

Communication Skills

HS-113

Unit I

Role and Importance of Communications, Attributes of Communications, Verbal and Non-Verbal Communications, Verbal Communications Skills, Non-verbal Communication Methods, Body Language, Barriers to Communications, Socio-psychological barriers, Inter-Cultural barriers, Overcoming barriers, Communication Mediums: Characterization and Choice of medium, Effective Communication: Correctness, Clarity, Conciseness, Courtesy, Group Communication: Meetings (types, purpose), Group Discussions, Conduct of Meeting, Participant Role, Making Presentations.

[8Hrs][T1]

What is communication

The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experiences with anything outside of ourselves. Common forms of communication include speaking, writing, gestures, touch and broadcasting.

- Wikipedia definition



Origin of the **word**.

- The English term '**Communication**' has been evolved from Latin language. 'Communis and communicare' are two Latin **words** related to the **word communication**. Communis is noun **word**, which means common, communality or sharing. Similarly, communicare is a verb, which means 'make something common'.

The Meaning and Definition of Communication

What is 'communication'?

According to the Concise Oxford Dictionary the word means

'the act of imparting, especially news',

OR

'the science and practice of transmitting information'.

It also means 'transference and understanding of meaning'.

Perfect 'communication' is creating the perfect mental picture.

Communication

Definition

According to Leagans (1961), Communication is the process by which two or more people exchange ideas, facts, feelings or impressions in ways that each gains a common understanding of the meaning, intent and use of messages. The term 'communication' stems from the Latin word 'communis'-meaning 'common'.

Communication, then, is a conscious attempt to share information, ideas, attitudes and the like with others.

Meaning and definition

Meaning-

Effective Communication is a two way process – sending the right message and to the right person.

It is important to know the psychology of the people you are interacting with for communication to be effective.

For communication to be effective it is necessary to know the circumstances of the counter entity.

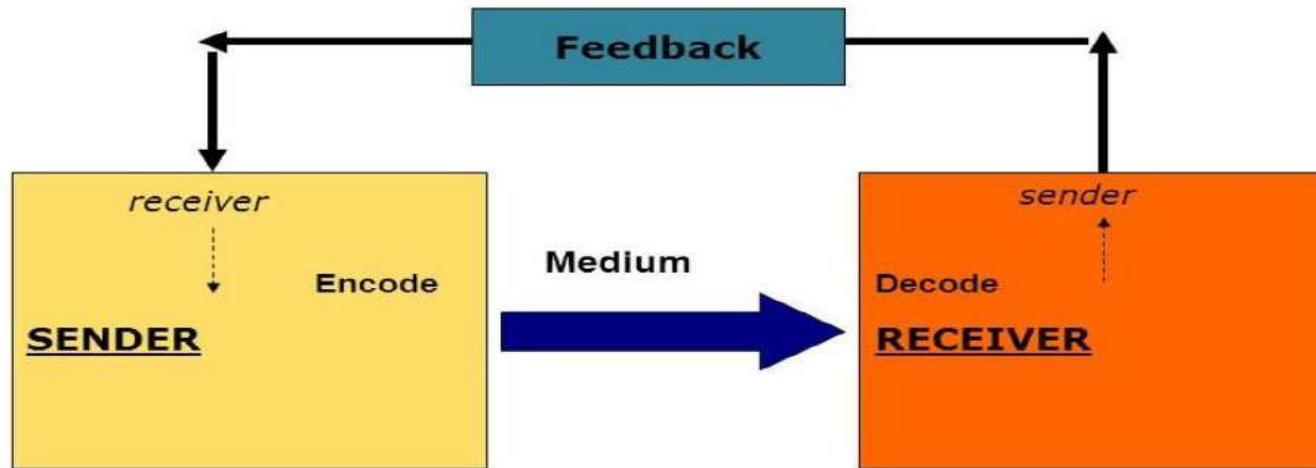
Effective communication includes all the aspects of visual, auditory and kinaesthetic language to appeal the listener.

Definition-

“Effective communication is the communication which produces intended or desired result”

Process of communication

- Communication is the process of sending and receiving information among people...



Roles of communication in extension

1. Communication establishes a favourable climate in which development can take place.
2. Communication has multiplier effect
3. Communication varies the aspirations of the people
4. Communication is essential for all human activities
5. Communication is essential for good leadership



IMPORTANCE OF COMMUNICATION

- Information

- Education

- Motivation

- Counseling

- Reduce stress

- Health promotion

Function of Communication

- Exchange of Information
- Education
- Advice and Counselling
- Persuasion
- Suggestion
- Motivation
- Raising Morale
- Warning
- Decision Making
- Control Function
- Spreading Knowledge
- Awareness
- Social Contact
- Issue of Orders and Instructions
- Harmony

Importance of communication

- Express thoughts, ideas and feelings
- Creating awareness
- To fulfill a goal
- Avoid isolated
- Highlight issues
- Progress, development
- Educating the masses etc.

