



Effective Communication

Dr. Sumathi Narayanan





**Go around and
stop when asked to stop,
in front of any one you choose to ☺
Then share what I ask you to:**



**Your favorite color and
three descriptions/adjectives of the color**



**Go around and
stop when asked to stop,
in front of any one you choose to ☺
Then share what I ask you to:**



**Your favorite animal and
three descriptions/adjectives of the animal**



**Go around and
stop when asked to stop,
in front of any one you choose to ☺
Then share what I ask you to:**



**Favorite
book/person and
Why they are
favorite**



Go around and
stop when asked to stop,
in front of any one you choose to ☺
Then share what I ask you to:



Great event in your life so far

stop when asked to stop,
in front of any one you choose to ☺
Then share what I ask you to:



Challenge you faced and overcame



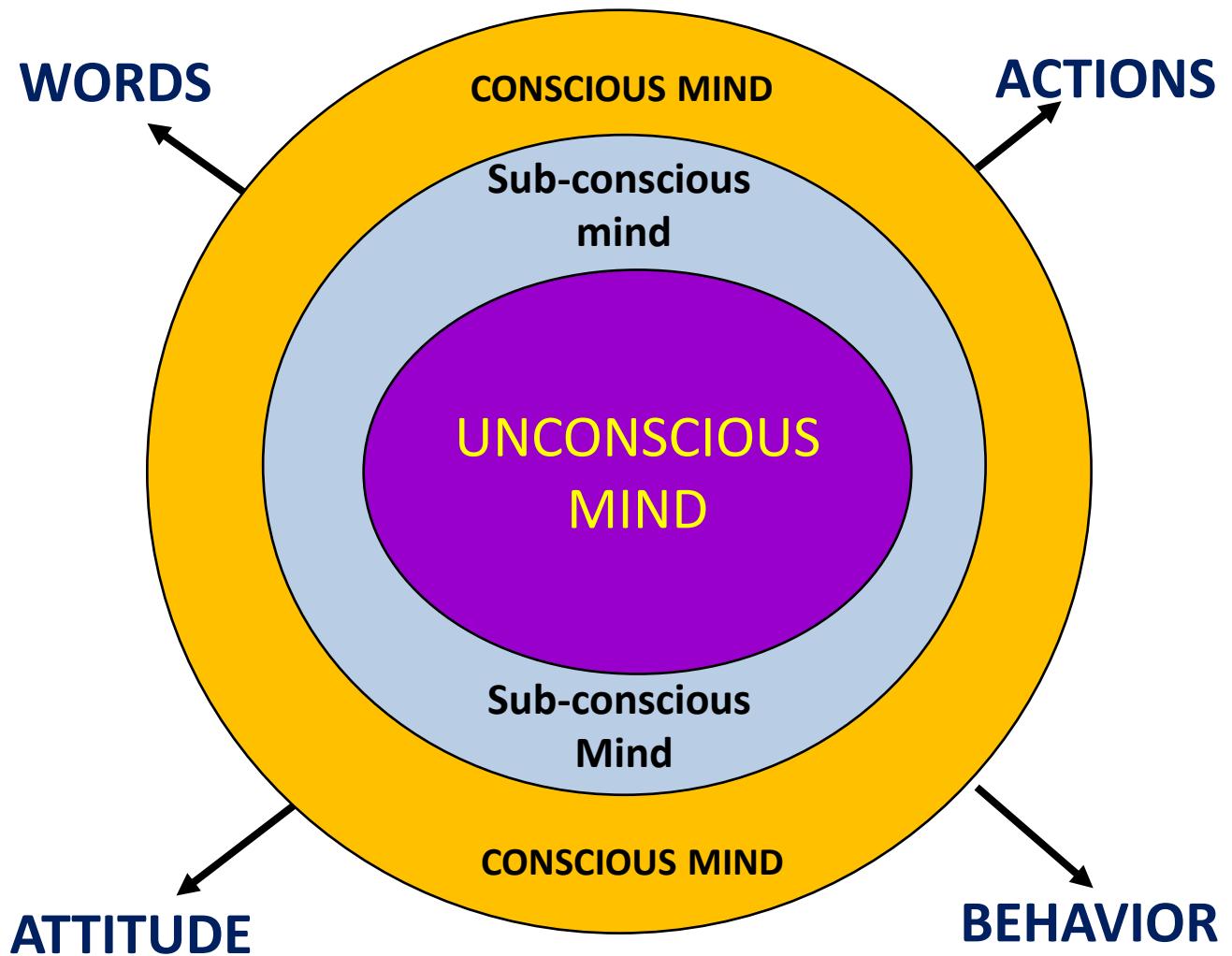
**Go around and
stop when asked to stop,
in front of any one you choose to ☺
Then share what I ask you to:**





Outline for the evening

- **Introduction to communication**
- **Listening skills**
- **Speaking skills**
- **Preparing presentations**





Matryoshka Dolls



Words
Thoughts
Attitude
Habit
Beliefs
Destiny - Life

Choices in Life



I find it easy to...

I am good at...

I wish to learn
to:

Communication

I find it difficult
to....





Areas for focus for learning

- New faces
- Communication skills
- Searching for words
- Working with known people
- Be at a higher level when handling interactions
- Large number
- Fear of facing people



Challenges in Communication

- Fast track
- Flat world – no or few boundaries
- Multi – modal
- Continuous update/upgrade
- “No time” syndrome



What is your purpose in being here?

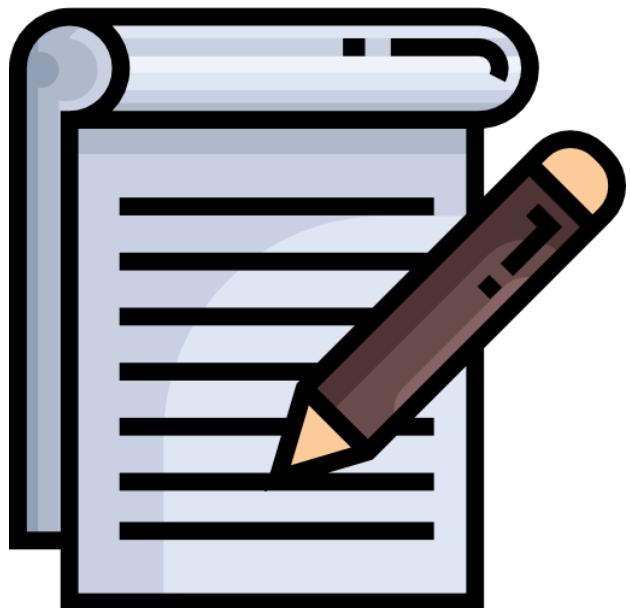
How will you know you got it?







NOTE DOWN WHAT YOU SAW.





- **What did you see?**
- **Share with your neighbour. Check how each one has absorbed information.**
- **What did you learn from this exercise?**



Communication exercises - I

Stand Face to Face

Speaker: Share an achievement

Listener: Do not speak or interrupt. Do not look at the speaker. Look every where else.



Communication exercises - II

Stand Face to Face

Speaker: Share a joke or a comedy scene you enjoyed

Listener: Do not speak or interrupt. Look at the speaker but do not show any expressions – no lifting of eye brows or smile etc.



