

PROFESSIONAL COMMUNICATION IN A DIGITAL, SOCIAL, MOBILE WORLD

A.S.FATHIMA SHIFARA
VISITING LECTURER
ATI-SAMMANTHURAI

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What is Communication?

- Communication skills are the abilities you use when giving and receiving different kinds of information. Some examples include: communicating new ideas, feelings or even an update on your project.
- Communication skills involve: listening
speaking,
observing
empathising.
- It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications like email and social media.
- Communication skills enable individuals to understand others and to be understood themselves. A variety of aspects are important in the context of these skills, such as listening, speaking, observing and empathy.
- In everyday life, these skills are required to communicate ideas to others, develop a confident attitude, respect for others and public speaking. Developing these skills help many people make progress in the workplace.

- Communication is the art and process of creating and sharing ideas. Effective communication depends on the richness of the content and the context.

- **Examples of communication skills**

1. Active listening
2. Adapting your communication style to your audience
3. Friendliness
4. Confidence
5. Giving and receiving feedback
6. Volume and clarity
7. Empathy
8. Respect
9. Understanding nonverbal cues
10. Responsiveness

Different definition for communication

- Communication is a dynamic process that takes place around us all the time. In fact we spend 70% of our time receiving and sending messages.
 - The origin of the word “communication” is “communicare” or “communis” which means “to impart”, “to participate”, “to share” or “to make comment.” The sense of sharing is inherent in the very origin and meaning of “communication.”
1. Keith davis: communication is a process of passing information and understanding from one person to another.
 2. John adair: communication is essentially the ability of one person to make contact with another and make himself or herself understood.
 3. William newman and charles summer: communication is an exchange of ideas, facts, opinions or emotions of two or more persons.
 4. Louis allen: communication is a bridge of meaning. It involves a systematic and continuous process of telling, listening and understanding.
 5. Peter little: communication is a process by which information is transmitted between individuals and / or organizations so that an understanding response results.
 6. Murphy, hildebrandt, thomas: communication is a process of transmitting and receiving verbal and non-verbal messages. It is considered effective when it achieves the desired response or reaction from the receiver.

Importance of Communication Skills

- Communication skills play a huge role in all aspects of life.
- Whether it involves telling your boss you made a mistake, expressing yourself to a loved one, or your body language and tone of voice when discussing ideas with a friend, communication permeates every aspect of our lives.
- It can help to build relationships, resolve conflict, and make better decisions.
- It can also help to improve job satisfaction, teamwork, and productivity.
- It encourages diversity.
- Communication skills are also important to develop yourselves as leader which will bring opportunities to move forward in your career.

Importance of Communication Skills in life

- Good communication skills in life will ensure everyone around you understands you and you understand them.
- You will be confident and assertive. There will be less misunderstanding and you will rarely have to face issues that come with poor communication. It will be easy for you to make and keep friends.
- You will have a good relationship with your spouse, kids, family members, and friends. Your daily functioning will be at its optimal best.
- Your daily chores and errands will also happen at their optimal best.
- You will have less stress because poor communication also leads to a lot of mental stress.

Importance of communication skills for professionals

- The workplace is the most commonplace for miscommunication, and it could have serious repercussions on your career.
- Therefore, as a professional, you need to have excellent communication skills.
- They will also help you in:-doing your job well.
- Good communication skills have a direct impact on how well you perform.
- Develop yourself as a leader in the workplace which will bring in opportunities to grow and move up.
- Build good relations and camaraderie with all your fellow employees. Naturally, command respect from your colleagues and even your bosses improves body language.
- Zero to minimal professional life stress as you will be doing well.



How to improve Communication Skills?

- If you want to improve your communication skills you need experience and practice. There are some ways to improve your communication skills.

1. **Ask a close friend or colleague for constructive criticism.**

- ☐ It can be hard to know how you are perceived as a communicator. To get an objective opinion, ask a trusted friend for their honest feedback. Understanding your areas of improvement for communication can help you identify what to focus on.

2. **Practice improving communication habits.**

- ☐ Many communication skills are habits you have developed over time. You can improve those skills by practising new habits that make you a better communicator. That might include being more responsive to communications when they are sent, reminding yourself to make eye contact, practising giving positive feedback and asking questions in conversations

3. **Attend communication skills workshops or classes.**

- ☐ There are several online and offline seminars, workshops and classes that can help you become a better communicator. These classes may include instruction, role play, written assignments and open discussions.

4. Seek opportunities to communicate.

- ☐ Seek opportunities, on and off the job, that require you to use communication skills. This will help you improve existing skills and allow you to practice new ones.

