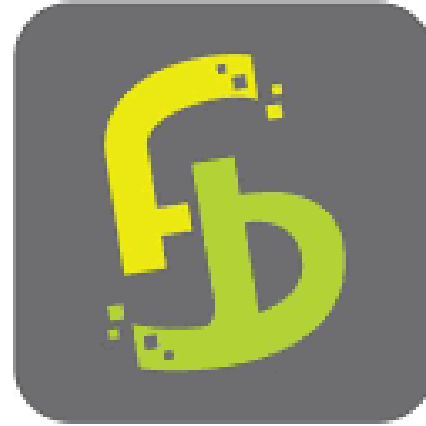




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WELCOMES YOU

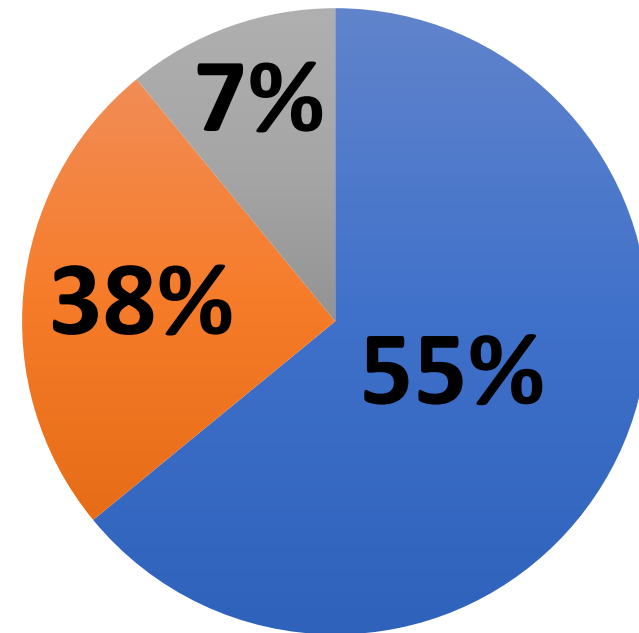




What is Communication Skills?

- 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



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**GOOD COMMUNICATION MEAN KNOWING
THE ENGLISH LANGUAGE**





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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”.

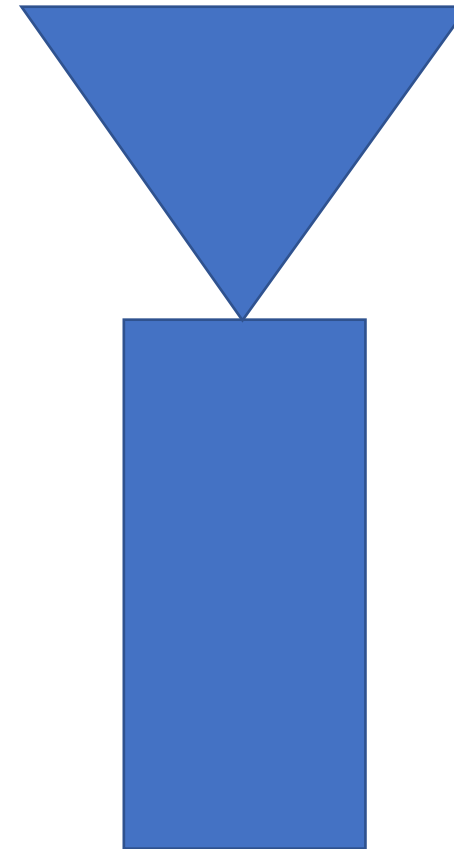
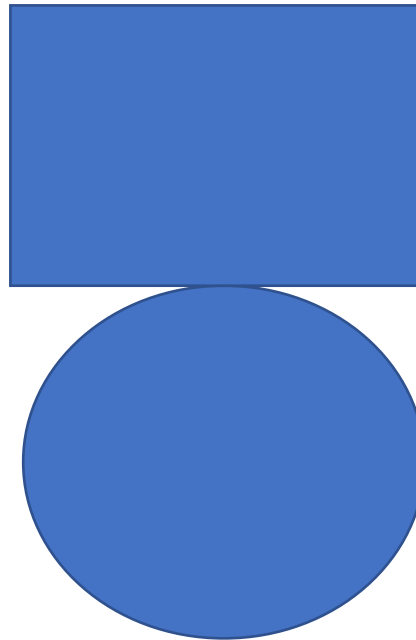
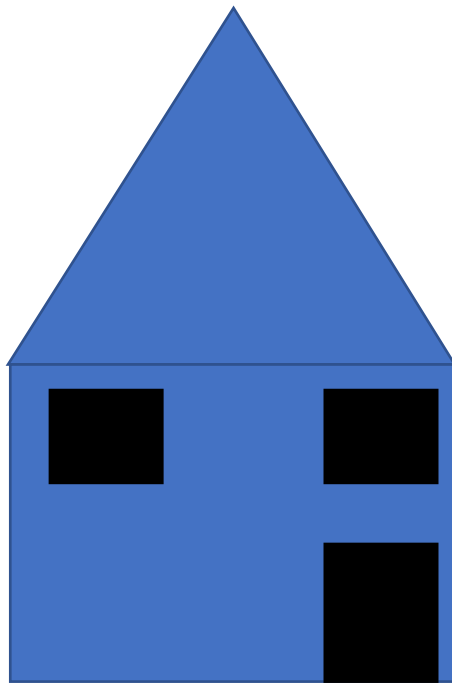
9. Body Language





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Lets Learn the Most important thing of communication



10. Listening





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To Do

Practice Practice Practice

Read for 15 minutes

Speak for 3 minutes





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THANK YOU