Communication exercises - III

Stand Face to Face

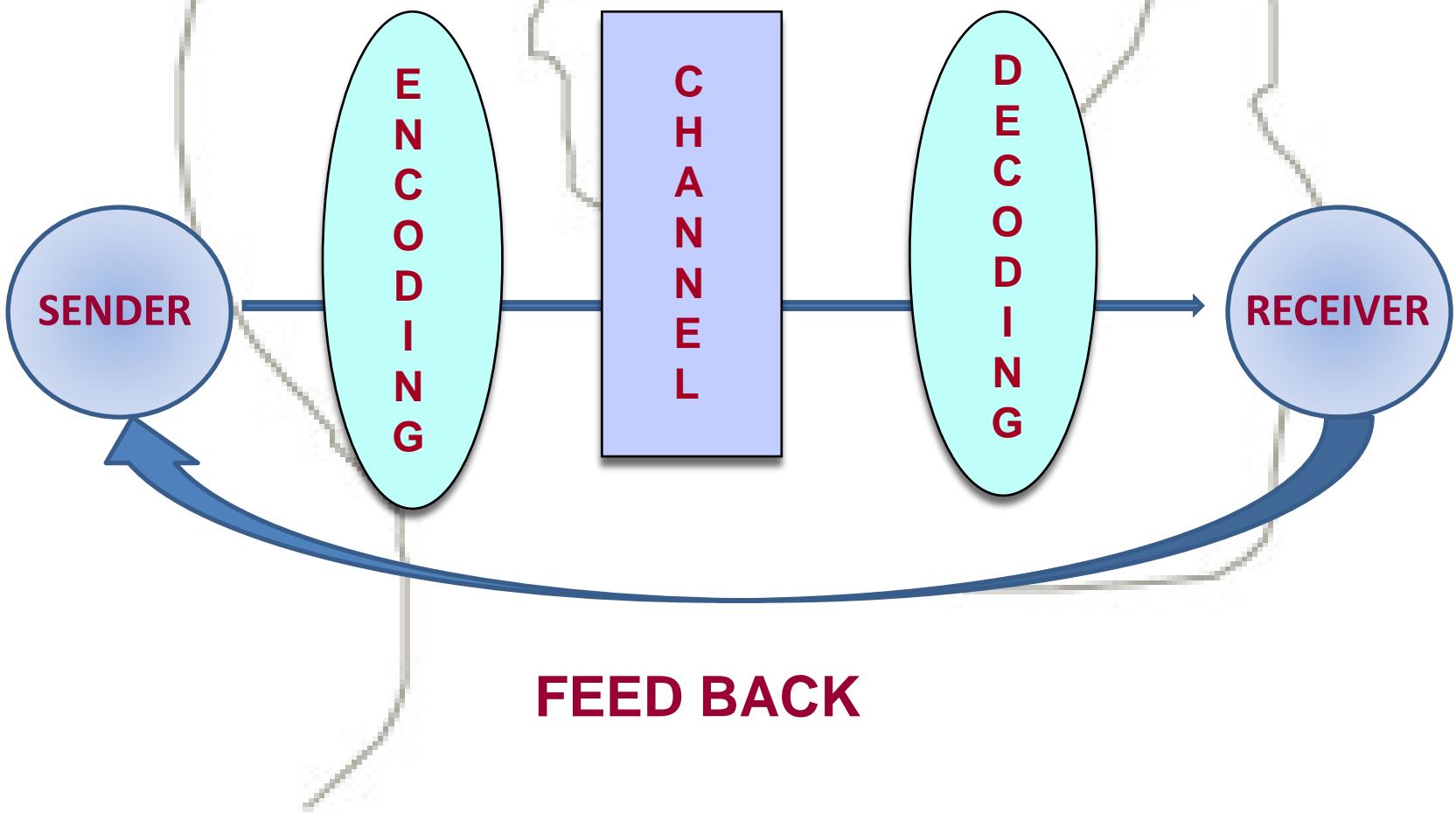
Speaker – Share what you are your plans for the next 1-2 years