5. Try to improve your listening

- ☐ Being a good listener is the most crucial part of communication. When you are listening, give your full attention to the speaker.
- ☐ Set your phone face down. Turn away from your computer screen.
- ☐ Look at their non-verbal signals, and listen to their words.
- ☐ Use clarification questions to follow up on key points and then sum up your understanding to them, so they can clear up any miscommunication immediately.

6. Focus on nonverbal communication.

- ☐ Mastering nonverbal cues and nonverbal signals can help prevent miscommunication and signal interest to those around you.
- ☐ Pay attention to your facial expressions and body language when you are speaking with someone in a professional setting.
- ☐ Your nonverbal cues affect the first impression you make on someone.
- ☐ Maintaining eye contact, limiting hand gestures, and having good posture go a long way when meeting someone for the first time.

7. Manage your own emotions.

- ☐ For the sake of clear communication and your own personal wellbeing, it's important to manage your emotions and express them appropriately in context.
- ☐ Allowing strong emotions to unnecessarily creep into a professional setting can lead to poor communication and conflict.

8. Ask for feedback.

- ☐ There's no shame in asking for honest feedback on your communication skills from colleagues. Asking your peers or subordinates for their advice on improving your communication skills can help you better understand how you are coming across in your work environment.
- ☐ Cultivate a willingness to seek out other points of view and forge better relationships with your co-workers.

9. Practice public speaking.

- ☐ Public speaking may sound daunting, but there's no better way to develop good communication skills than by seeking out public speaking opportunities.
- ☐ Great communicators are able to clearly articulate their feelings, whether they're speaking to a large group or talking face-to-face to one other person. Regularly speaking in front of a group will magnify your strengths and weaknesses and force you to develop great communication habits.

Communication Styles

- People develop verbal and nonverbal behavioral patterns that, over time, become pretty stable.
- These habits influence how we communicate. It is possible to learn and practice different communication styles.
- Every person has a unique communication style, a way in which they interact and exchange information with others.
- The four communication patterns that most people habitually use are:
 - **Passive**
 - **Aggressive**
 - **Passive-aggressive**
 - **Assertive**

Passive Communication Style

- Individuals who use the passive communication style often act indifferently, yielding to others.
- This type of communication is also described as the “people-pleaser” type.
- Passive communicators usually fail to express their feelings or needs, allowing others to express themselves.
- Passive communicators can be safer to speak with when a conflict arises, because they most likely will avoid a confrontation/conflict or defer to others.
- Passive communicators often display a lack of eye contact, poor body posture and an inability to say “no.” Passive communicators also act in a way that states “people never consider my feelings.”
- But passive communicators are also easy to get along with as they follow others and “go with the flow”.
- A passive communicator will say, believe, or behave like:
 - ☐ “I’m unable to stand up for my rights.”
 - ☐ “I don’t know what my rights are.”
 - ☐ “I get stepped on by everyone.”
 - ☐ “I’m weak and unable to take care of myself.”
 - ☐ “People never consider my feelings.”

Aggressive Communication Style

- A style in which individuals express their feelings and opinions and advocate for their needs in a way that violates the rights of others.
- Thus, aggressive communicators are verbally and/or physically abusive.
- This style is emphasized by; speaking in a loud and demanding voice, maintaining intense eye contact, dominating or controlling others by blaming, intimidating, criticizing, threatening or attacking them, among other traits.
- The aggressive communicator will say, believe, or behave like:
 - ☐ “I’m superior and right and you’re inferior and wrong.”
 - ☐ “I can dominate and intimidate you.”
 - ☐ “I’ll get my way no matter what.”
 - ☐ “It’s all your fault.”
 - ☐ “I’m entitled.”
 - ☐ “I own you.”

“I’m loud, bossy and pushy.”

“I can violate your rights.”

“You’re not worth anything.”

“I react instantly.”

“You owe me.”

Passive-aggressive Communication

- It is a style in which individuals appear passive on the surface but are really acting out anger in a subtle, indirect, or behind-the-scenes way.
- People who develop a pattern of passive-aggressive communication usually feel powerless, stuck, and resentful – in other words, they feel incapable of dealing directly with the object of their resentments.
- Instead, they express their anger by subtly undermining the object (real or imagined) of their resentments.
- This style of communicators become alienated from those who are around them and remain stuck in a position of powerlessness (like pows)
- The passive-aggressive communicator will say, believe, or behave like:
 - ☐ “I’m weak and resentful, so I sabotage, frustrate, and disrupt.”
 - ☐ “I’m powerless to deal with you head on so I must use guerrilla warfare.”
 - ☐ “I will appear cooperative but I’m not.”

