

COMMUNICATION SKILLS


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Introduction

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Communication Skills



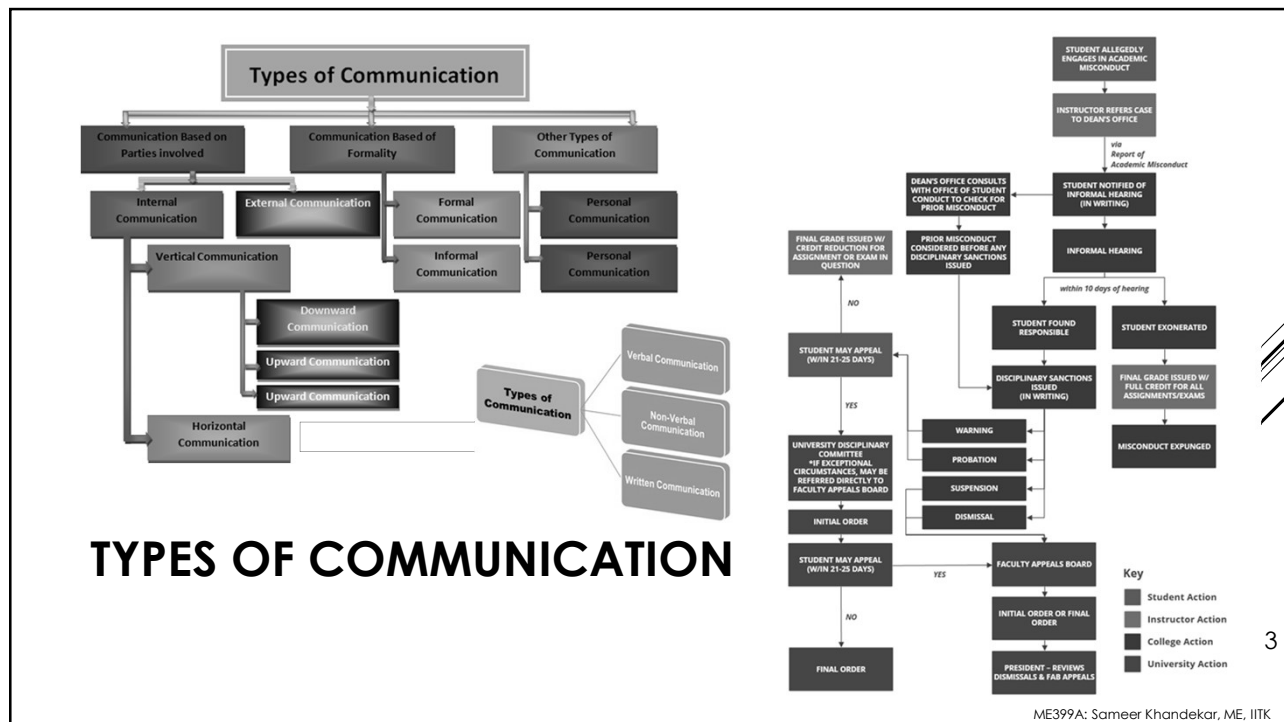
- ▶ Most vital activity!
- ▶ Important for *expressing* information, behavior and our feelings and thoughts.
- ▶ Helps to *understand* and *respond* to other's feelings, thoughts, knowledge and behavior.

WHY IS COMMUNICATION IMPORTANT?



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Technical Communication

is a **means** to convey scientific, engineering, or other **technical** Information.

- ▶ MEMO | Office Order | Note | Notice
- ▶ DRAWING | Illustration | Figure | Photo
- ▶ Research Paper | Letter | Communique

TECHNICAL COMMUNICATION

IMPORTANCE OF Technical Writing

- Completion of a task
- Facility of Work
- Improvement of Interpersonal Relationships
- Increase of Income
- Means of Job promotion
- Improvement of Personality traits
- Security of Records

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- Use of words, numbers and symbols.
- Tone, pitch, quality and rate of speech carries more weight than the words
- The latter convey the emotions and meaning, regardless of the content of the message.



Have you ever thought about giving up bunking classes?
 Have **you** ever thought about giving up bunking classes?
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 Have you ever thought about giving up bunking classes?

VERBAL COMMUNICATION

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- Facial expressions
- Eye contact, pupil dilation
- Gestures
- Body language and posture
- Proximity and touch



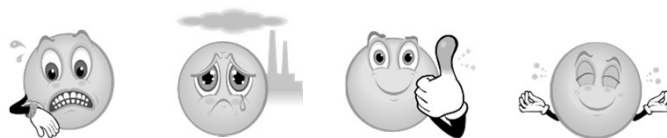
- Kinesics- Body Signals
- Haptics- Touch Signals
- Proxemics- Space Signals
- Chronemics- Time signals
- Appearance- Dress Signals
- Iconics- Object signals

Most of our communication is non-verbal

(which is missing in emails and tweets)

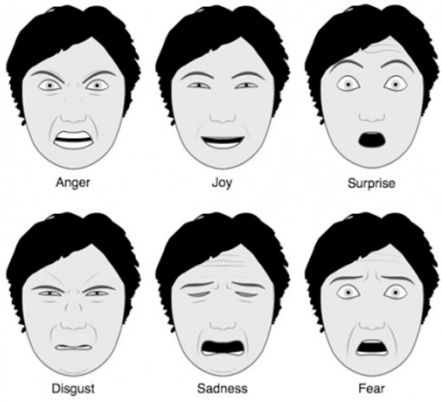
- words provide 7% of the effective message;
- tone/rate/rhythm of voice is 38% of the effective message; and
- non-verbal cues are 55% of the effective message.