COMMUNICATION :

It means, 'Imparting,conveying or exchange of ideas or knowledge whether by speech,writing or signs'.In common terms, two person communicate when they transfer information or exchange ideas, knowledge or emotions. For communication to be effective, it is important that the information transferred is understood by the receiver. The end result of communication is understanding and its main purpose is to motivate a response.



Meaning

- Human beings cannot survive in society without the help of communication. Communication is the very basic need of any organization and any individual. Two-way process of reaching mutual understanding, in which participants not only exchange (encode-decode) information, news, ideas and feelings but also create and share meaning. In general, communication is a means of connecting people. In professional world , it is a key function of management--an organization cannot operate without communication between diverse levels, departments and employees.

Word-Communication

- One could quite simply say that communication is the exchange of information between two points. Communication is the exchange and flow of information and ideas from one person to another; it involves a sender transmitting an idea, information, or feeling to a receiver.
- The word communication is derived from the Latin word ‘communis’, which means ‘common’, i.e., to share, exchange, send, transmit, write, relate and communicate. The other etymological source mentions that ‘communication’ is derived from the Latin term ‘communicare’, which means to share, sharing, to impart or participate. This word often denotes and means different things to different people. In short, we can define communication as sharing ideas and feelings mutually. As it involves interaction, it encourages exchange of ideas until all the experiences become a common profession.

Definition of communication

According to Dictionary.com the word communication means:-

com·mu·ni·ca·tion

1. -the act or process of communicating; fact of being communicated.
2. -the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs.
3. -something imparted, interchanged, or transmitted.
4. -a document or message imparting news, views, information, etc.
5. -passage, or an opportunity or means of passage, between places

“The activity or process of expressing ideas and feelings or of giving people information.”- The Oxford Lerner’s Dictionary.

“Communication is a two way affair which aims at passing on or receiving a specific piece of information.” From Wings of Fire by A.P.J. Abdul Kalam

“Communication is a two-way process of reaching mutual understanding, in which participants not only exchange (encode-decode) information but also create and share meaning.”

Features

C	Clarity (of thought, ideas and vision)
O	Objectivity (having a definite purpose)
M	Meaningful (having an important significant)
M	Mutual (common among communicators)
U	Utility (having worth and productivity)
N	Notion (full of opinion , concept and views)
I	Impressive (accurate expression leads to right impression)
C	Completion (having start and finishing point)
A	Approachable (having positive approach)
T	Timely (well-timed discussion)
I	Intentionally (cognizant act of entering in communication process)
O	Observational (cautiously examine the communication environment)
N	Necessity (need or requirement to communicate)

Nature of communication

- The nature of communication is the exchange of information between two people. It is required that there be both a sender and a receiver for communication to take place. Communication is reciprocal. So at any time the sender is sending a message the receiver is also sending messages.
- **It is Social, Multidimensional and Dynamic.**
- **It involves impression as well as expression.**
- **Communication Environment should be positive and supportive.**
- **It should be Delightful & Productive.**
- **Feedback in return is must.**
- **It should be Creative and collective.**
- **It is totally based on co-operation and understanding between communicators.**
- **Use of proper channel is equally important.**
- **Language should be common among communicators.**
- **Acting (Justifying roles and responsibilities) is required.**
- **The role of sender and receiver keeps changing.**

- Two way process
- Information Sharing and Understanding
- Verbal and Non-Verbal
- Circular Flow
- Goal Oriented
- Continuous Process
- Pervasive Activity
- LSRW
- Bridge of Meaning(Telling, listening and understanding)

Every individual needs to be well equipped with the tools to communicate effectively, whether it is on the personal front, or at work. In fact, according to the management gurus, being a good communicator is half the battle won. After all, if one speaks and listens well, then there is little or no scope for misunderstanding. Thus, keeping this fact in mind, the primary reasons for misunderstanding is due to inability to speak well, or listen effectively.

In your academic environment you encounter various situations involving speech or writing: conversation with your friends, professors or office staff to achieve various purposes like seminars, group-discussion, written test, interviews and examinations and laboratory or project report submissions on diverse topics, likewise when you take up a profession after completing your studies, you will have to interact with your superiors and subordinates, conversing with them face to face or over the telephone and read and write e-mails, letters, reports and proposals.

