# UNIT I COMMUNICATION SKILLS

## Verbal Communication

* + - Definition. Verbal communication refers to the production of spoken language to send an intentional message to a listener.
    - Verbal communication is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms (non-verbal communication). An example of verbal communication is saying “No” when someone asks you to do something you don't want to do.
    - Four Types of Verbal Communication. Verbal communication include sounds, words, language, and speech. Speaking is an effective way of communicating and helps in expressing our emotions in words.
    - Verbal communication is about language, both written and spoken. In general, verbal communication refers to our use of words while nonverbal communication refers to communication that occurs through means other than words, such as body language, gestures, and silence.
    - Excellent verbal communication is a key to maintaining successful business relationships. Effective communication causes productivity to increase, errors to decrease and operations to run smoother Receiving the right and updated information from their superiors boost their confidence and productivity.

## Examples of Verbal Communication Skills

* Advising others regarding an appropriate course of action.
* Assertiveness.
* Conveying feedback in a constructive manner emphasizing specific, changeable behaviors.
* Disciplining employees in a direct and respectful manner.
* Giving credit to others.
* Recognizing and countering objections.

## Verbal Communication Skills in the Workplace

What constitutes effective verbal communication on the job depends on the relationships between communication partners and the work context:

* Verbal communication in a work setting takes place between many different individuals and groups such as co-workers, bosses and subordinates, employees, customers, clients, teachers and students, and speakers and their audiences.
* Verbal communication occurs in many different contexts including training sessions, presentations, group meetings, performance appraisals, one-on-one discussions, interviews, disciplinary sessions, sales pitches, and consulting engagements.

## Tips to Improve Your Verbal Communications

* Even if you are a shy introvert who prefers to work independently, there are ways to improve your verbal communication skills so that you can more easily cultivate rapport with others.
* Practice makes perfect, and so take the time to actively practice these communications skills for workplace success: active listening, clarity and conciseness, confidence, empathy, friendliness, open-mindedness, giving and soliciting feedback, confidence, respectfulness, and non-verbal (body language, tone of voice, eye contact) communication.

## Self-Motivation

* Self-motivation is the ability to drive oneself to take initiative and action to pursue goals and complete tasks. It's an inner drive to take action — to create and to achieve. It's what pushes you to keep going on tasks, especially those you're pursuing because you want to, not because someone told you to.
* Self-motivation is, in its simplest form, the force that drives you to do things.
* The topic of self-motivation, however, is far from simple. People can be motivated by many things, both internal and external, such as the desire to do something, love of someone, or need for money. Usually, motivation is a result of several factors.

The ability to motivate yourself is an important skill. Self-motivation drives people to keep going even in the face of set-backs, to take up opportunities, and to show commitment to what they want to achieve.

## How to think positive thoughts

 Focus on the good things. Challenging situations and obstacles are a part of life. ...

 Practice gratitude. ...

 Keep a gratitude journal.

 Open yourself up to humor. ...

 Spend time with positive people. ...  Practice positive self-talk. ...

 Identify your areas of negativity. ...  Start every day on a positive note.

Importance of positive attitude: Having a positive mental attitude is one of the most important things to develop in life. More energy, better health, a greater chance at success, and an overall happier life all show just how important having the right attitude is. Your attitude in life determines a lot more than you would believe.

People develop positive work attitudes as a result of their personality, fit with their environment, stress levels they experience, relationships they develop, perceived fairness of their pay, company policies, interpersonal treatment, whether their psychological contract is violated, and the presence of policies ...

## Non-Verbal Communication

**What is nonverbal communication?**

Nonverbal communication is the transfer of information through the use of body language including eye contact, facial expressions, gestures and more. For example, smiling when you meet someone conveys friendliness, acceptance and openness. Everyone uses nonverbal communication all the time whether they know it or not. Nonverbal communication is dependent on seeing and analyzing physical movements as opposed to [verbal communication,](https://www.indeed.com/career-advice/career-development/verbal-skills) or the use of language to transfer information through written text, speaking or sign language.

