

UNIT II

MATERING COMMUNICATION SKILLS



COMMUNICATION?



TOUCH



SMELL



SIGHT



HEARING



TASTE

Communication
is a series of
experience of

Communication is generally a two-way process wherein the message in the form of ideas, thoughts, feelings, opinions is transmitted between two or more persons with the intent of creating a **shared understanding**.

Basic purpose of communication: Creation of meaning.



?

**Good communication skills mean to just know how to
speak English in a better way?**

Yes

No

Being able to talk effectively is what enables us to pass information to other people, and to understand what is said to us.

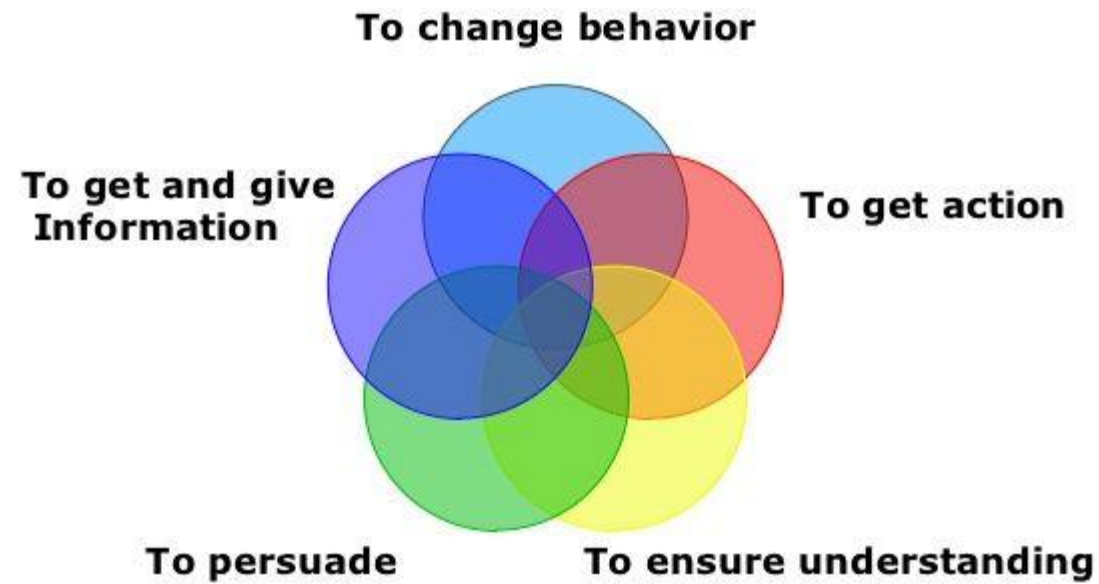
ENGLISH = language (can be learnt)
COMMUNICATION = skill/art (developed)

Good communication skills improve the chances of Success.