NON-VERBAL COMMUNICATION



Para-Linguistics ⁶

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Anger Joy Surprise

Disgust Sadness Fear

Facial Expressions

Facial expressions are the key characteristics of nonverbal communication. Your facial expression can communicate happiness, sadness, anger or fear.



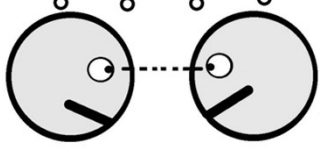
Your face can show many feelings

FACIAL EXPRESSIONS


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Eye-Contact



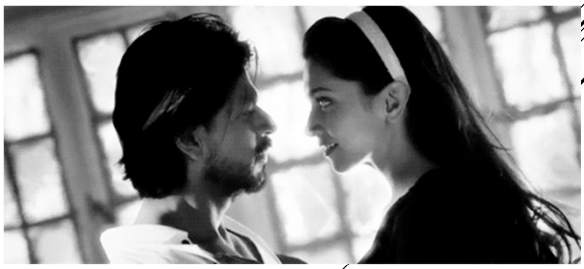
आँखों ही आँखों में इशारा हो गया
बैठे बैठे जीने का सहारा हो गया
आँखों ही आँखों में ...



ANKHON HI ANKHON MEIN
आँखों ही आँखों में

► Maintaining appropriate eye contact when speaking with others helps communication

EYE CONTACT



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- ▶ Also convey meanings
- ▶ Be mindful of cultural differences



Waving

Pointing



Making a fist

Nodding



Thumbs up

Yawning



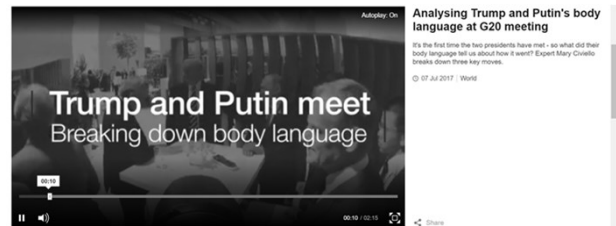
GESTURES



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- ▶ A great deal of your (true) message can be communicated by your body use and posture
- ▶ To work effectively with others you need to read body language and ensure you are not conveying the wrong signals



BODY LANGUAGE (KINESICS)

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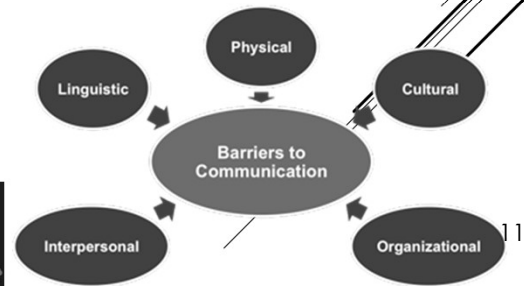
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- ▶ Inattention
- ▶ Poor expression
- ▶ Premature evaluation
- ▶ Emotions
- ▶ Inconsistency

- ▶ Physical barriers
- ▶ Insufficient warning
- ▶ Individual differences
- ▶ Lack of feedback
- ▶ Inference
- ▶ Insecurity



COMMUNICATION BARRIERS



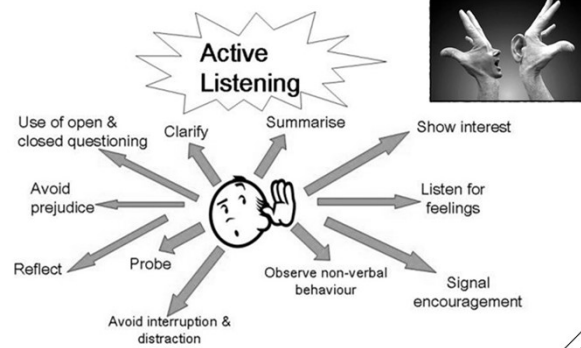
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Letting a person know you have heard them, both literally and emotionally

- ▶ Encourages further discussion and checks accuracy of message
- ▶ **Active listening expresses empathy**

ACTIVE LISTENING

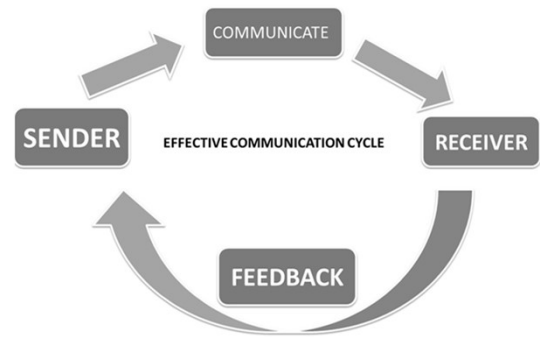


Listening
=
Learning



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- ▶ **Prepare:** Review topic and previous art/knowledge
- ▶ **Inquire:** Ask questions, stay alert, check
- ▶ **Listen** actively: Paraphrase, feed back, listen 'between the lines'
- ▶ **Evaluate:** Draw conclusions, what can you do better, plan



EFFECTIVE COMMUNICATION CYCLE

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- ▶ Getting Gritty
 - ▶ courage and resolve to communicate
 - ▶ strength of character
 - ▶ Mindset of success

THANK YOU

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