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# Welcome

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# What are the basic skills for Educational Counselor?

## 7 Essential Life Skills





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**“The ability to express an idea is nearly as important as the idea itself.”**

**Bernard Baruch**



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# **Apply Communication Skills**

# Objectives

- Define Platform skill;
- Describe verbal communication skills: reflection of feeling, paraphrasing, summarizing;
- Describe non-verbal communication: micro skills, tone, silence and pace of voice, facial expression etc.;
- Apply active listening;
- Apply negotiation and advocacy skills.



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# Platform Skills

The skill or ability to present oneself in front of the trainees or students or spectators or a group of people in a professional manner with appropriate and consistent use of the elements like verbal, vocal, and visual is called platform skill.



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# key elements of platform skills

- Communication skills
- Body language
- Control nervousness



# Communication Skills

- Communication skills is the ability to use language (receptive) and express (expressive) information.
- Effective communication skills are a critical element in your career and personal lives.
- A message will be believed if the **verbal, vocal, and visual** elements of the communication are **consistent**.
- If you want your audience to be enthusiastic about the ideas you present, you must be enthusiastic yourself!





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# Effective Communication

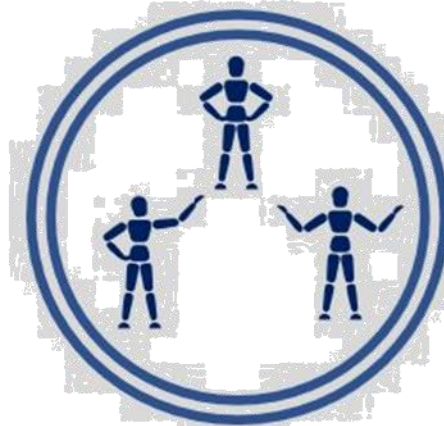
## 7-38-55 RULE OF COMMUNICATION



**7%**  
**SPOKEN**  
**WORDS**



**38%**  
**VOICE**  
**TONE**



**55%**  
**BODY**  
**LANGUAGE**



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# Voice

- **Volume:** Clear and audible
- **Pitch:** High or low avoid monotonous
- **Rate:** 125 words /minute
- **Pauses:** 1-2 seconds
- **Pronunciation:** Correct
- **Filler words:** Avoid or reduce



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# Body Language (Non-verbal language)

- **Personal appearance**
- **Attitude**
- **Posture**
- **Body movement**
- **Gestures**
- **Facial expressions**
- **Eye contact**



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# Controlling Nervousness

- Be prepared,
- Create a vision,
- Take a couple of deep breaths,
- Make the 'introduction' the best you can,
- Think positively,
- Use visual aids,
- Begin with a question.



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# Why is communication important

- Inspires confidence
- Builds respect in business and social life
- Helps make friends
- Develops a distinct personality
- Reveals your ability to others



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# Communication Key Elements

- Message
- Source (sender)
- Channel
- Receiver
- Filter
- Feedback





# Types of communication

- Verbal communication
- Non-Verbal communication





# What are the most common ways

**Spoken Word**

**Visual Images**

**Written Word**

**Body Language**





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# Verbal communication

- It means communicating with words, written or spoken.
- Verbal communication consists of speaking, listening, writing and reading.

## Types

- oral
- written



# Verbal communication skills

- **Paraphrasing**

- Repeating someone's information in own word or echoes some words
- observation skills are very important in paraphrasing

- **Repeating key words** - to encourage and listen attentively.

- **Reflection of feeling** – pick of many feelings and words and reflect back to the client,

- **Summarizing** – telling the client story in short in order to make it clear



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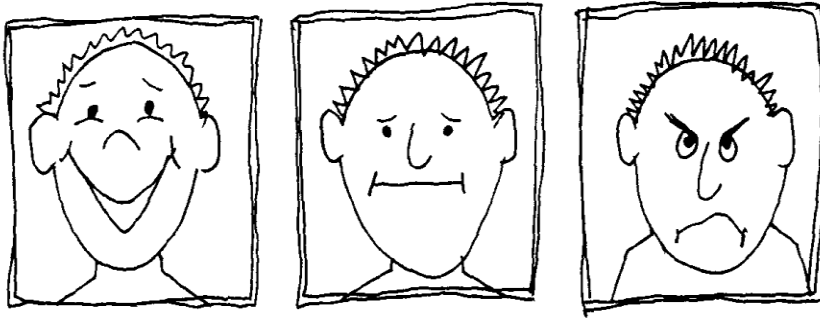
# Effective verbal message