Attributes of Communication

Characteristics of good communication



1- clarity:

The information must be clear to the receiving party,
The speaker or writer must make sure the listener or reader understands exactly what is meant,

For example:

- Acronyms and abbreviations must not be used in the reports or presentations.
- Future terms such as "tomorrow", "next Tuesday", or "four days later"; should be accompanied by a date.

Characteristics of good communication



2- simplicity:

Simplicity Help to improve understanding, so the speaker or writer should use simple language in their daily communications, if the information can be efficiently conveyed in one sentence, two sentences or a whole paragraph should not be used .

3- Accuracy:

Professional communications must be accurate, objective, and up to date. Personal opinion and subjective statements must be limited and clearly labeled . And should not quoted information from internet without knowing the source, because these Information may not always be accurate or reliable.

It depends on the specific source that has to be always mentioned.

4- legibility:

Some people have handwriting that is difficult to read, such people should type their communications on a computer. Legibility also includes "readability" whether on paper, on the computer screen, or on the projection screen. One of the frequent pitfalls for speakers using PowerPoint slides is cramming a slide with a lot of text that viewers cannot read.

5- proper support tools:

(Pictures, tables, charts.)

The old saying “*A picture is worth more than a thousand words*”, Not only are pictures more helpful, but they are also unilingual: Anyone can understand them Tables, flowcharts, bar charts, organizational charts, and so forth are also helpful in conveying information.

6- proper level of details:

The communicator must balance the amount of information in an intelligent way.

7- good organization and formality:

Good organization implies sorting and organization the information so that it is easy for the viewer to read.

8- Retrievable:

Retrieving information for live life project may be performed easily by Using the computer commands. we can store on a single compact disc (CD) or similar media, more than an entire file cabinet can hold, One common practice these days is to store information on an Internet website so that it can be retrieved from anywhere.

9- preciseness and relevance to the subject:

Providing too much information May be confusing .
and counter productive.

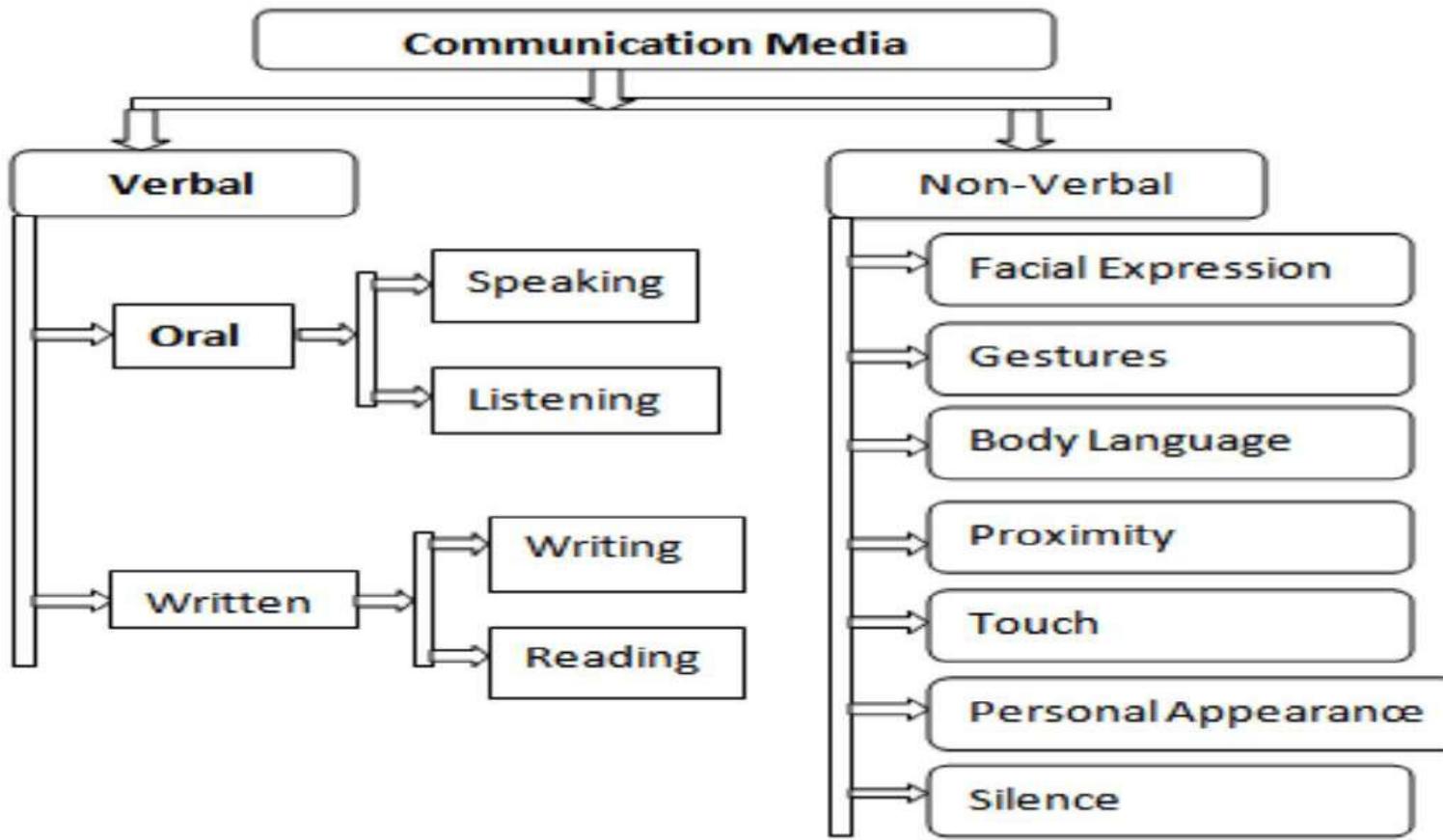
10- Transformable:

The ability to convert the files is extremely important.

TYPES OF COMMUNICATION



- Verbal communication
- Non-verbal communication



* • **Types of Nonverbal Communication**

- 1 • Communication by Body Language
- 2 • Communication by Gestures
- 3 • Communication by Posture
- 4 • Communication by Facial Expressions
- 5 • Communication by Human Behavior
- 6 • Communication by Touch
- 7 • Communication by Dress and Grooming
- 8 • Communication by Proxemics
- 9 • Communication Through Signs and Symbols
- 10 • Communication by Charts, Maps and Graphs
- 11 • Communication by Posters
- 12 • Communication by Colors
- 13 • Communication by Silence



Advantages & Disadvantages of Oral Communication

Advantages

- Immediate feedback
- Less formality
- Mass communication
- Flexible and adaptive
- Swift and speedy
- Economical

Disadvantages

- Legally invalid
- Chance of misinterpretation
- Misunderstanding
- Not helpful to remember

Advantages & Disadvantages of Written Communication

Advantages

- Legally valid
- Provides detailed information
- Easy to produce anytime
- Saves time, money & energy
- Perfect
- Permanent record
- Scope to make changes

Disadvantages

- Slow & time consuming
- Difficult to change
- Delayed feedback
- Only for literate people
- Wastage of time

VERBAL AND NON- VERBAL COMMUNICATION

VERBAL COMMUNICATION



- Communicating with words, written or spoken. Verbal communication consists of speaking, listening, writing and reading.
 - Takes place through face to face conversation, group discussions. Counselling, interviews etc
 - Process of exchanging information between two or more persons through written and oral words.
-

TYPES OF VERBAL COMMUNICATION



- Oral communication
- Written communication

ADVANTAGES



- More personal and informal
- Makes immediate impact
- Provides opportunity for interaction and feedback
- It is very fast and non-expensive
- Help us to foster better relationships with your co-workers and friends.
- Used to inform, inquire, argue and discuss topic of all kinds.

DISADVANTAGES



- A word once uttered is can't be taken back
- It can be forgotten easily
- There is no legal evidence of oral communication

NON-VERBAL COMMUNICATION



- Communicating without using any spoken or written word.
 - Wordless messages
 - Takes place gestures, facial expressions, eye contact and touching.
 - It also includes pitch, speed, tone and volume of voice, dress and appearance etc
-

ADVANTAGES



- Helps to communicate with someone who is hard of hearing or deaf.
- Helps to communicate in silent zones
- Help us to communicate with a distant person
- Help us to communicate people who don't understand our language
- Culturally determined.
- Captures feelings and emotions

DISADVANTAGES



- Cannot be used as a public tool of communication
- Cannot create an impression upon people/listeners
- Misperception of body language or gestures.

TYPES OF NON-VERBAL COMMUNICATION



- Facial expressions
 - Gestures
 - Body language and posture
 - Eye contacts
-

TYPES OF NON-VERBAL COMMUNICATION

Verbal communication is a form of communication in which you use words to interchange the information with other people.

But, Nonverbal communication does not use words for communicating anything, but some other modes are used.

Verbal & non-verbal communication

In Verbal Communication:

Words account for only - 7%

Tone

Modulation

Volume

Total



38%

- 45%

Balance 55% is through non-verbal Communication, which includes:-

Our Body Language.

Breathing.

Our movement.