**Why is nonverbal communication important?**

Nonverbal communication is important because it gives us valuable information about a situation including how a person might be feeling, how someone receives information and how to approach a person or group of people. Paying attention to and developing the ability to read nonverbal communications is an invaluable skill you can leverage at every stage of your career.

There are several ways nonverbal communication can support your ability to communicate effectively in the workplace, including:

* **Supports your message.** When having a conversation, participating in a meeting or engaging in conversation, nonverbal cues can emphasize and underscore the content of your message. For example, using hand gestures to indicate the importance of an idea may tell your listeners to pay attention to and remember a key point.
* **Communicates messages.** You may also use nonverbal communication completely to communicate with others. For example, if someone is explaining a sentiment you admire and agree with, you might nod your head up and down to express solidarity.
* **Communicates intention.** Your body language may also intentionally or unintentionally express your current condition. For example, people may pick up nonverbal cues that you are being dishonest, unengaged, excited or aggressive.
* **Conveys feelings.** You can also use nonverbal communication to show your feelings, such as disappointment, relief, happiness, contentment and more.
* **Offers support.** Nonverbal cues are also a great way to show support. Whether it's a simple smile or pat on the back, action may speak louder than words in many cases.
* **Showcases your personality.** Nonverbal communication is a great way to show who you are. For example, a kind and optimistic person might frequently smile with open body language and offer friendly touches.
* **Indicates a desired action.** This might include inching toward a door to indicate your desire to leave the room, raising your hand to offer an idea or putting your hand out to meet someone new.
* **Deescalates tension.** Using a calm tone of voice, open body language, and directive gestures may help to resolve a difficult situation.

**Types of nonverbal communication**

There are several types of nonverbal communications you should be aware of, including:

## 1. Body language

Bodylanguage [i](https://www.indeed.com/career-advice/career-development/understanding-body-language)s the way someone situates their body naturally depending on the situation, the environment and how they are feeling.

Example: *Someone might cross their arms if they are feeling angry or nervous.*

## 2. Movement

The way you move your arms and legs such as walking quickly or slowly, standing, sitting or fidgeting, can all convey different messages to onlookers.

Example: *Sitting still and paying attention in a meeting conveys respect and attention.*

## 3. Posture

The way you sit or stand can also communicate your comfort level, professionalism and general disposition towards a person or conversation.

Example: *Someone might slouch their shoulders if they feel tired, frustrated or disappointed.*

## 4. Gestures

While gestures vary widely across communities, they are generally used both intentionally and unintentionally to convey information to others.

Example: *Someone in the United States might display a “thumbs up” to communicate confirmation or that they feel positively about something.*

## 5. Space

Creating or closing distance between yourself and the people around you can also convey messages about your comfort level, the importance of the conversation, your desire to support or connect with others and more.

Example: *You might stand two to three feet away from a new contact to respect their boundaries.*

**6. Paralanguage:**

Paralanguage includes the non-language elements of speech, such as your talking speed, pitch, intonation, volume and more.

Example: *You might speak quickly if you are excited about something.*

## 7. Facial expressions

One of the most common forms of nonverbal communication is facial expressions. Using the eyebrows, mouth, eyes and facial muscles to convey can be very effective when communicating both emotion and information.

Example: *Someone might raise their eyebrows and open their eyes widely if they feel surprised.*

## 8. Eye contact

Strategically using eye content (or lack of eye contact) is an extremely effective way to communicate your attention and interest.

Example: *Looking away from someone and at the ground or your phone may convey disinterest or disrespect.*

## 9. Touch

Some people also use touch as a form of communication. Most commonly, it is used to communicate support or comfort. This form of communication should be used sparingly and only when you know the receiving party is okay with it. It should never be used to convey anger, frustration or any other negative emotions.

Example: *Placing your hand on a friend’s shoulder may convey support or empathy.*

## Nonverbal communication skills and examples

There are several common skills that make you a valuable colleague, leader and teammate. These skills are also highly desired by employers you may interview with that fall into four main categories:

* **Paying attention.** While it seems simple, the ability to stay engaged is an essential skill that can help you learn quickly and communicate effectively.