Brief, concise and organized

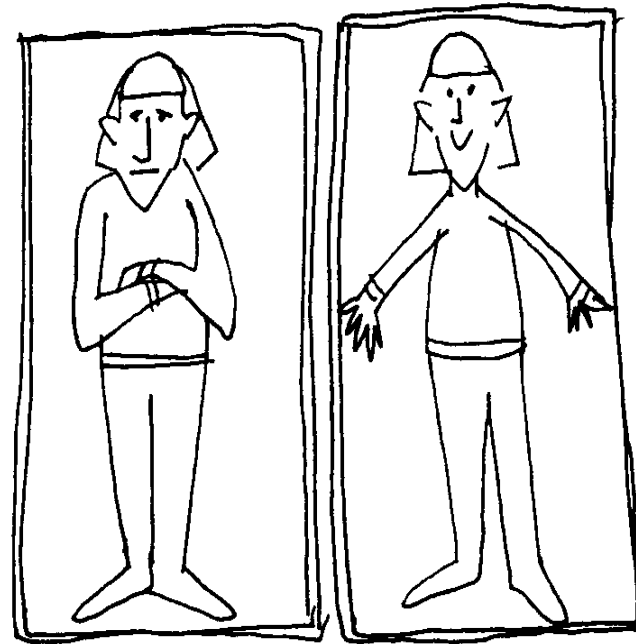
Free from jargon (simple and clear language without using technical term)

# Nonverbal Messages

Nonverbal messages are the primary way that we communicate emotions



**Facial Expression**

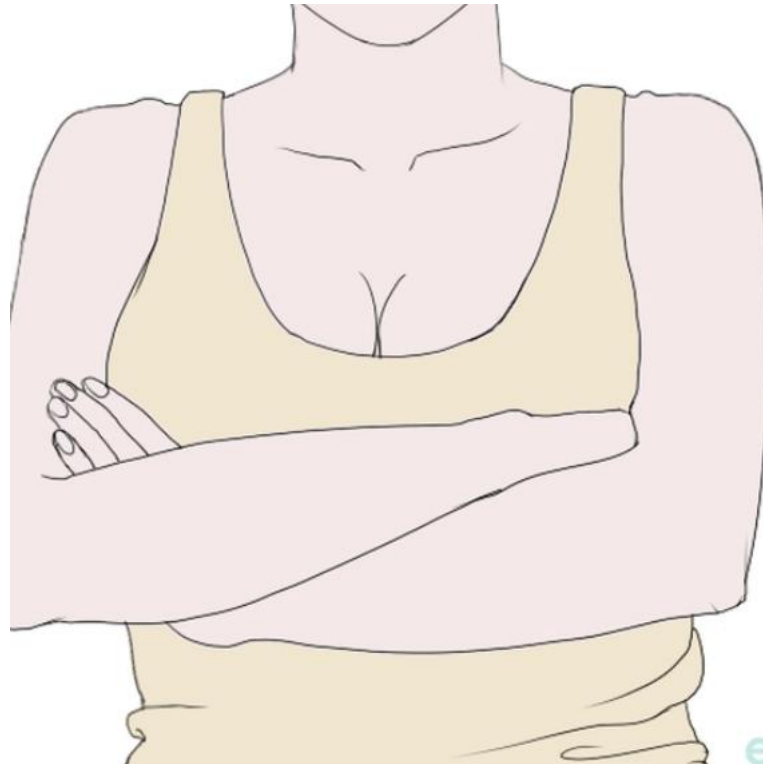


**Postures and Gestures**



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# Disagreement with opinions and actions of other people with whom you are communicating.





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# Demonstrates nervousness, stress, or insecurity