Verbal Communication Communication

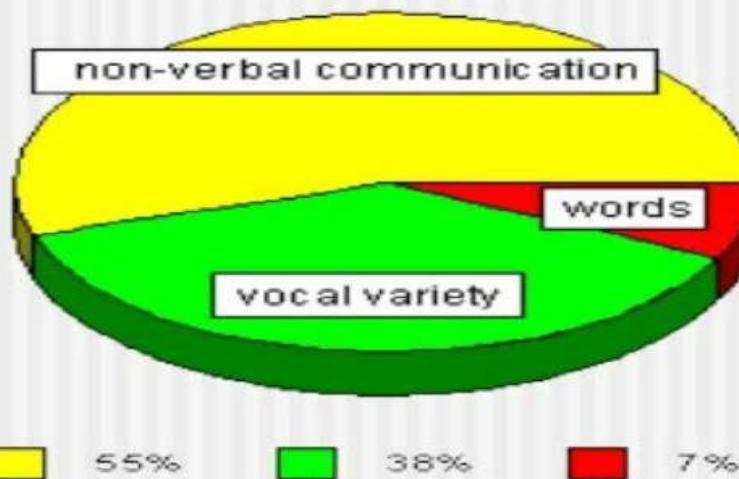
- Through the words we use.

Non-verbal

- Bodily actions and vocal qualities that accompany a verbal message.

Importance of non-verbal communication

Communication Skills



What is Verbal Communication?

- ‘**Verbal**’ is the Latin adjective of ‘**Word**’.
So, verbal communication means communicating with words, whether written or spoken.

Verbal Communication

- Verbal communication consists of **speaking, listening, writing and reading**



Merits of Verbal Communication

- More personal and informal.
- Makes immediate impact.
- Provides opportunity for interaction and feedback.
- Helps us correct our messages according to the feedback and non-verbal cues from the listener
- It is very fast and non-expensive.

Demerits

- A word once uttered can't be taken back.
- Impact may be short lived.
- It can be forgotten easily.
- There is no legal evidence of oral communication.

Importance of Effective Communication

TO AVOID

MISCOMMUNICATIONS

MISUNDERSTANDING





Non-verbal communication:

Body language

Body language includes:

- facial expressions
- occulesics (use of the eyes)
- kinesics (use of movement)
- posture
- orientation (positions in relation to others)
- haptics (use of touch)
- paralanguage
- Silence.

What is Body Language ?

- Body language is non-verbal communication involving body movement.
- People in the workplace convey a great deal of information without even speaking - through "Gesturing" , posture, expressions, etc.

Why Is Body Language so important?

- People remember more of what they see than what they hear.
- Long after a meeting, we are likely to have forgotten the exact words someone used, but we may retain a vivid image of the same person's facial expression.

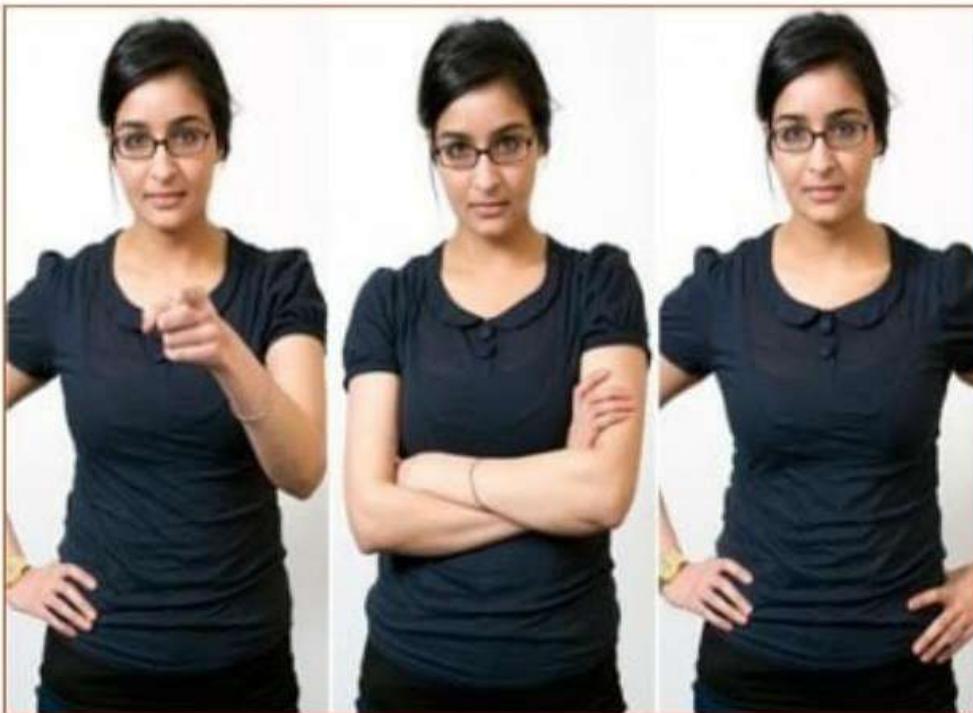


IT'S WHAT YOU DON'T SAY THAT COUNTS!