Assertive Communication

- Assertive Communication is a style in which individuals clearly state their opinions and feelings, and firmly advocate for their rights and needs without violating the rights of others.
- These individuals value themselves, their time, and their emotional, spiritual, and physical needs and are strong advocates for themselves while being very respectful of the rights of others.
- The assertive communicator will say, believe, or behave in a way that says:
 - ❑ “we are equally entitled to express ourselves respectfully to one another.” “I am confident about who I am.”
 - ❑ “I realize I have choices in my life and I consider my options.” “I speak clearly, honestly, and to the point.”
 - ❑ “I can’t control others but I can control myself.” “I place a high priority on having my rights respected.”
 - ❑ “I am responsible for getting my needs met in a respectful manner.” “I respect the rights of others.”
 - ❑ “Nobody owes me anything unless they’ve agreed to give it to me.” “I’m 100% responsible for my own happiness.”

You can recognize the Communication Styles with the following behaviors:

- **Passive Communicators**

1. Difficulty making eye contact
2. Inability to say no
3. Go with the flow type attitude
4. Poor posture
5. Tend to avoid conflicts

- **Aggressive Communicators**

1. Talks over other people
2. Poor listening, interrupts frequently
3. Controlling or demanding
4. Points fingers
5. Stares and glares intensely
6. Frowns
7. Criticizes, intimidates, or threatens others

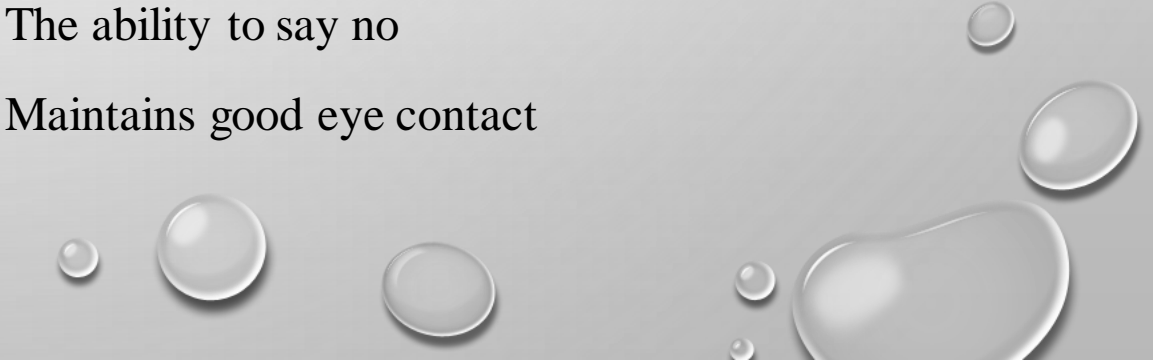


You can recognize the Communication Styles with the following behaviors:

- **Passive-aggressive Communicators**

1. Frequent sarcasm
2. Words don't align with actions
3. Facial expressions don't match words
4. Difficulty acknowledging emotions

- **Assertive Communicators**

1. The ability to express desires and needs with confidence
 2. Encourages balanced conversations in which both people have a chance to speak
 3. The use of "I" statements (ex: I feel frustrated when people show up late.)
 4. The ability to say no
 5. Maintains good eye contact
- 

Comparison between Communication styles

Passive	Passive Aggressive	Assertive	Aggressive
Indirect communication	Indirect communication	Direct communication	Inappropriately honest
Denies Personal Needs	Denies difficult emotions	Appropriately honest	Dominates others
Apologizes for emotions	Indirectly expresses anger	Advocates for oneself	Doesn't listen well
Defers to others' opinions	Backhanded compliments	Utilizes "I" statements	Criticizes or blames others
Minimizes one's experiences	Denies there is a problem	Listens and doesn't interrupt	Low frustration tolerance
Prioritizes others' emotions	Feigns cooperation	Expresses emotions	Only uses "you" statements

What is a Forum Post?

- Meaning: A meeting or medium where ideas and views on a particular issue can be exchanged.
- ❖ Example: “We hope these pages act as **a forum for** debate.”
- Forum is like a conversation online! Also it is a discussion area on website. The discussion can be on any subject and it tends to develop an online community among the members of the forum.
- A forum allows all members to make posts and start new topics.
- Also forum posting is the practice of participating online discussions at different forums on a particular topic. It is also an online discussion board where people can ask questions, share their experiences, and discuss topics of mutual interest.
- Forums are an excellent way to create social connections and a sense of community.
- The separate conversation in a forum is known as “**Thread**”.

How to write a Forum Post?

- Make sure you read the directions and questions carefully before responding. Instructors will expect you to respond to specific questions or will provide you with discussion topics.
- Make sound arguments, supported by course materials and properly cited research.
- Considerate and appropriate; keep in mind you will be communicating with people from all over the country who may have different beliefs and points of view.
- If you are instructed to share your personally relevant experiences, be genuine with your responses and use academically appropriate language.
- Just as some feedback is better when given face to face, some feedback may require a higher “social presence” or rich media to communicate appropriately.
- Therefore, make a wise decision about whether it is best to use the phone, skype, or email for providing feedback. Always make sure feedback is constructive.