Yes

No

Communication Goals

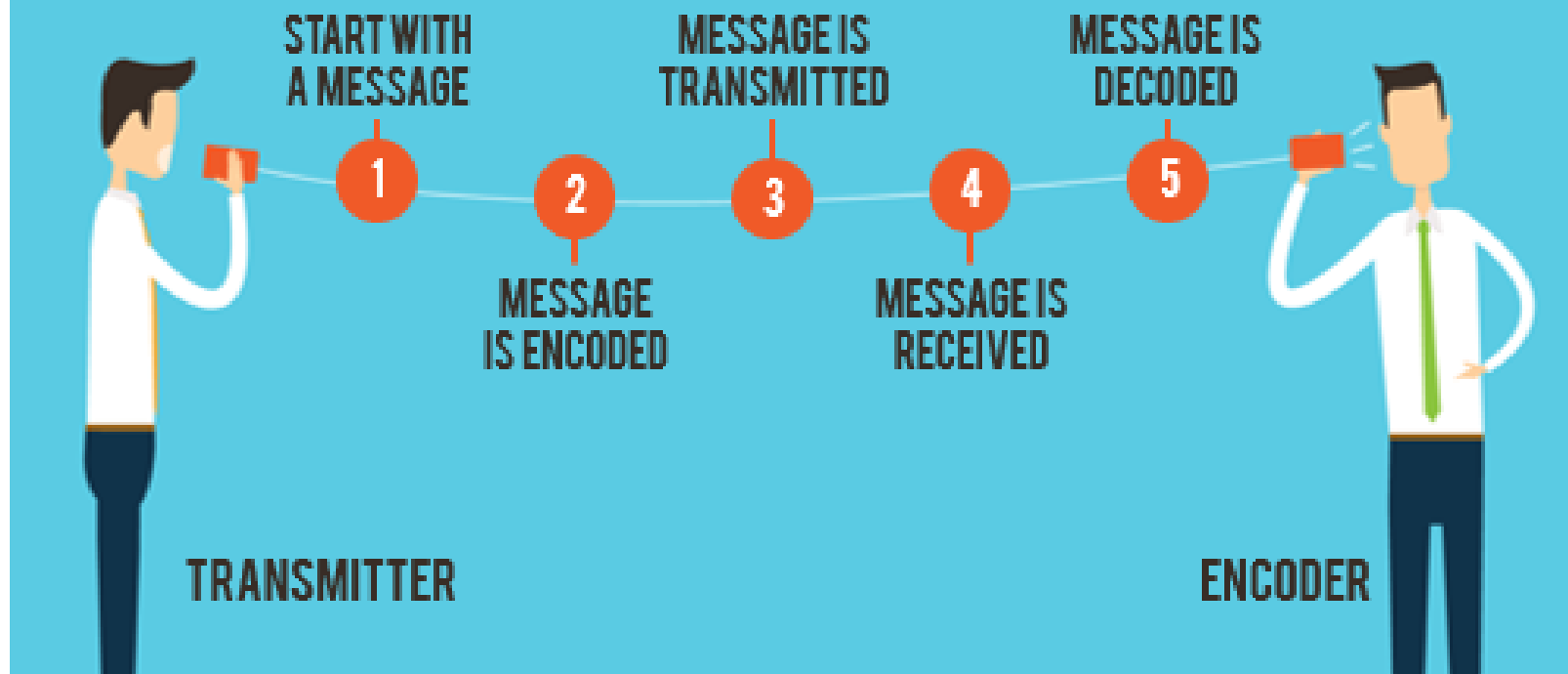


Can you understand what people mean when you don't
know their language.

YES

NO

BASIC COMMUNICATION PROCESS



Student's response....
Multiple ways to ask your friend for a book....

Reflection of multiple emotions:

Formal
Informal
Optimistic
Pessimistic
Joyful
Sad
Sincere
Hypocritical
Fearful
Hopeful
Humorous
Serious

- Have you ever had to communicate with someone without using the words?
- How did you do it?
- What happened?

➤ What are other ways to help people understand you?

BODY LANGUAGE SIGNS



BORED



DEPRESSED



SHOWDOWN



ELATED



DEFENSIVE



THOUGHTFUL

How We Communicate

Verbal

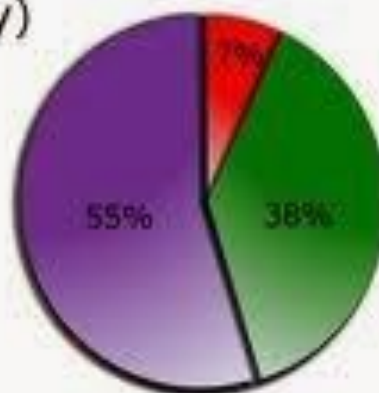
Words – (What we say)

Para-verbal

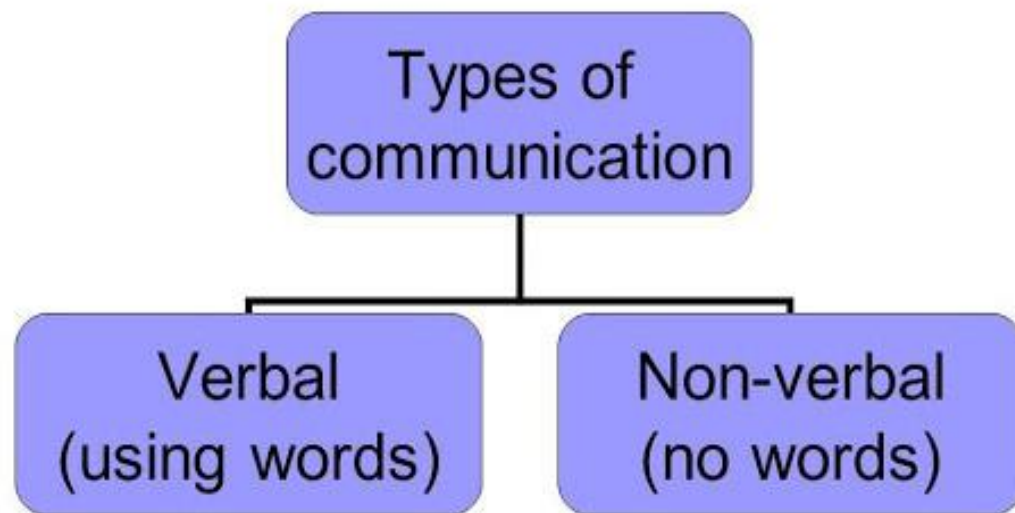
Tone (How we say it)

Non-verbal

Our Expressions and actions



Communication



Verbal Skills

Asking questions
Probing
Paraphrasing
Redirecting
Referring to past
Promoting contradictory opinions
Summarising
Bridging

Non-Verbal Skills

Active listening
Voice
Eye contact
Silence
Facial expression
Body language
Position selection and body movements
Annoying actions

Clarifies

Corrects

Feedback

**Importance of
Verbal
communication:**

Informs

**Power of
Influence**

Verbal Communication Tips

Listen, listen, listen to the other person and ask for clarification as needed.



Speak honestly and directly without being hurtful.



Be aware of your non-verbal communications.



Tone and intensity matter. Good communicators are able to control unexpected emotions and use them to communicate their point.



Give the other person time to process what you say.



Keep it short and be specific.



Maintain eye contact.



