbal communication involves the use of words or speech or auditory language to express emotions or thoughts or exchange information

Non-verbal communication involves the use of visual or non-verbal cues such as facial expressions, eye or body movements, gestures, and many more without speaking

The ability to listen effectively is very important in the communication process

What is Listening and what does it involve?



Receiving



Interpreting



Recalling



Evaluating



Responding

A decorative graphic on the left side of the slide. It features a grid of small, colorful stars (red, yellow, green, blue, and grey) arranged in a pattern that tapers to the right. The stars are placed on a light-colored grid background.

What are the techniques and Tips for Listening and Note Taking?

- Write phrases, not full sentences
- Take notes in your own words
- Structure your notes with headings, subheadings and numbered lists
- Code your notes by using colour and symbols to mark structure and emphasis
- Use colour to highlight major sections, main points and diagrams
- Underline, circle, star, etc. to identify key information, examples, definitions, or other important materials
- Use Symbols and Abbreviations for frequently used words, phrases or names



What are the techniques and Tips for Listening and Note Taking?

Abbreviations and acronyms for note taking

Use concept maps and diagrams

Information can also be recorded using a concept map or diagram

Try drawing diagrams or pictures for concepts that are hard to note quickly

For instance, draw a pie chart to roughly indicate the relative strength of political parties in an election instead of writing these details out



Examples

Your weekly practice is here

Quick Review Quiz 1



What is meant by Professional Interaction?



What is the key to Professional Interaction?



Provide three scenarios in which you would be required to interact professionally



What would result if a speaker fails to recognize cultural differences in interaction?



List the note-taking technique that can be used to identify key information, examples and definitions

Quick Review Quiz 2

Verbal communication involves the use of _____ or _____ or _____ language to express emotions or thoughts or exchange information

Non-verbal communication involves the use of _____ or _____ such as facial expressions, eye or body movements, gestures, and many more without speaking

Listening is the ability to accurately _____ and _____ messages in the communication process

The 5 stages involved in the listening process include _____, _____, _____, _____, and _____

Symbols and abbreviations are useful for note-taking when _____ is essential



Answer Key

Quick Review Quiz 1



A structured manner of sharing experiences, ideas and opinions about topics of professional interest with people who work in the same profession, with the outcome that the people involved in that exchange have learned something from it



Structured exchange



Examples

Interacting with a prospective employer during an interview
conducting a meeting or discussion in an organization
participating in a conference



So that cultural misinterpretations do not occur



i) underline



Quick Review Quiz 2

- word, speech, auditory
- visual, non-verbal cues
- receive, interpret
- receiving, interpreting, recalling, evaluating, responding
- speed