Instructions to write a Forum Post

1. Start with a good headline : If you want to start a discussion, you need to get people interested with your topic. Use a title that grab the readers attention. Example – I googled myself, Using social media was a bad idea
2. Decide what do you want to say : ask a question and give some insights on your topic. Offer an interesting story or fact related to your topic. Ask for feedback on a topic.
3. Be sure before you post : Proofread! Check your spelling, grammar, capitalization and punctuation. Forum messages are not text messages and tweets!
4. Emojis are a great tool to express your feelings and emotions. Add links and images to your post if they help you make your point.
5. You have to include your citations. But it doesn't need to be a formal citation.



Best free online storage?

Share on [f](#) [t](#) | Track this topic | Email this topic | Print this topic

billytong

Jul 6 2011, 11:28 AM

Show posts by this member only | Post #1



hey guys whats the best online storage out there nowadays?

1. Large storage space (prefer large 100GB to unlimited)
2. Large per file size upload/download for personal use. (prefer unlimited or large size like >50GB)
3. No expiry date due to inactivity. Megaupload has one.
4. Doesnt matter if there is a client software or not, as long I can access the file @ decent Download/upload speed @ unifi 5mbps speed.

OFF



CARD

PM

TOP

-1

+1



QUOTE



REPLY

xsaintzx

Jul 7 2011, 10:15 PM

Show posts by this member only | Post #2



On my way

Group: Senior Member
Posts: 579

Joined: Mar 2008

1 and 2. 100GB storage? 50GB file size limit? And Free??? If you find one please tell me 😊

A Drive has 50GB, you may find 1 with that good spec, but it will be filled with a lot of advertisements and there may be catch.Anyway, I would recommend Dropbox, nowadays all on the cloud 😊
Box.net is not bad too last time, not sure for now.

OFF



CARD

PM

TOP

-1

+1



QUOTE



REPLY

Top-N recommended post messages

gieygiey

Sep 28 2013, 09:39 PM

Show posts by this member only | Post #1

NO AVATAR
SELECTEDmy google chrome seems to be abit lag.
but if i run in incognito mode it goes smooth and nice.

Acid_RuleZz

Sep 28 2013, 09:45 PM

Show posts by this member only | Post #2



Maybe extension problem since Incognito mode disabled extensions by default.

soulfly

Oct 3 2013, 11:19 PM

Show posts by this member only | Post #9



One thing that bothers me is that after Chrome 30 update, all my bookmark icons gone. Already deleted cache and reloaded the sites but it still wont catch



Discussion Topics

- The death penalty should be abolished.
- Climate change is the greatest threat facing humanity today.
- Violent video games should be banned.
- Bottled water should be banned.
- Plastic bags should be banned.
- Smoking in public spaces should be illegal.

Assessment topic: Writing a forum post on importance of effective communication in today's professional world.

Thread: What is Educational Technology?

1

Search

Refresh

3

Select: All None

Message Actions

Expand All

Collapse All

2

5 Posts in this Thread

5 Unread

4



Demo Student One

What is Educational Technology?

1 year ago

After reading the weeks assignment educational technology is so much than I believed before reading chapter 1. As a educator today's educational system we must incorporate the standards of ISTE into lesson planning and classroom. Our students are being bombarded with many opportunities to touch the world on a global bases but, why we keep them in less the 21st century because our lack of knowledge and unwillingness to ramp our teaching methodology.

5



Demo Student Two

RE: What is Educational Technology?

1 year ago

Right now and for the near future it's money. I wonder what the objections will be when money is not the issue.

6

Reply

Quote

Edit

Delete



Demo Student Three

RE: What is Educational Technology?

1 year ago

My take on what I believe your post emphasizes is that many of the historical models of educational technology were hampered by limitations imposed by closed systems. The natural order of the business world is to lock in customers and protect profits at all cost, even when the end user experience is hampered. The pressures of lower cost and more openly available tools should help overcome this barrier moving forward.



Demo Student Four

RE: What is Educational Technology?

1 year ago

I agree wholeheartedly Renisha. All educators have a role to play in shaping our next generation. Teachers must move from simplicity to complexity and design lessons that prepares this generation to compete in a global technological society.



Demo Student Five

RE: What is Educational Technology?

1 year ago

I agree. Our students have more exposure to the world than some of our teachers do so we most definitively have to reconsider our old teaching styles to meet the needs of this new generation.

Select: All None

Message Actions

Expand All

Collapse All

7

← OK



THANK YOU