* **Picking up on nonverbal cues.** It becomes easier to pick up on both small and obvious, intentional and unintentional nonverbal communication when you practice. Pay attention to people’s posture, movements, body language, facial expressions and eye contact as they change.
* Interpreting nonverbal cues. Once you can more easily and accurately spot nonverbal cues, you can learn to interpret them to be a better communicator.

For example, if you notice that someone is speaking quietly with slouched shoulders or crossed arms, it may be a cue that they feel nervous or anxious. You can respond empathetically by smiling and holding a warm and open body posture.

* **Using nonverbal cues.** It is equally important to develop your own use of nonverbal cues to support your professional skills and to control any unproductive or unprofessional communications in the workplace. More on improving your nonverbal communication skills below.

## How to read body language

Reading body language is a difficult skill you will continue to develop throughout your career. While each person uses nonverbal communication differently, there are several common cues to pay attention to that will inform you about a person’s feelings, intentions, motivations and more. When you are communicating with someone, it’s helpful to notice their body language while also taking in their verbal communication.

Here are a few uses of body language you can begin to look for:

## 1. Posture

If a person has their shoulders back and spine straight, this is a sign that they are engaged, listening and open to the ideas or information you are presenting. If they are exhibiting poor posture with their shoulders slouched or raised and spine bent, they might be nervous, anxious or angry.

## 2. Use of arms

If a person has their arms down to their side, on the table or arranged in some other open way, this is a sign that they feel positive and ready to absorb information. If their arms are crossed or closed, they might be experiencing some sort of negative emotion.

## 3. Use of legs

If a person has both feet placed flat on the ground, this is a sign that they feel ready and open to hear your ideas. If their legs are crossed or arranged in some other closed formation, they might be feeling irritated or stressed.

## 4. Use of facial expressions

If you are communicating with someone who is frowning, has a furrowed brow or tight lips, you might pause to ensure they don’t feel confused, angry or some other negative emotion. If you are communicating with someone who has a soft smile, relaxed facial muscles or gently raised eyebrows, this is a sign that they feel good about the information you are presenting.

Be sensitive when responding to nonverbal communications. Many people may be unaware of their body language and might be embarrassed if you bring it up. If you sense someone might be angry, anxious or confused during your communications, take a moment to consider the best course of action based on the individual.

If you feel it would be beneficial to ask how they are feeling in the moment, gently address them with something like:

*“I sense you might be feeling overwhelmed with my presentation. Is there something I can take time to explain, or an idea you’d like to give feedback on?”*

OR

*“Is this is a good time to talk about our new process? If not, I’m happy to find a better time we can chat.”*

If you are in a meeting with several people, it might be a better idea to address them afterwards in a one-on-one setting.

## How to improve nonverbal communication

If you’d like to improve the use of your own nonverbal communication, there are a few steps you can take:

## 1. Do a body language test

Pay close attention to the ways you use body language over a business week. Notice your body language, facial expressions and posture in meetings, during casual exchanges and in presentations. See how others respond to your natural nonverbal communications.

## 2. Notice how your emotions feel physically

Emotions are not purely felt in the mind; they affect us physically, too. Throughout the day, as you experience a range of emotions (anything from energized, bored, happy or frustrated), try to identify where you feel that emotion within your body.

For example, if you’re feeling anxious, you might notice that your stomach feels tight. Developing the self-awareness of how your emotions affect your body can give you greater mastery over your external presentation.

## 3. Be intentional about your nonverbal communications

Be attentive when trying to communicate with others using facial expressions or body language. Make an effort to display positive body language when you feel alert, open and positive about your surroundings.

You can also use body language to support your verbal communication if you feel confused or anxious about information, like using a furrowed brow. Use body language alongside verbal communication such as asking follow-up questions or pulling the presenter aside to give feedback.

## 4. Mimic nonverbal communications you find effective

If you witness certain facial expressions or body language you find beneficial to a certain setting, use it as a guide when improving your own nonverbal communications. For example, if you see that when someone nods their head it communicates approval and positive feedback efficiently, use it in your next meeting when you have the same feelings.