Listener - Listen, Do not interrupt, Look at A, Smile,

Summarize to speaker after one minute



COMMUNICATION PROCESS





Factors affecting communication

Social
system

Knowledge

Culture

Speaking &
Listening
Skills

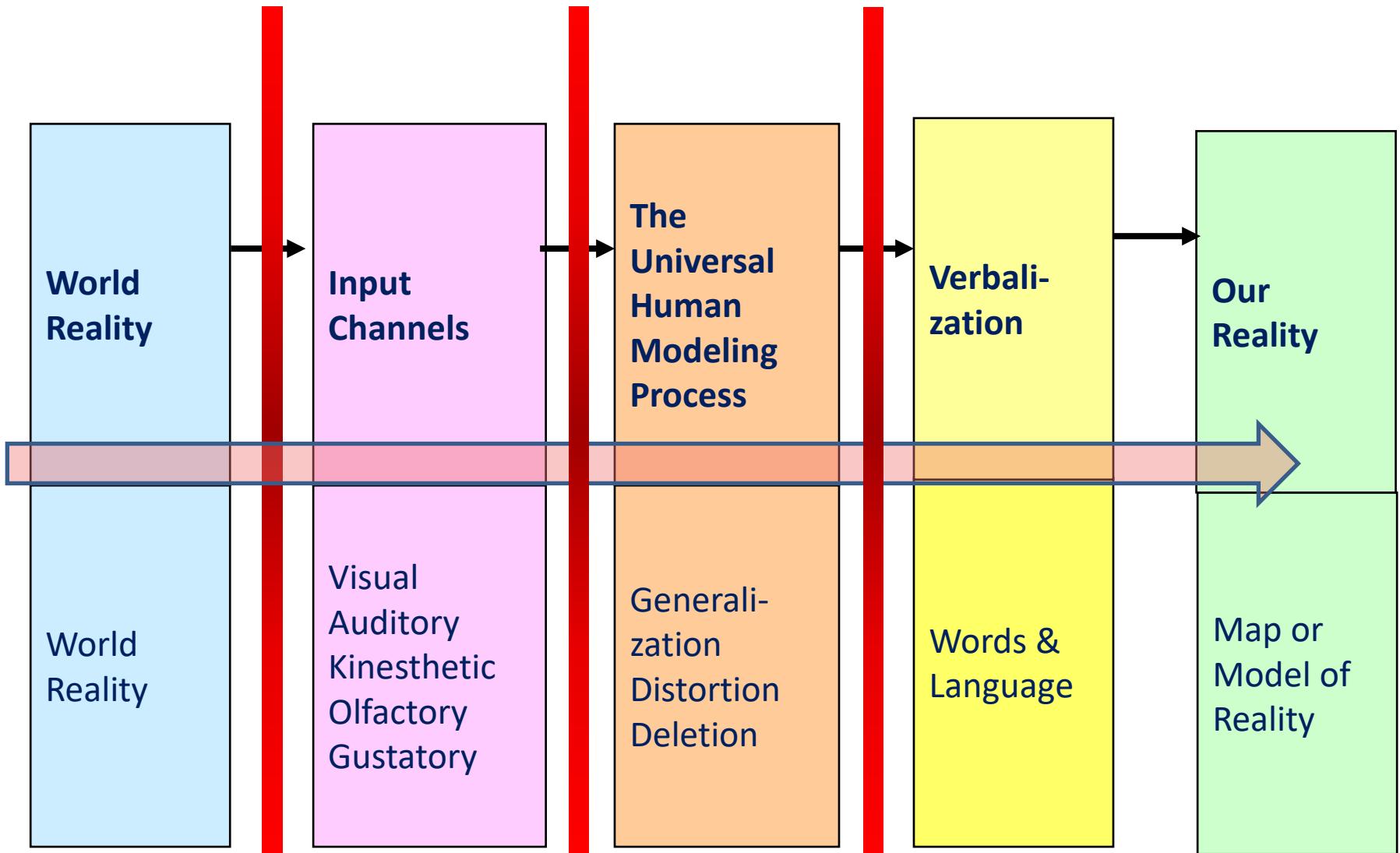
Clarity of
thoughts

Attitude

Objective &
Intention



How we take in reality





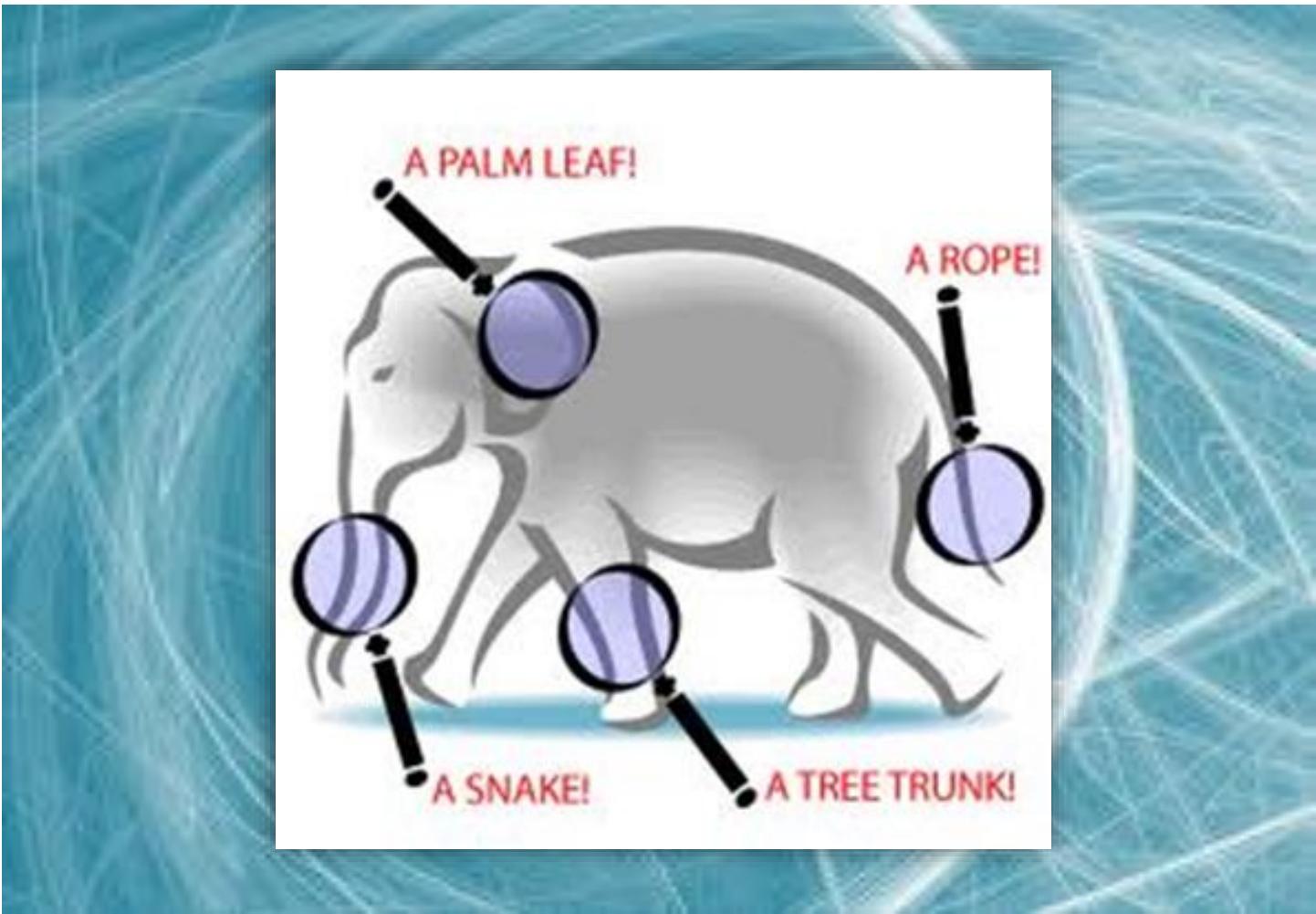
**The reality you see is the only one you will see as real.
There is no other reality**



**Think of a context or issue
about which you have a
strong opinion.**

**How did you form the
opinion?**

**Based on what did you
look at the issue?**





Seven Levels of Listening

1. Not listening:
2. Pretend listening:
3. Partially listening:
4. Focused listening:
5. Interpretive listening:
6. Interactive listening:
7. Engaged listening: Being fully engaged in communications involves listening to the other person's views, feelings, interpretations, values, etc., concerning the communication and sharing yours as well with the other person(s).
In engaged listening, both parties are given the opportunity to fully express their views, feelings.