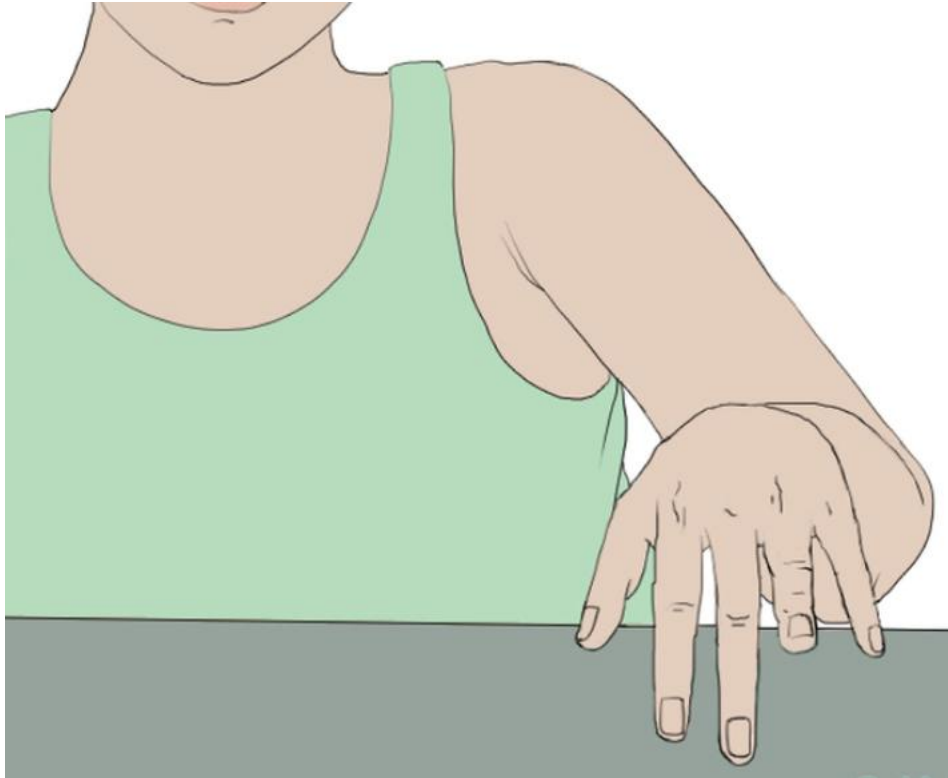




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lost in thought



growing tired or impatient



disbelief, rejection, or lying



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- **Standing, hands on hips** – can mean readiness or aggression
- **Sitting, legs crossed, slight kicking of foot** - can mean boredom
- **Sitting, with legs apart** – a relaxed posture
- **Walking, hands in pocket, hunched shoulders** – can mean dejection (sad)
- **Eye rubbing** – can mean doubt or disbelief
- **Pinching the nose bridge, eyes closed** – shows negative evaluation
- **Patting or fondling hair** – shows insecurity or lack of self-confidence



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# How to make an Effective communication by a counselor?

- Making eye contact
- Clear and concise message
- Accurate, updated
- Meaningful
- Relevant to the needs of the receiver
- Not texting while speaking to some one
- Make positive facial expressions

- Listening to the person you are speaking to
- Have a relaxed body language
- Don't speak over other people
- Do keep to the point when explaining something
- Timely
- Applicable to the situation



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# A good educational counselor needs...

Let's Do Assignment

1. Questioning skills
2. Listening skills
3. Negotiation skills
4. Advocacy skills





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Is he hearing or listening?



# Hearing and Listening?

- Hearing and listening are not the same thing.
- Hearing is automatic and physiological act.
- Listening is an art that must be learned and practiced and it is psychological act.
- It requires concentration and discipline.
- It is sad to say that most of us are expert at hearing, yet few are expert at listening.

# Active listening

- Being fully present in the conversation
- Showing interest by practicing good eye contact
- Noticing non-verbal cues
- Asking open-ended questions to encourage further responses
- Paraphrasing and reflecting back what has been said
- Listening to understand rather than to respond
- Withholding judgment and advice



# Hints for active listening

- Smiling, nodding, and making eye contact with the speaker;
- Facing the person directly and maintaining an open posture;
- Listening for the content and the feeling of the message;
- Responding to the feeling of what was said;
- Avoiding distracting body movements.





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# Negotiation skills

- Negotiation is a method by which people settle differences.
- It is a process by which compromise or agreement is reached while avoiding argument and dispute.

**The process of negotiation includes the following stages:**

- Preparation
- Discussion
- Clarification of goals
- Negotiate towards a Win-Win outcome
- Agreement
- Implementation of a course of action

# What is Advocacy?

- Advocacy” refers to the efforts of an individual or group to effectively communicate, convey, negotiate or assert the interests, desires, needs and rights of yourself or another person.
- **An advocate** is . . .  
a person who speaks up for, and defends the rights of him or herself, or of another person.

**SPEAK** in such a way that others love to  
**LISTEN** to you.

**LISTEN** in such a way that others love to  
**SPEAK** to you.



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# Conclusion

**Communication is a two way process!**

In order to have good communication:

- Listen to Understand
- Understand before speaking
- Speak to be understood
- Seek understanding before proceeding
- Repeat

LISTENING



FRIENDLINESS



## Essential Communication Skills for Your Career

FEEDBACK



CONFIDENCE



NON-VERBAL COMMUNICATION



the balance



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# Thank You