Do's and Don'ts in Verbal communication

DO	DON'TS
Be clear and direct	Don't give more attention to cell phones than people
Do paraphrase	Don't overuse abbreviation
Be respectful	Don't monopolize the conversation
Tailor conversation to audience	Don't react or get upset
Face to Face	Don't interrupt

A



B



To learn communication skills, an utmost priority at first should just be given to uncommon lexical resources..... means tough vocabulary.....means tough words.

Yes

No

Activity time:

Ideas generation

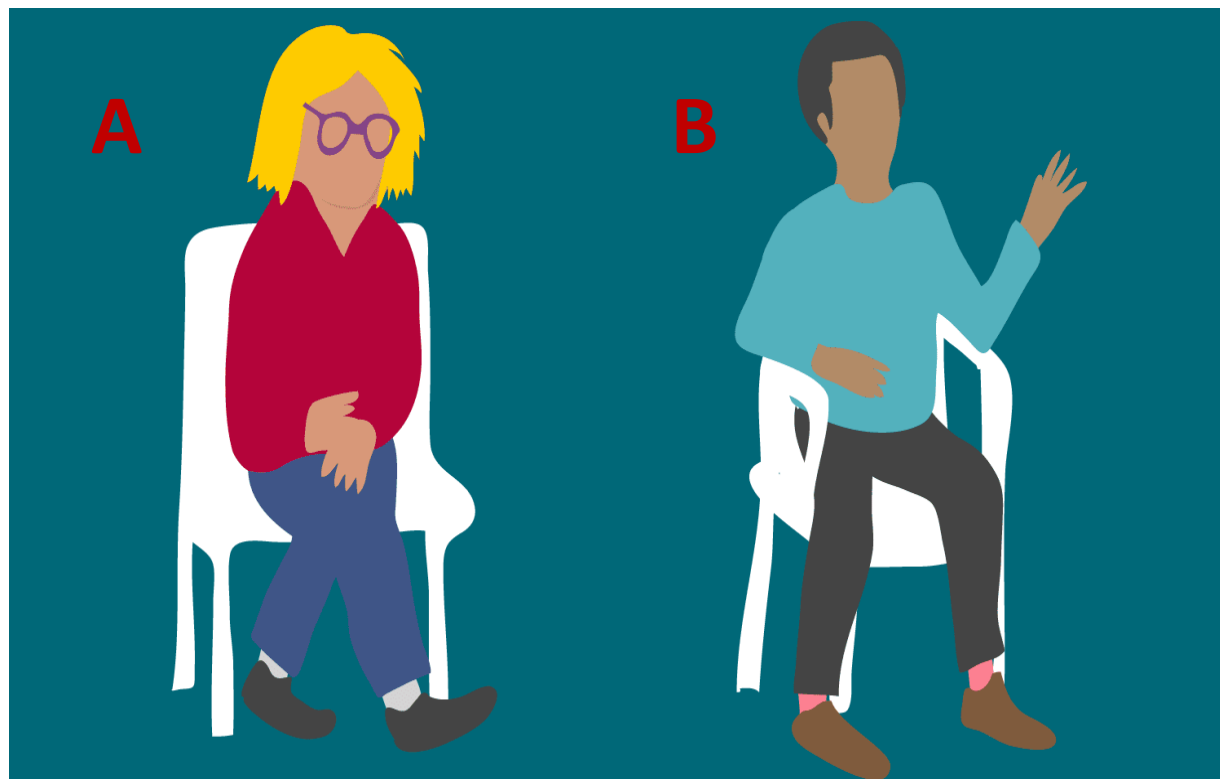
Topics:

Speak five sentences on the first thing you see nearby.



Non-verbal communication do's & don'ts

Element	DO	DON'T
Eye contact	Maintain good contact to foster trust and engagement	Don't avoid making eye contact with your listener or maintain prolonged contact.
Facial Expression	Smile frequently and present a pleasant expression	Don't maintain a poker face.
Gestures	Punctuate speech with appropriate and meaningful gesture.	Don't exaggerate or lose control of your gesture.
Posture	Stand and sit with an erect posture to communicate confidence and competence.	Don't turn your back to someone
Physical Distance	Establish an appropriate proximity.	Don't ignore signs that listener is uncomfortable with your proximity.



VMR
VISUAL MENTAL REHEARSAL

Activity time: Story construction

When I heard about a new idea following our project from my colleague, I didn't like it.....

**Activity time:
Story construction**

The time came when I was about to sit for my first interview.....

Communication works for those who work at it.

Yes

No

Vocab:

Enable = **Definition:** Make (a device or system) operational; activate.

Example: Enabled a new form of solar-powered energy.

Optimize = Make the best or most effective use of (a situation or resource).

Example: Optimized production of machinery.

Facilitated = Make (an action or process) easy or easier.

Example: Facilitated meetings between business owners and local residents regarding structural damage to local buildings.

Idioms:

Idiom	Meaning	Sentence
Ahead of the pack	To be more successful than the competition	If we want to stay ahead of the pack, we'll have to increase our marketing budget.
Back to square one	To start something over again because a previous attempt failed	To make this software finally work, we have to go back to square one.

Got Questions?

Thank you