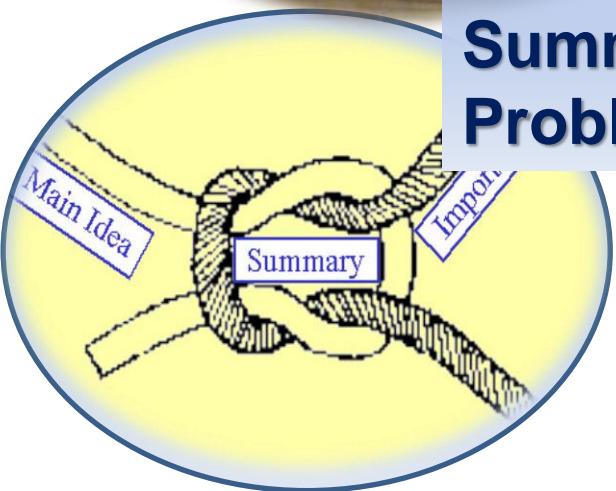


Roadblocks to listening





Listening responses



**Peel the onion
Summarize
Problem solve**

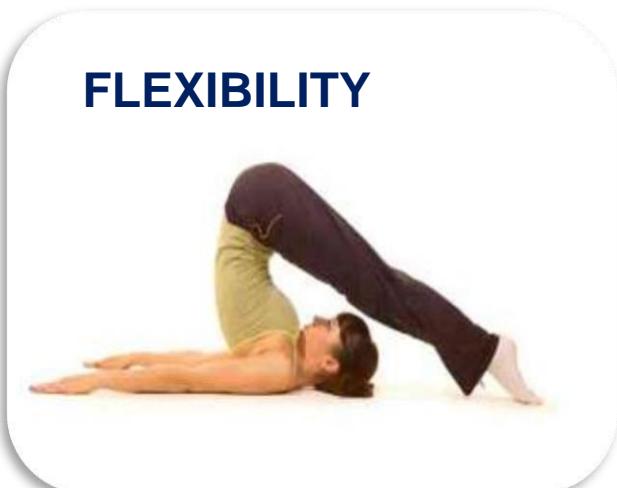




**Really
All
People
Prefer
Others
Resembling
Them**



Qualities of great communicators





Rapport

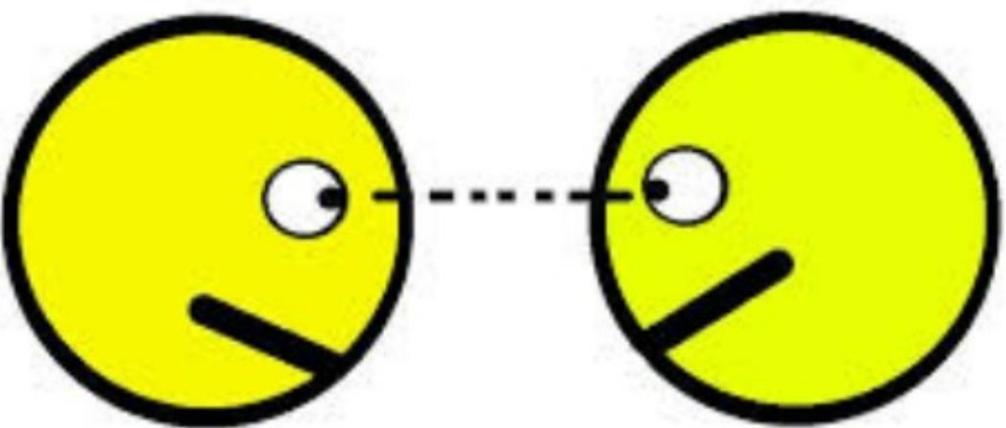
- 
- A photograph showing two people in dark suits and white shirts shaking hands. The background is a solid blue color.
- Content rapport
 - Emotional rapport
 - Posture rapport
 - Tonal rapport



Really
All
People
Prefer
Others
Resembling
Them



Eye-Contact



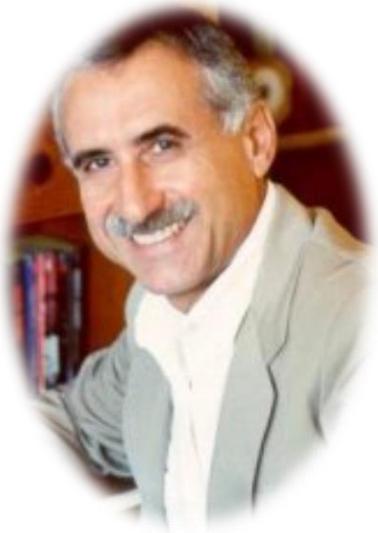
InterACTION!TM

A large, stylized word "ACTION!" in bold, colorful letters (purple, red, orange, yellow, green, blue) with a drop shadow. To the left of "ACTION!", the word "Inter" is written in smaller, colorful letters (yellow, red, green). A red diagonal bar or swoosh starts from the bottom left and extends towards the center under the word "ACTION!".



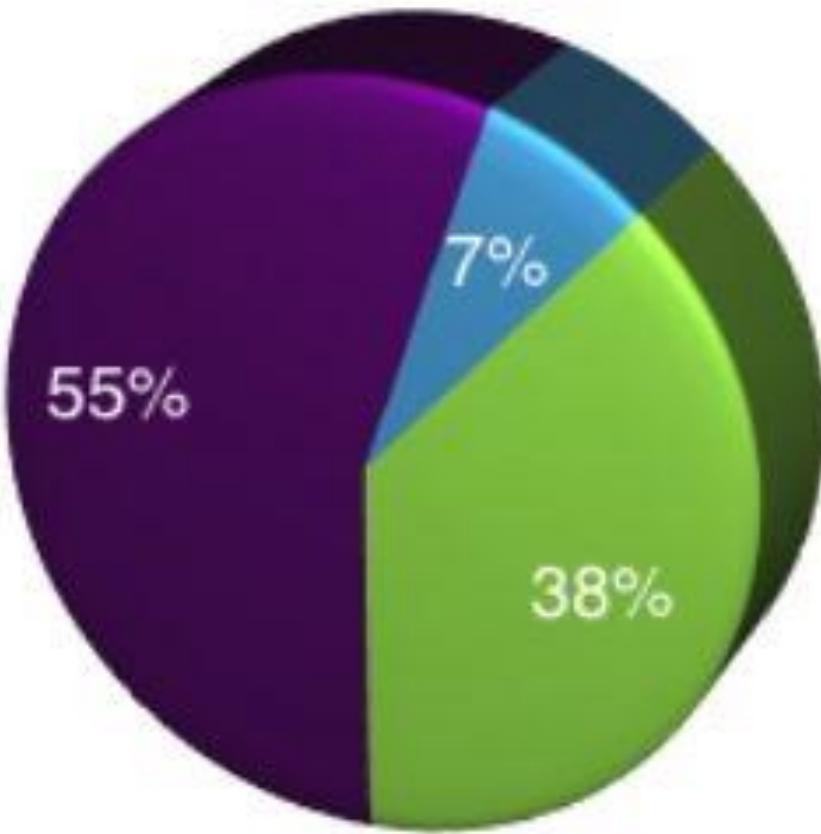
Speaking involves

- **WHO says**
- **WHAT**
- **in WHICH Channel**
- **To WHOM**
- **With WHAT EFFECT**



What affects us most?