## 5. Nonverbal communication is an essential part of having excellent communication skills

Take time to understand the body language and facial expressions of others you work with, as well as to develop the ways you use nonverbal communications

## Using nonverbal communication in an interview

Nonverbal communication is an essential part of the interview. It is important both to read and interpret the nonverbal cues of your interviewers and to respond with appropriate body language throughout. Here are a few tips for using nonverbal communication in your next interview:

* Stand up when your interviewer enters the room and greet them with a reasonably confident handshake.
* Smile when greeting your interviewer and naturally throughout your interview.
* Sit with your shoulders back and chin up to convey confidence.
* Place both feet on the ground or crossed at the ankles and lay your hands on top of one another on the table to express openness and friendliness.
* Use gestures naturally without being distracting.
* Speak with a reasonable, confident tone so your interviewers can easily and clearly understand you without being too loud.
* Use natural, conversational intonation without going up or down too unnaturally.
* What is storytelling explain?
* **Storytelling** is about telling stories. It is about using stories to engage your audience, or to make something more clear. Photos, pictures and film of course really help to tell a good story too. Stories have always been a way to communicate. Before people learned how to write, they would tell each other stories.12-Feb-2020  What is the purpose of storytelling?
* Telling **stories** gives us a sense of culture, history, and personal identity. **Storytelling** passes on personal, hi-stoical, or cultural events or experiences so they transcend to shared experiences. **Storytelling** alters individuals, changing them into families, groups, communities, and even nations.
* As Patrick said, before his team takes on a project, they make sure they have a firm understanding of what they call the **Four P's**: People, Place, Plot, and Purpose  Why are stories so powerful?
* Telling **stories** is one of the most **powerful** means that leaders have to influence, teach, and inspire. What makes storytelling **so** effective for learning? For starters, storytelling forges connections among people, and between people and ideas. **Stories** convey the culture, history, and values that unite people.20-Dec-2017
* By **definition**, **visual communication** is the practice of graphically representing information to efficiently, effectively create **meaning**. ... Examples of where **visual communication** can be used include conferences and trade shows, websites, social media posts, office presentations and meetings, and so much more.

## Visual Communications

**Some common types of visual communications in the workplace include:**

* Infographics.
* Process Diagrams.
* Flow Charts.
* Roadmaps.
* Charts and Graphs.
* **Visual** Reports.
* Presentations.
* Mind Maps.
  + What is the purpose of visual communication?
  + Visual communication is a way to communicate ideas graphically in ways that are efficient and help to convey more meaning. It's a critical element of any content marketing strategy. This is because visuals can help to evoke emotions in your **audience**, provide stronger **examples** for your message and so much more.
  + What are the 3 main types of communication?
  + The **three primary** means of **communication** are verbal, nonverbal, and visual. Verbal **communication** depends on words to deliver meaning. It is further subdivided into written **communication** and oral **communication**.
  + Is quick wittedness a word?
  + adj. Mentally alert and **sharp**; keen. See Synonyms at intelligent. **quick**′-wit′ted·ly adv.

## Humor

Humor as a professional skill is the ability to use humor to achieve desired business outcomes.

You probably use humor in relaxed situations such as with friends and family. Extending this personal skill to professional situations takes bravery.

Humor is fraught with drawbacks & pitfalls. Many professionals play it safe and play down their funny side.

If you decide to use humor at work, it can pay dividends.

Potential Drawbacks & Pitfalls

Humor has a dangerous edge. There are several things that can go wrong in professional situations:

* **Humor that bombs**

Even professional comedians experience a failed joke or two on a regular basis. This isn't a major concern.

* **Self-deprecating humor**

Self-deprecating humor can be funny. It can also help to show that you're not arrogant — that you can laugh at yourself. The problem with self-deprecating humor is that some people may take you seriously. This can be a cultural thing. For example, self-deprecating humor is far more common in the United Kingdom than in the United States.

* **Inappropriate jokes**

Most professionals intend to keep jokes appropriate. However, this is always an area of interpretation.

* **Bad timing**

Humor can be interpreted as unprofessional if your timing is off. For example, if you appear to be making light of a critical situation.

Benefits of Humor

Humans aren't business processing robots.

Business is a human activity that reflects the human mind. Most of us are greatly influenced by humor. It has the power to transform our [emotions a](http://training.simplicable.com/training/new/42-emotional-intelligence-skills)nd change our thinking.