LEARN TO READ AND INFLUENCE PEOPLE THROUGH
NONVERBAL COMMUNICATION.

What we are trying to deliver through verbal means might not be exactly similar to what we are delivering from our **non-verbal** means.



Believed

When verbal and nonverbal cues contradict one another,
the non-verbal cues are more likely to be believed.

Body Language Speaks Even When You Don't





Body Language

KINESICS

- Facial expression
- Eye contact
- Gestures
- Posture and stance
- Space relationship
- Touch

PROXEMICS

HAPTICS



Kinesics

- It is the study of body movements to judge the inner state of emotions expressed through different parts of the body.

Expression

- Sideways Glance
- Steady eye contact
- No eye contact
- Veiled eyes

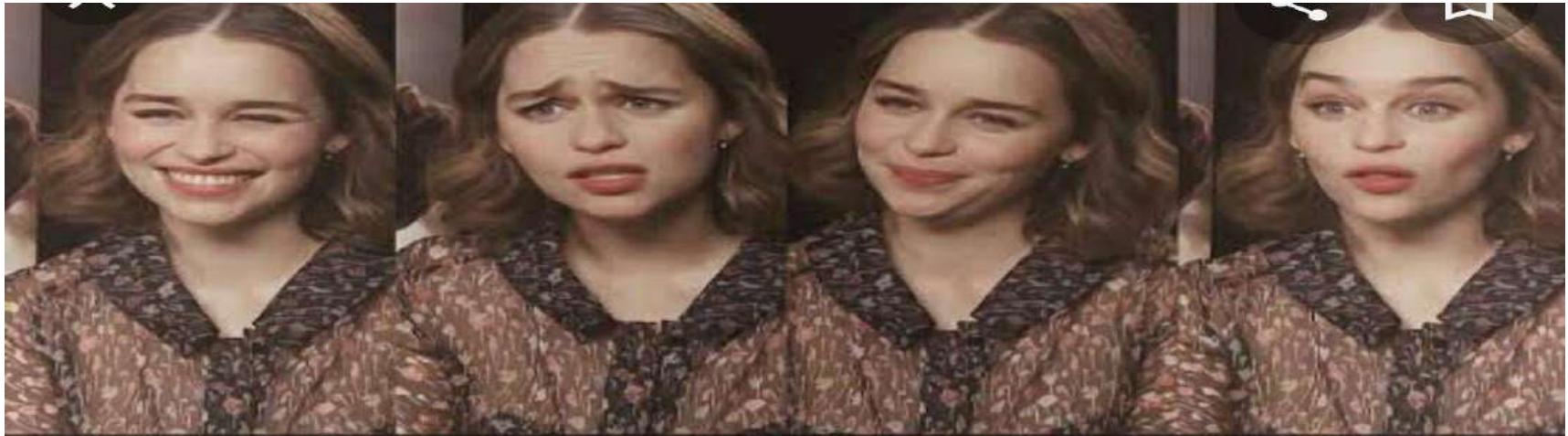
Interpretation

- Suspicion
- Active listener
- Disinterest
- Boredom

Facial Expression

The face tells a lot about feelings. When you speak, more than any other part of the body, your face will communicate most clearly your attitudes, feelings and emotions.