Albert Mehrabien



● Body Language

● Words

● Tone of Voice

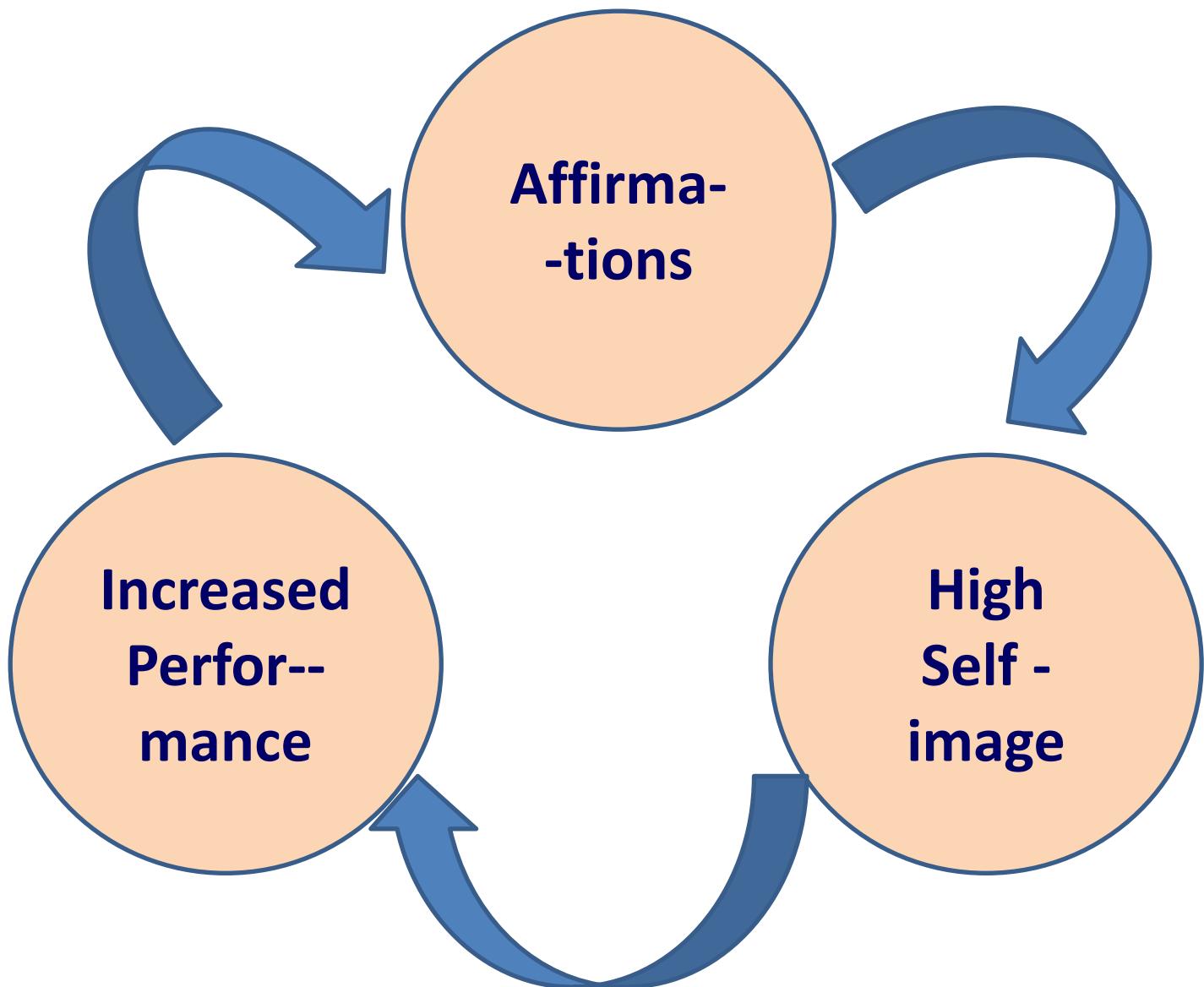


Overcoming stage fear





Positive Self Talk





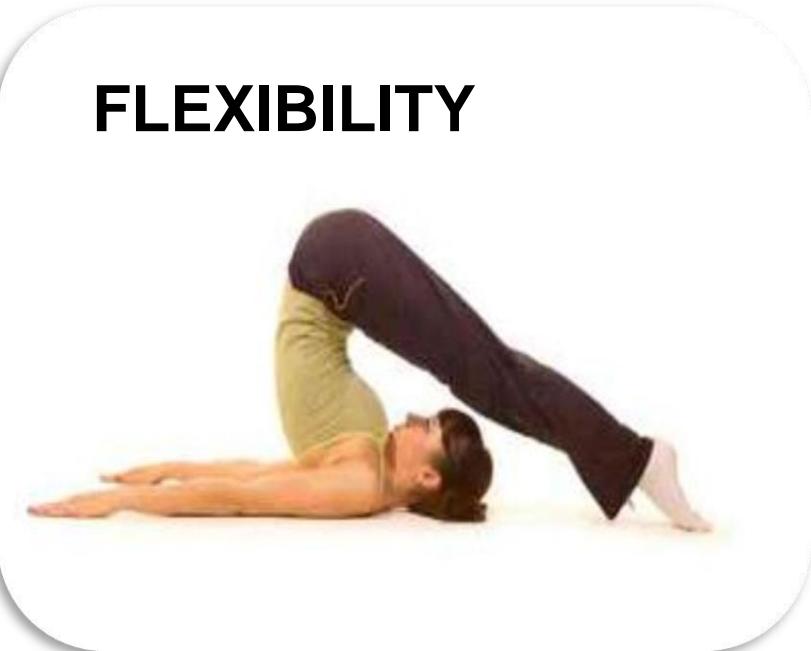
R
A
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P
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CLEARLY
S
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A
T
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OBJECTIVES

Qualities of great communicators



FLEXIBILITY



EYE ACCESSING CUES

Visual
creative

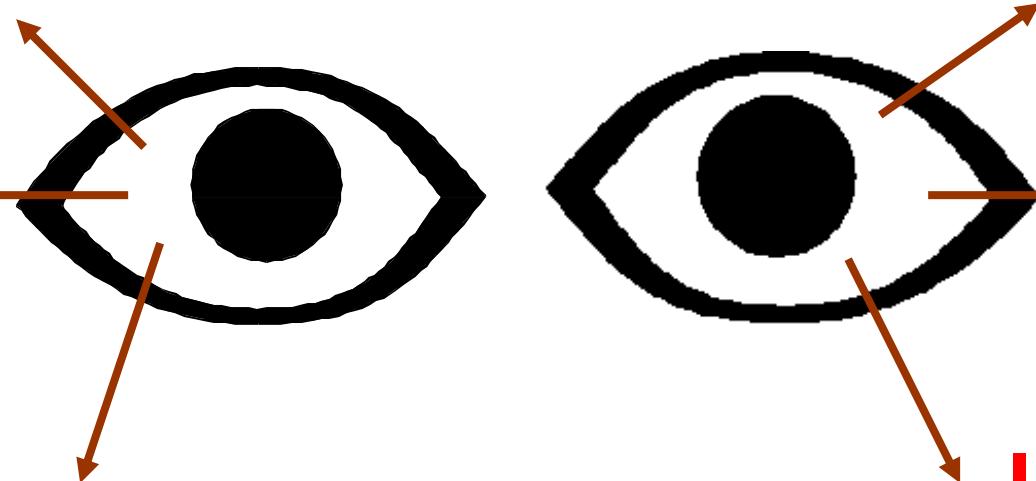
Visual
memory

Auditory
creative

Auditory
memory

Kinesthetic
Feelings

Internal
Dialogue





Qualities of an excellent speaker

- Confident
- Convincing
- Clear voice
- Positive eye contact
- Knowledge
- Catch attention of audience
- Good appearance
- Clarity & organization
- To the point
- Humorous
- Interesting start & end





- Articulate
- Inspiring
- Body language
- Specific
- Interactive
- Natural
- Approachable
- Well modulated
- Spontaneous
- Confidence
- Entertaining

