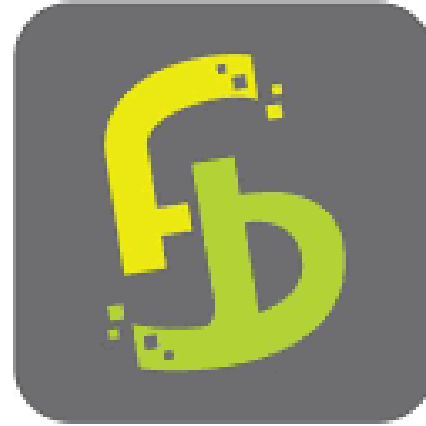




FirstBitSolutions.com
...Learn IT Bit by Bit...



FirstBitSolutions.com
...Learn IT Bit by Bit...

WELCOMES YOU





FirstBitSolutions.com
...Learn IT Bit by Bit...

**Which is the most
important SKILL
required at any
workplace?**

**COMMUNICATION
SKILL**

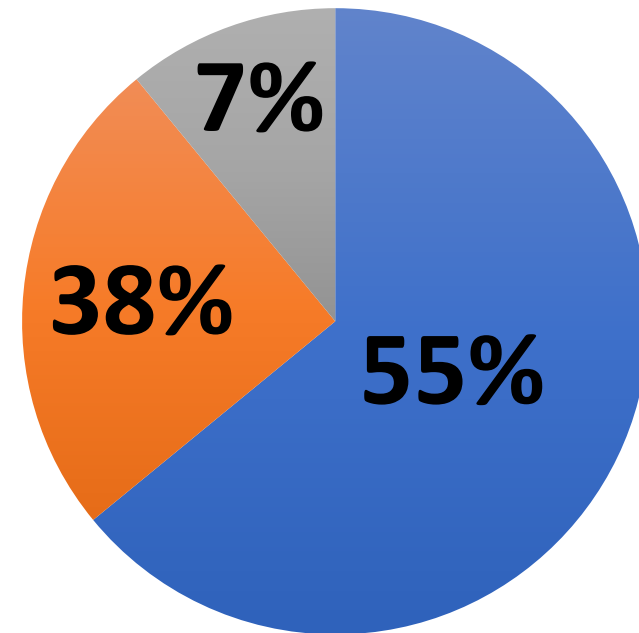




What is Communication Skills?

- Ability to **CONVEY** or **SHARE** ideas and feelings **EFFECTIVELY**.
- Communication includes **WORDS, TONE AND BODY LANGUAGE**.

Words	7%
Tone	38%
Body Language	55%



MYTH/MISCONCEPTION



FirstBitSolutions.com
...Learn IT Bit by Bit...

**GOOD COMMUNICATION MEAN KNOWING
THE ENGLISH LANGUAGE**





FirstBitSolutions.com
...Learn IT Bit by Bit...

How to improve Communication Skills

1. Remove Auditory Clutter

2. Respond with phrases

That's interesting

That's true

Oh really

I can relate

Right, Is it?





3. Ask 2 questions

- Is what you say possible to understand?
- Is what you say positively formulated?

4. PAUSE

- Pause for 2-5 seconds.
 - ❖ You avoid risk of interrupting.
 - ❖ You are not jumping in conversation.
 - ❖ You actually hear other person better.





5. S-A-R

- S- Situation
- A- Action
- R- Result

6. Ask for clarification/ Ask questions

- What do you mean exactly?
- Ask questions





Lets Spell what we want to say

7. Stay in the Conversation

- Focused
- Attentive
- Understanding





8. PARAPHRASE

- “Let me see if I understand you correctly. What you are saying is”

1 “I think you are not able to complete the project”.

2 “you mean to say that you are not able to complete the project on time”.

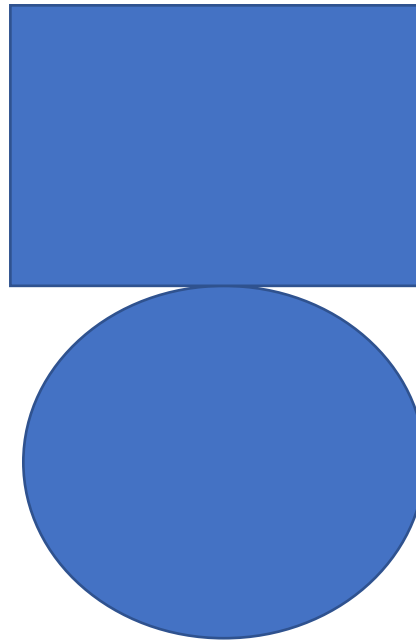
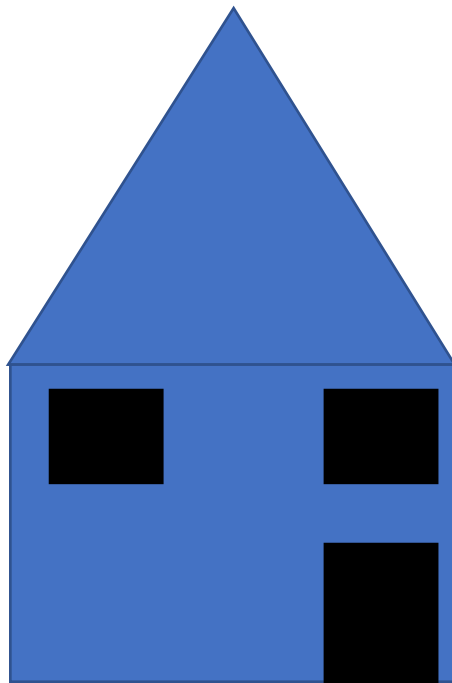
9. Body Language





FirstBitSolutions.com
...Learn IT Bit by Bit...

Lets Learn the Most important thing of communication



10. Listening





FirstBitSolutions.com
...Learn IT Bit by Bit...

Part - 2



Foundation of Communication

1. Rate of Speech

- **Speak slower with pause**
- **Record your speed of speaking and listen to it.**
(Verify from trainer)

2. Volume

- **Speak little louder, but don't shout.**
- **Volume shows- Confidence, Charisma, Energy and Enthusiasm.**



Foundation of Communication



FirstBitSolutions.com
...Learn IT Bit by Bit...

3. Pitch

- Read a book for 10 Times OR Sing a song 10 times what will you remember?

- If you speak with



your speech becomes memorable.



Foundation of Communication



FirstBitSolutions.com
...Learn IT Bit by Bit...

4. Tone = Emotions

Your face is the remote control of emotions that lives underneath your words.

EMOTION

FACE

WORDS



Foundation of Communication

5. PAUSE

- **Pause is powerful.**
- **It gives listeners the time to comprehend what we are saying.**





FirstBitSolutions.com
...Learn IT Bit by Bit...

To Do

Practice Practice Practice

L

LISTEN

S

SPEAK

R

READ

W

WRITE





FirstBitSolutions.com
...Learn IT Bit by Bit...

THANK YOU