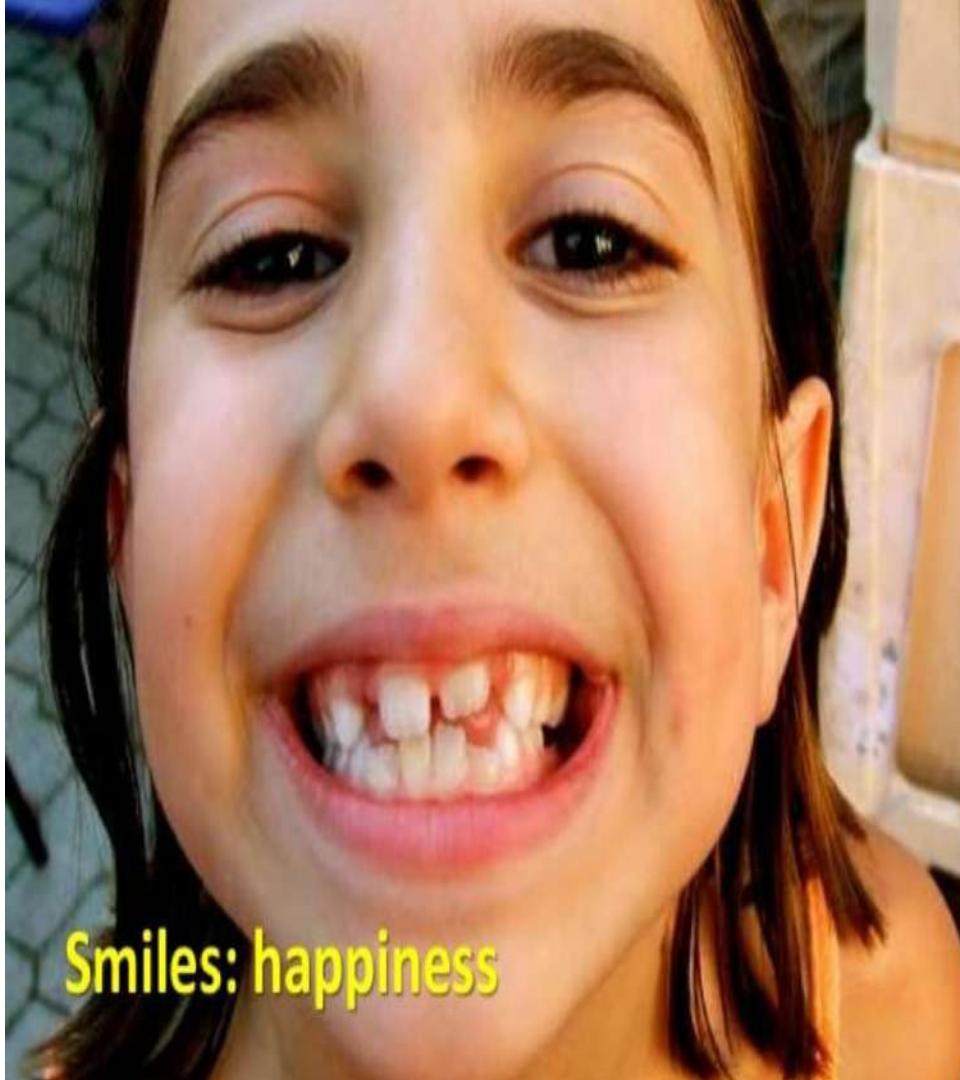
EMILIA CLARKE



- The face is one of the most reliable indicators of a person's attitudes, emotions & feelings
- By analysing facial expressions, interpersonal attitudes can be discerned and feedback obtained.
- Some people try to hide their true emotions. The term **Poker Face** describes them



Frowns:unhappiness, anger



Smiles: happiness

Sneers: dislike, disgust



- Your face is watched whenever you speak
- Often the key determinant of the meaning behind a message
- Communicates your attitudes, feelings, and emotions more so than any other part of your body.

Eye contact

“Eyes are so transparent that through them one sees the soul.”

- Speaking information
- Showing attention and interest
- Inviting and controlling interaction
- Domineering, threatening, influencing others
- Providing feedback during speech
- Revealing attitudes





- Windows of the soul, excellent are indicators of feelings.
- Shifty eyes, beady eyes and look of steel demonstrate awareness.
- Honest person has a tendency to look you straight in the eye when speaking.
- At least listeners accept it like that.

PURPOSE FOR EYE CONTACT

- SPEAKING INFORMATION
- SHOWING INTEREST AND ATTENTION
- INVITING AND CONTROLLING INTERACTION
- DOMINEERING, THREATENING, INFLUENCING OTHERS
- PROVIDING FEEDBACK DURING SPEECH
- REVEALING ATTITUDES

A portrait of a young woman with voluminous, curly brown hair. She is smiling warmly at the camera, showing her teeth. She is wearing a light-colored, patterned top. The background is a solid, bright green.

SMILING

- The most strong body language signal to influence our first impression is the smile.
- It is the most recognized signal everywhere.
- Smiling is an international language.



KEEP SMILING, EVEN IN
DIFFICULT SITUATIONS. IT COSTS
NO MONEY,
JUST STRETCHING YOUR FACIAL
MUSCLE! JUST GIVE AN
INNOCENT GENUINE
SMILE

- A smile is the best in 'BODY LANGUAGE' that any person can project, beware of the fake smile it is very easy to recognize one.