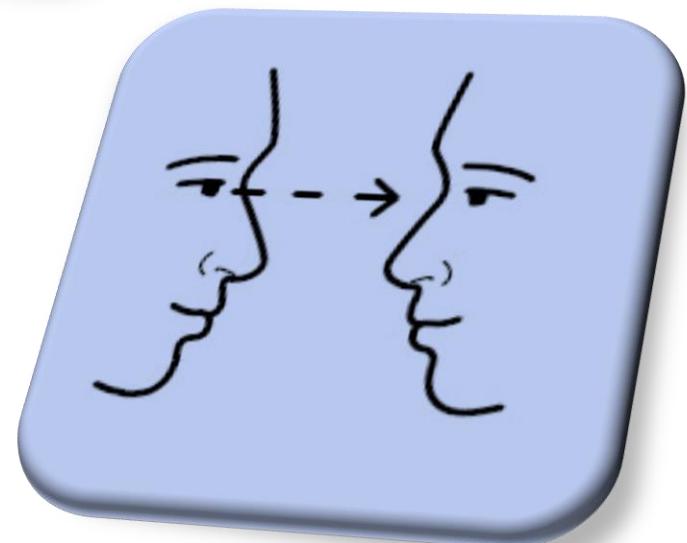


Speaker's personality



Alive &
enthusiastic

Extended
Eye contact





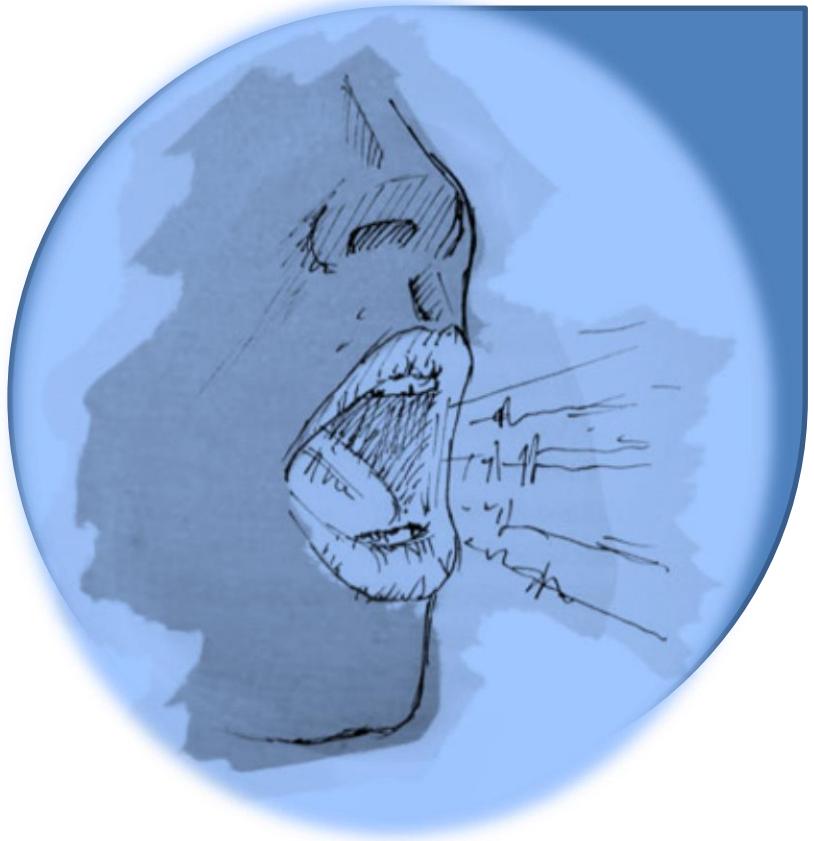
Speaker's personality



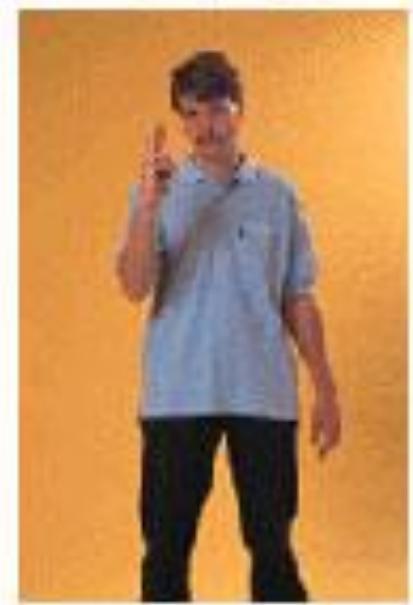
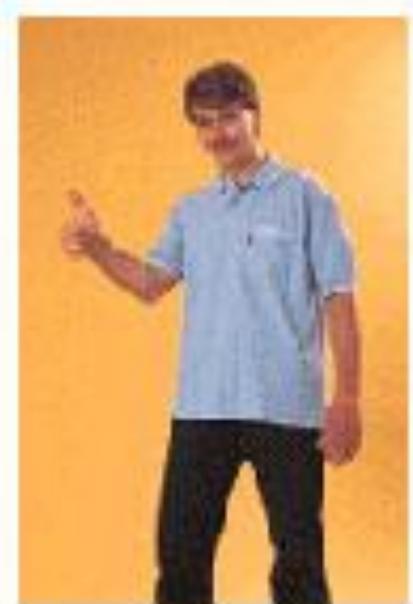
Smiling outlook

Poised
appearance





Voice
Clear
Loud
Natural
Pitch
Pause
Speed
Breathing



Gestures

Natural

Emphasis

Relaxation



Body Posture

- Comfortable
 - Balanced
 - Forward





Positive affirmations

- Speaking is becoming easier & enjoyable.
- I can have eye contact with my audience.
- I will breathe normally & comfortably when I am speaking.
- I will use my hands for natural & normal gestures.
- I can remember all my points easily and naturally.



Quick check

- **Stand comfortably.**
- **Speak in loud and clear voice.**
- **Look at people.**
- **Use your hands.**

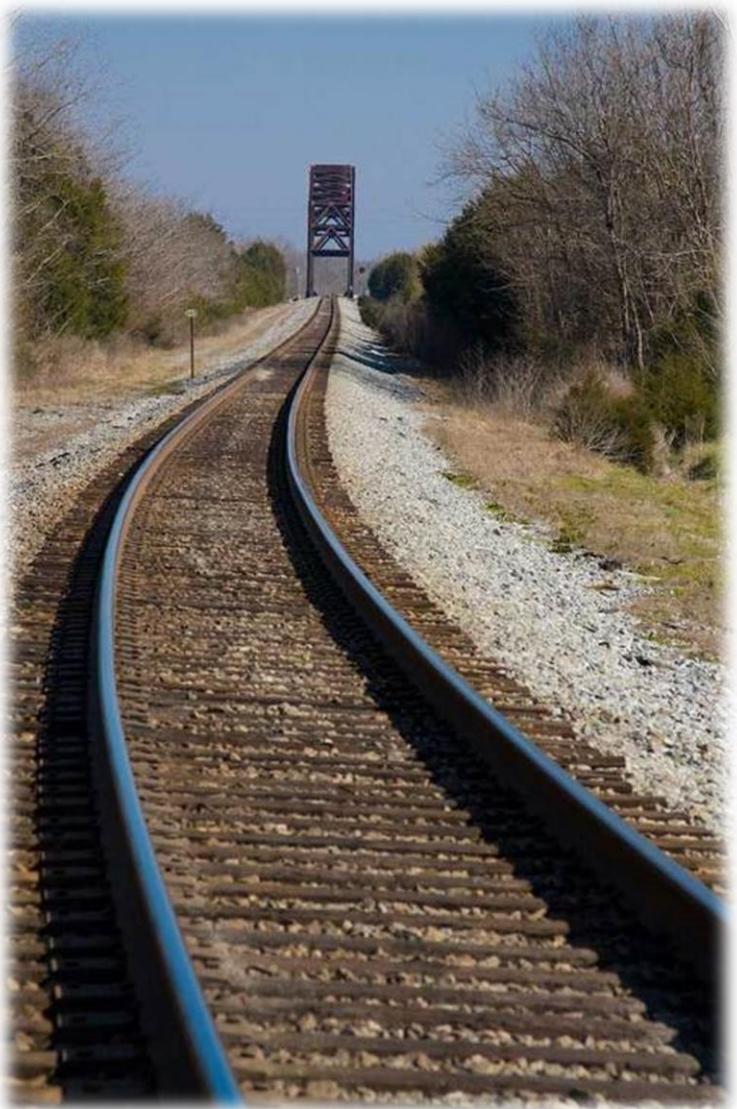
A photograph of a freight train traveling through a lush, green landscape. The train, consisting of several dark-colored locomotives and various cargo cars (including what look like tankers and open gondolas), is moving from the bottom right towards the top left of the frame. It is positioned on a set of tracks that curve slightly to the left. To the left of the tracks, there's a steep embankment covered in rocks and sparse vegetation. A paved road runs parallel to the tracks on the left side. Utility poles with multiple cross-arms are scattered along the right side of the tracks, some with wires visible. The background is filled with dense green trees and bushes, creating a sense of depth.