There are numerous business applications of a little humor:

* **Building Rapport**

People like funny people.

* **Conflict Resolution**

Disarm stressful situations.

* **Stress Management**

The ability to make light of stressful situations can reduce stress.

* [**Public Speaking**](http://training.simplicable.com/training/new/public-speaking)

Humor is considered a key element of effective public speaking.

* [**Negotiation**](http://training.simplicable.com/training/new/negotiation-guide)

Any situations that are likely to be intense can benefit from a little humor.

## Quick Wittedness

In any conversation, if two people are communicating one of them is thinking and replying and other person is replying spontaneously, smartly, cleverly, in a funny way and without taking much time is called quick-wittedness.

If a person has ability to reply in a clever or funny way without thinking for a longer time then that can also be considered as quick-wittedness.

**Essentials for Quick-Wittedness:**

* Intelligent, mentally keen, clever.
* Able to reply in a funny way.
* Spontaneous reply.
* Communicate in a smarter way.
* Inspire others while communicate.
* Attracts others to communicate.
* Good memory power.
* Provides solutions to the problems.
* Consume less time.
* Have more potential to communicate

**Tips for becoming Quick-Wittedness:**

* **Timing is very crucial:** You have to come up with a response as quickly as possible.
* **Must be a good listener:** Before replying/answering must listen the conversation keenly & then reply in a spontaneous way.
* **Try not being negative:** Always come up with a positive reply, if reply is in a negative manner, critics would be more for your conversation.
* **Position & Witty comments:** By replying back with positive & witty comments, you can gain the trust of the people.
* **Try to have Eye to Eye contact:** Through which people understands you better and could feel comfortable while communicating.
* **Tone of your comments:** It’s not always the content of your remarks that will make an impression, but the tone in which you make comeback or else it will be messed up.

## Presentation skills

Presentation skills are the skills you need in delivering effective and engaging presentations to a variety of audiences. These skills cover a variety of areas such as the structure of your presentation, the design of your slides, the tone of your voice and the body language you convey

## Have a clear message or focus

* Who is your audience? Jot down a few key details about them, like what they might already know about your topic and any context or jargon they need explained.
* What is the main message you want the audience to walk away with? Try and do this in one sentence. This will help you keep your content on track as you put together your presentation: people will only be able to remember a fraction of what you say, so you want your message to be clear and focused.
* Develop your topic in a clear and organized way. With the purpose and message in mind, create a structure or roadmap. Not all presentations need to be told chronologically. Other structures include: set-up, conflict, resolution; ideal, reality, problem, and solution; or character, struggle, goal.

## Introduce the topic and give an overview or agenda

* Tell them what you’re going to tell them. They will understand and enjoy the presentation more when they know what is to come. A rambling speech with no clear organization puts your audience to sleep.

**Develop your points with examples**

* By giving real examples, your content will be easier for your audience to understand.

## Be reliable

Do your research and cite your sources. If you share facts or details, ensure that your sources are accurate. Nothing weakens your credibility more than misstating information for your audience.

## Close the loop

* Much like a written paper, your conclusion should connect back to your introduction  Highlight your key points and consider your message or ‘take away’ that you want your audience to leave with
* If your presentation has moved slowly, condense but don't eliminate the conclusion. Your presentation may appear to lack direction if you don't offer closure for your audience.
* Be prepared for questions. A friend or colleague may help you anticipate these when you practice.

## Be compelling

* What the hook? Capture your audience's attention immediately with a quote, statistic, anecdote, controversial question or quotation that relates to the topic and message
* Consider how your audience can engage and interact with the concepts in your presentation. Discussion questions, brainstorms, small group topics, simulations, case studies, or demonstrations are just a few ways to involve your audience if time permits.

## Use carefully chosen visual aids

* Visuals help tell the story, but make sure they're simple and creative.
* People remember 20% of what they hear, 30% of what they see, and 50% of what they both see AND hear.

