

## HOW TO DEVELOP GOOD COMMUNICATION SKILLS?



- Out of all the creatures on this planet only we as humans are blessed to speak. We all want to become effective communicators. You might have heard in an effective communication 55% is body language , 38% is tone and 7% is actual words. So we can say all your knowledge you have collected over years would be in vain if you can't express it effectively. It's not what I believe, Its based on research and experience of various organizations and people. As Tony Robbins said," To communicate effectively , we must realise that we are all different in a way we perceive the world and use this understanding as a guide."
- The less skilled we are as communicators the lesser opportunities we have as compared to those who are skilled communicators. So here are some ways through which you can become an effective communicator!

### 1. DON'T SPEAK FOR YOURSELF , SPEAK FOR THE LISTENERS

- The biggest mistake that people make is that they select the wrong person/ audience. You should know with whom you are talking to. You should **Know your audience**. You should always **speak to them regarding their interests** or select the persons who are interested in your interest.
- Take pauses** while you speak. Human can speak faster than they listen. If you speak fast ,your listeners won't be able to understand your message. And you are speaking for your listeners!

- Always respect their perspective. **Communication is understanding other's mindset along with your mindset.** You should know the difference between argument and discussion.

## 2. CONVERSATIONAL THREADING

- You will understand this point more effectively with an example. Suppose a person says , " I went to India last summer. I was wondering how a country with vivid culture, history, languages, etc. is so united". Then you should pick out any word from the sentence and start a conversation. Like you can say , " Yes, India is really a united country. Even the tallest statue of the world Statue of Unity in India symbolises the same. Did you visit the Statue of Unity?".
- You can also **repeat what the other person just said.** It would tell them unconsciously that you are listening them with keen interest.
- This way you can continue the conversation. Remember always **end with open ended questions.**
- You can also **use statements instead of questions.** It could be opinion statement or random spontaneous statement.
- But remember to **be efficient in your speech.** Your quality of words matter. Random statement does not mean a low quality statement.

## 3. CONFIDENCE

- Smile while you talk
- Use voice modulations
- Keep an eye contact
- Listen them carefully so that you are sure what you are going to speak is correct to the Topic or not.
- Keep correct body posture
- Be well- dressed ( well-dressed doesn't mean wearing expensive cloths. It means wearing cloths in which you are comfortable)
- Practice before you speak and think before you speak

- Develop your voice
- Animate your voice
- Don't hesitate to give your views. Learn to face your fear
- Talk a lot to people at Top level positions. This will help you build confidence.
- Enhance word pronunciation

#### 4. LISTEN TO GOOD COMMUNICATORS

- **Talk to those whom you admire as communicators.** It could be your friend, teacher, or any acquaintance.
- **Listen to good speeches and podcasts.** How they influence the people? What kind of voice modulations are they using? How is their body language? How effective is their speech? What can you learn from them?
- **Read good books.** Few books based on good communication skills are:

1. How to Win Friends and Influence People

By Dale Carnegie

2. How to talk to anyone by Leil Lowndes

3 Talk like TED: The 9 public speaking secrets by Carmine Gallo etc.

#### 4. DON'T USE COMPLEX WORDS

Remember using complex words would make your message more complex. Use simple and straightforward language. Remember an effective communication has nothing to do with your vocabulary.

#### 5. USE STORIES AND EXAMPLES

- Try to tell them a story or an incident while you give your views. You can even narrate an incident from your favourite book or movie. You can give them real life examples.

- Let's take the same example of Statue of unity. You can continue like , " Oh do you know about the incident of sardar sarovar dam when a crocodile came on the roads? Such a horrific incident it was !"

## **6. DON'T GET DISTRACTED**

- While talking don't get distracted by your phone. Concentrate not only on words uttered by the other person but also understand his feelings and point of view. Avoid words like ' um', 'ah' , etc. These crutch words make you sound dumb. Be continuous in your speech. Don't even try to change the topic. Stick on the topic you are discussing if the other person initiated it.

## **7. EMOTIONAL INTELLIGENCE AND NEGOTIATION**

- Be empathetic
- Build rapport
- Display genuine curiosity
- Be open minded
- Be flexible and patient
- Be Tactful and diplomatic
- Be Respectful

## **8. KNOW WHERE TO DROP**

- You should know where you can end your conversation. Always end with a smile and wish for the day. Don't interrupt in between and end the conversation. Let others finish their sentences.

## **9. DEVELOP GENUINE INTEREST**

- Communicate with a lens of curiosity:

" Help me understand"

" Can you explain that"

" Is this what you meant?"

" Tell me more, I am listening"

#### 10. **PRACTICE**

- Practice the above points in your day to day life with your friends, family , etc. You can only learn by doing.

In the words of James Humes,

**" THE ART OF COMMUNICATION IS THE LANGUAGE OF LEADERSHIP"**

-Drashti Panjrolia

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