Good presentation is like a train.



**Have clear
destination/objective.**

Be on track – one track





**Engine is like the introduction.
Headlight is the opening attention getter.
Compartments are the key Ideas .
They are connected to each other
By effective transitions.**



**Do not put
Too many points**

**Organize your points
with a neat flow
on track.**





Have an interesting beginning and neat ending.





**Let your presentation
Reflect your personality.**





Analysis of occasion

- Purpose of gathering/meeting
- Formal or informal
- Importance
- Time limit
- Other speakers
- Physical conditions
- Arrangements
 - Seating
 - Visual aids
 - Materials



Number

Age

Gender

Language

Occupation

Education

Profession

Subject knowledge

Interest

Attitude

Decision power

Analysis of audience



Building the speech

Collection of material

Prepare outline

Draft text

Key points



Benefits of writing text

- 1. Logical sequence**
- 2. Make ideas convincing**
- 3. Organize & interconnect**
- 4. Follow a pattern**
- 5. Use appropriate words**
- 6. Appropriate examples & expansion**
- 7. Gauge time**
- 8. Get sense of speed**
- 9. Fluency of expression**
- 10. Mind free to notice audience**



Steps for good preparation

- 1. Have clear purpose**
- 2. Think & generate ideas**
- 3. Jot down points**
- 4. Collect data, information, quotation**
- 5. Form outline – purpose, time limit**
- 6. Write entire text**
- 7. Decide number, content, pictures of slides**
- 8. Practice from text, outline, visuals**
- 9. Learn how to use audio-visual Equipment**
- 10. Time your speech**



Small Details - make a difference

- Data - Comparison, As is in situation, Propose, performance
- Examples – real, imaginary, potential
- Transition
- Case study
- Report - use format
- Connect different segments
- Use Picture producing words



Organizing your presentation

- Gather points
- Follow a pattern
- Give benefits
- Give examples
- Stick to time schedule
- Linear or wholistic
- Decide visuals
- Prepare visuals
- Rehearse





Casual opening

Their interests

Question???

Story

**Arouse
curiosity**

Shocking facts

Common ground

Humour

Quotation

**Momentary
interest**





Summarize

Appeal for action

Closing

Quotation

Be gone!!!!

Leave them smiling/laughing



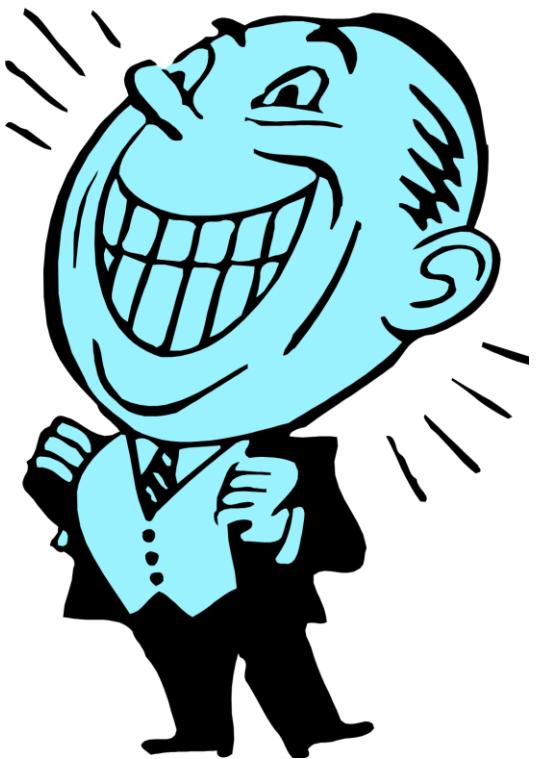
Check your content

- Organized
- Logical
- Structured
- Convincing
- Supported with data
- Beginning
- Ending



Check your voice

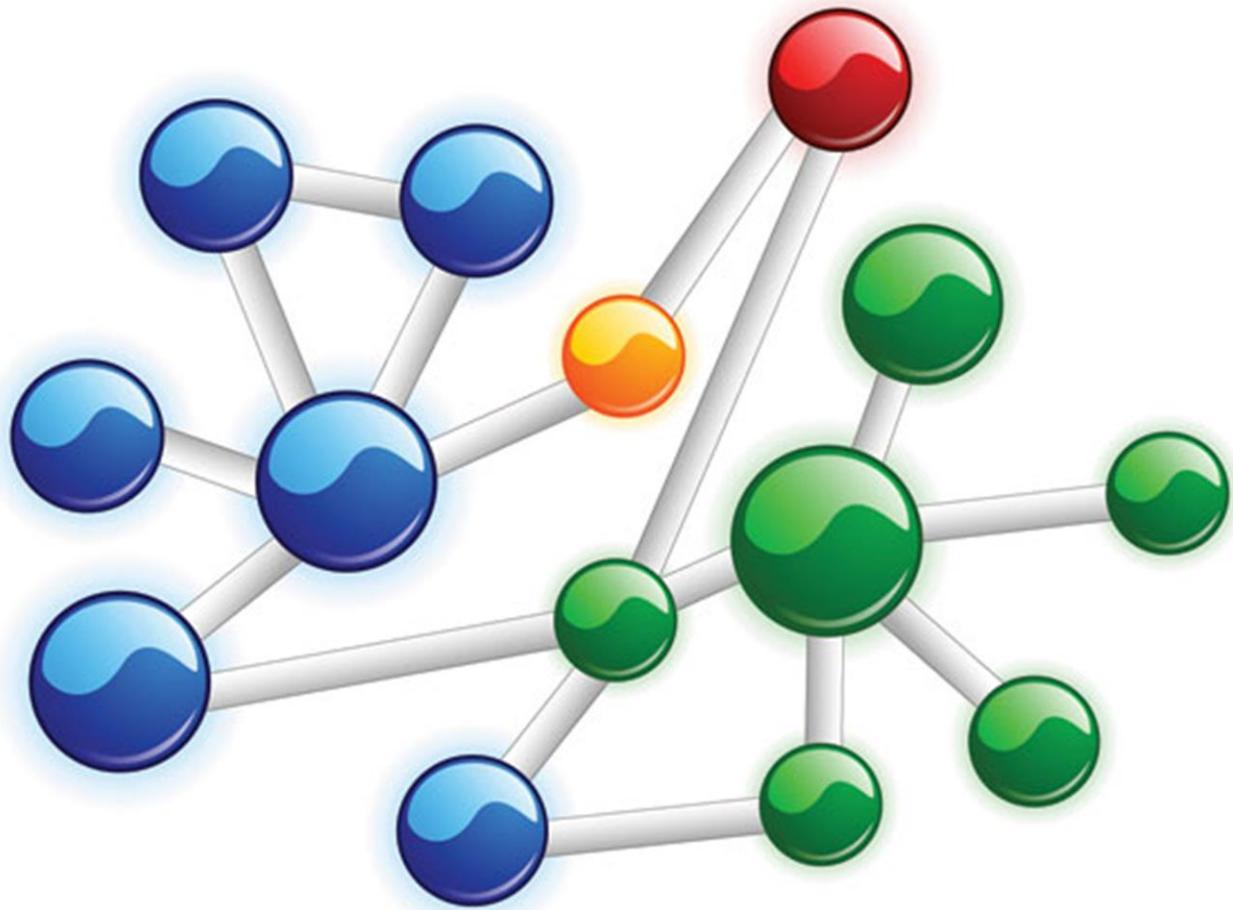
- Audible
- Clear
- Tonality
- Individuality
- Modulation
- Energy
- Language
- Grammar
- Speed
- Fluency





Big, Bold & Bright

A photograph of a modern living room. In the center is a large, light-grey sofa with three bright lime green pillows. The sofa is positioned against a plain, light-colored wall. In the foreground, a vibrant, multi-colored striped rug with diagonal stripes in shades of red, orange, yellow, green, blue, and purple lies on a light-colored wooden floor. The overall aesthetic is clean, modern, and vibrant.