## Use text sparingly on slides

* Slides are not your speaking notes
* Don't make people multitask - it's difficult to both read and listen at the same time.
* Font size should be large enough to be read at the back of the room
* Consider high contrast colours that will look good on the screen Visuals should be relevant to the content – they help to tie the words together

## PRO TIPS

* Dress neatly. Pick something you feel good in
* Smile a little
* Remember to breathe
* Make eye contact with people in the room
* Pay attention to your body language
* Watch for mannerisms – ie. don’t fiddle with a pen
* Take a breath instead of saying filler words like ‘um’, ‘like’, etc.
* Pause before and after important ideas
* Be aware of your audience and select language that they will all understand
* If something unexpected happens, go with it - only you know how it was supposed to go

Practice. Everyone experiences some nervousness when presenting, but practicing gives you confidence.

* Practice your presentation out loud a few times until you’re comfortable with the content
* You should only need a few notes on cue cards to keep you on track
* Don't read your notes word for word
* Try to record and watch your practice session - note 3 strengths and pick 1 area to improve
* Time yourself
* Speak clearly and loud enough to be heard in the back of the room
* Study and critique other speakers - you will learn a lot by observing your own reaction to them

Still nervous?

Remember that everyone experiences nervousness when presenting. Audiences want presenters to succeed.

What skills are needed for public speaking?

Public speaking is a soft skill that requires excellent **communication skills**, enthusiasm, and the ability to engage with an audience. Public speakers make presentations to a group. Presentations range from speaking to a small group of employees to presenting to a large audience at a national conference or event.

## Key Points

* Plan appropriately.
* **Practice**.
* Engage with your audience.
* Pay attention to **body language**.
* Think positively.
* Cope with your nerves.
* Watch recordings of your speeches.

## 5 tips for improving your English-speaking skills

1. **Speak**, **speak**, **speak**! Be confident and **speak** as often as possible, to as many people as you possibly can! ...
2. Read Aloud. Read the newspaper or a magazine out loud to yourself. ...
3. Record your practice conversations. ...
4. Find an English-**speaking** conversation partner. ...
5. Don't forget to use technology.

## 6 Interview Skills That Will Get You Hired

* Clarify **interview** questions. ...
* Think out loud. ...
* Communicate nonverbally. ...
* Know your resume. ...
* Tell a compelling story. ...
* Leverage knowledge of the company and **interviewer**.

Preparing For the Interview

Your preparation before the day of the interview needs to be on two main fronts:

Research the Organisation

**Find out as much as you can about the company.**

* Look at their website, and any information that they have sent you, and see if you can find their mission, objectives, any value statements and the like. It’s helpful to be familiar with the organization’s guiding principles. Also try to find out how the job that you have applied for fits into the organisation.
* **Make a list of the questions about the organisation**, ideally around work, such as the team you will be working with, or the work that you will be doing on a daily basis. It’s OK to ask about the on-site gym and the holiday allowance, but don’t sound as if you’re only interested in getting away from work!
* It’s probably **not** a great idea to ask whether you’ll be able to work part-time at this stage. Either you should already have done that before applying, or you need to be prepared to work the hours stated.

**Tests and Presentations**

* Some interviews require you to make a short presentation, or to take a test. The details will always be included in the letter inviting you to interview, so you’ll have time to prepare. If you’ve been asked to make a presentation, don’t assume that there will be PowerPoint, or that you’ll be standing in front of a group.

**Attending the Interview**

**Some General Dos and Don’ts Do:**

* + - Arrive in good time. The interview panel may be interviewing a lot of candidates so do not keep them waiting.
    - Dress appropriately. Some organisations, especially technology companies, have a very casual dress code but, for most, a suit will be appropriate interview wear. Remember that you are being judged on the appearance that you present.
    - Act appropriately, which usually means following the interviewer’s lead. If you are offered a hand to shake, then shake it, but don’t offer your own hand if nobody else seems interested.
    - Engage with the interviewers. Smile, make eye contact, and build rapport.
    - Answer the questions that are asked, using relevant examples where at all possible.

**Don’t:**

* + - Be afraid to blow your own trumpet a bit. After all, nobody else is going to blow it for you; however, do not lie or exaggerate. If you want the job, be enthusiastic and positive.
    - Be over-familiar or share too much information. For example, the interviewers don’t want to know how you’re going to manage your childcare.