

COMMUNICATION

Dr. Deepak Kumar

Overview

- Understanding communication
 - Definitions and Examples
- Importance of communication
- The mechanism(s) of communication
 - Different forms, barriers and filters

Soft skills

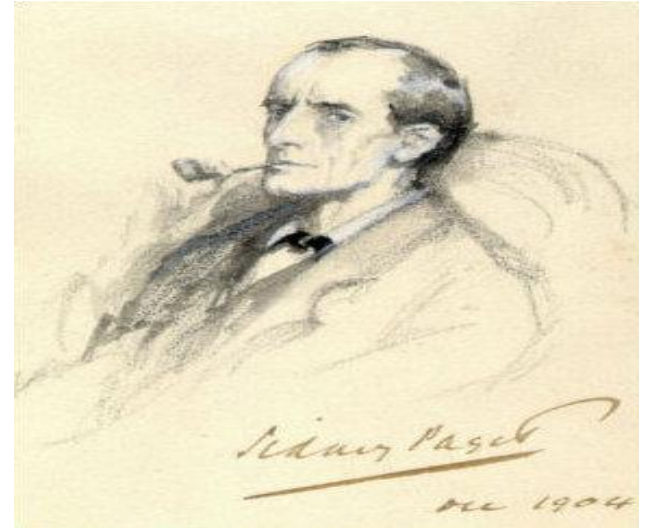
- Soft skills as opposed to hard skills
- Hard skills (how good are you as a computer programmer?)
- Soft Skills (*social graces, communication abilities, language skills*, personal habits, self confidence, stress management)
- Hard skills are easily measurable and quantifiable....soft skills are not easy to pin point
- Hard skills (IQ) and Soft skills (EQ)

What is communication?

- It is probably a difficult question to answer when one is immersed in communication...especially when everyone has his idea of what it is, without having to define it.
- Can you think of a situation when one does not communicate anything?
 - Sleeping!
 - Dead!
- Overt and Covert

Whodunit?

- Sherlock Holmes
- Deciphering the erased lines of communication path



What communicates?

- Body
- Action/non-action
- Words/silence
- Dress
- Images and things
- What else?

But communication is not simple!

- Multiple channels of communication

- Ambiguity

Snow in my shoe

Abandoned

Sparrow' nest

(Haiku, jack Kerouac. Source:Wikipedia)

- Interpretation

Interpretation

- The six blind men and the elephant
 - It is like a tree
 - It is like a snake
 - It is like a wall
 - It is hard and pointed
 - It is like a saucer
 - It is like a roof

Channels of communication

- Words
 - Spoken
 - Written
- Non-Words
 - Sound
 - Colour
 - Light
 - Image & object
 - Sign language
 - Body

Different forms of communication

- Verbal communication
 - Oral communication
 - Written communication
- Non-verbal communication
- Intrapersonal communication (e.g., meditation)
- Interpersonal communication

Barriers of communication

Anything that obstructs communication

- Internal
 - Dogma
 - Emotions
- External
 - Noise
 - Interference
 - Lack of proper planning
 - Selection of wrong variety of language etc.,

A blow with a word strikes deeper than
a blow with a sword.

-Robert Burton