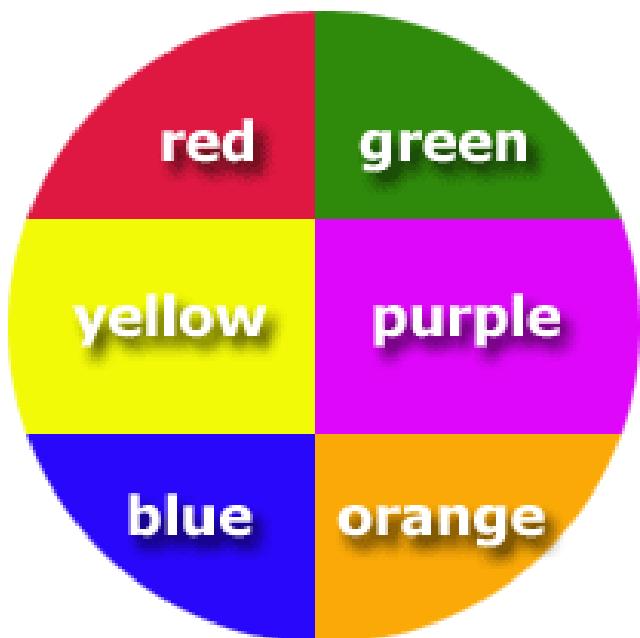
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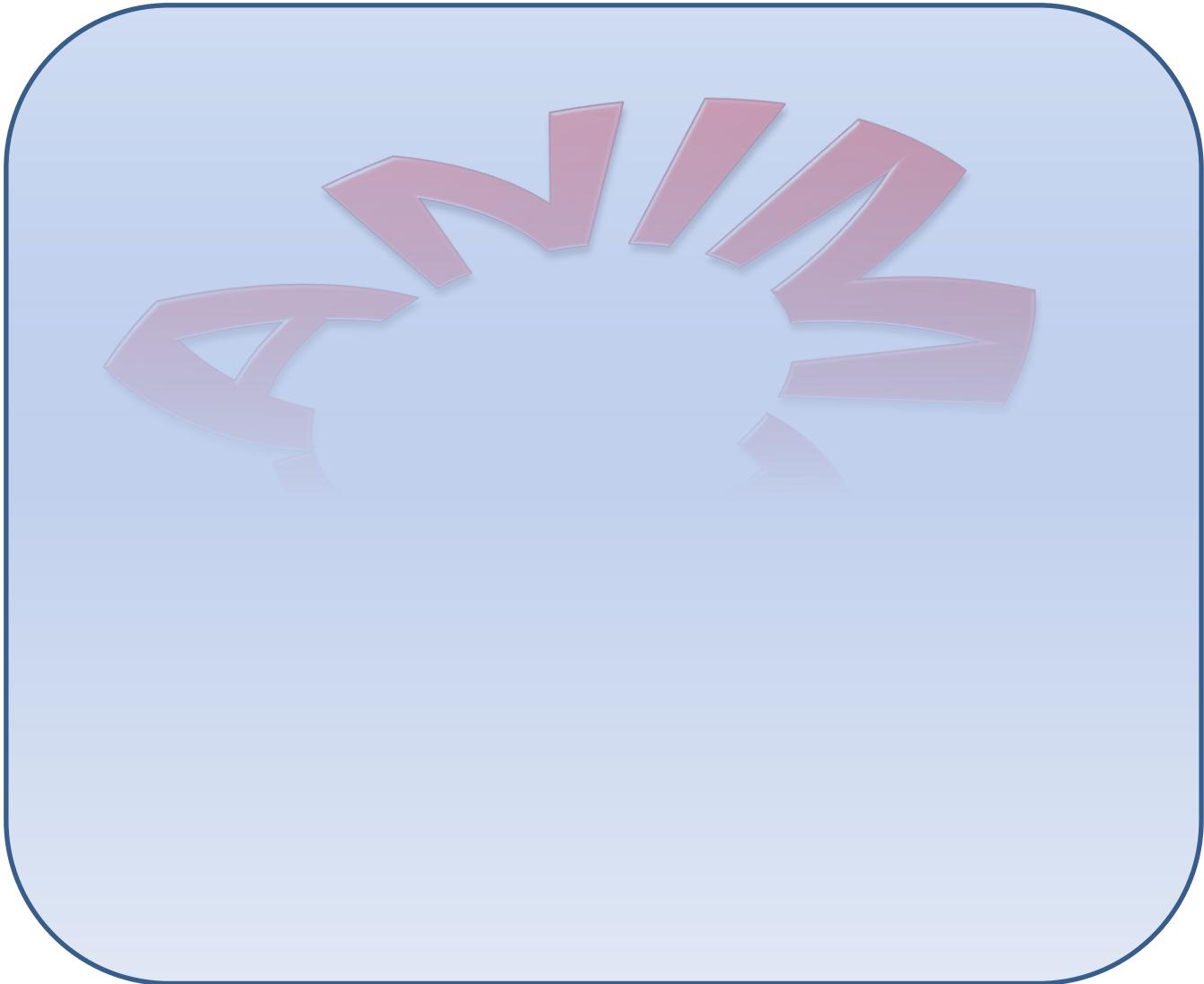






primary complementary







Choosing slide content

- “3B” PRINCIPLE
- Font size big, bold, bright
- Structure
- One main idea per slide
- Pictures instead of numbers
- Consolidated for interpretation
- Pleasing, matching colors
- Contrast for effect, highlight
- Animate for control
- Subdue what you don’t focus



**Projector
Cut away
Mock up
Prop
Sample
Live demonstration
Live video**

Item vel eum iriure dolor in hene-
tate velit esse molestie consequat, ve-
m dolore eu feugiat.



Widgets

Ut wisi enim ad minim veniam, quis nostrud exercitation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

Gadgets

orem ipsum dolor sit amet, consectetur
ipiscing elit, sed diam nonummy nibh
mod tincidunt ut labore magna
am erat volutpat.





**Anticipate questions
Have positive attitude**



**Avoid
Arguments
Discussions
challenges**

One at a time

**While
Answering**



**Think
Wait
Repeat**



Handling areas of concern in conference calls

Communication - accent

Feedback

Listening

One at a time from both sides

Distractions

Technical support

Preparation



AWARENESS

RAPPORT

TRUST



Listening



Concentrate
AR**espond with rapport
Emotional control
Sense
Structure**



eCARESS

The word "eCARESS" is displayed in large, bold letters. The letters have a vibrant, multi-colored gradient fill, transitioning through pink, red, orange, yellow, green, blue, and purple. Each letter is cast a long, thin shadow in a light gray color, which curves slightly to follow the contours of the letters, giving them a sense of depth and dimensionality.





ENJOY
SPEAKING