Gestures

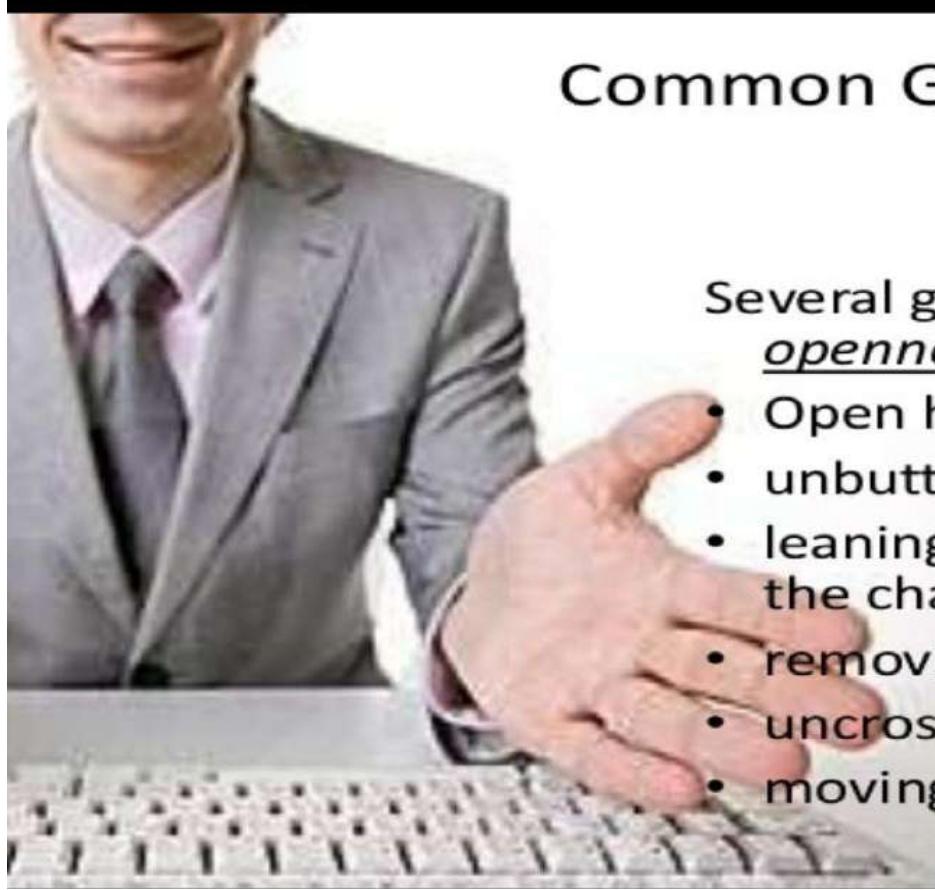
- Notice how you sit, how you stand, how you use your hands and legs, what you do while talking to someone.
- All these indicate your Personality!



Types Of Gestures

- ***Descriptive***
 - Clarify or enhance a verbal message
- ***Emphatic***
 - Underscores a verbal message
- ***Suggestive***
 - Symbols of ideas and emotions
- ***Prompting***
 - Evoke a desired response





Common Gesture Clusters **Openness:**

Several gestures indicate
openness and sincerity.

- Open hands,
- unbuttoned coat or collar,
- leaning slightly forward in the chair,
- removing coat or jacket,
- uncrossing arms and legs,
- moving closer.

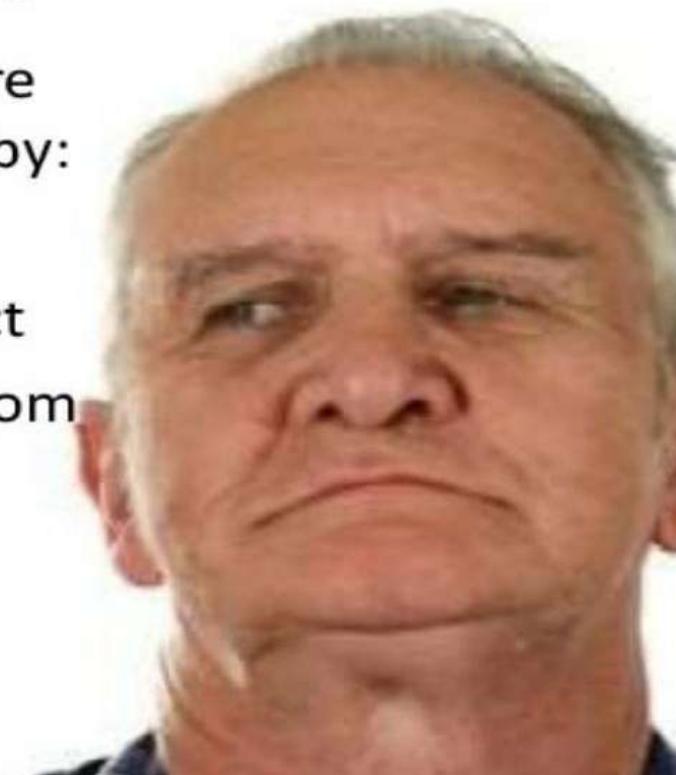
- When people are proud of what they have done, they usually ***show their hands quite openly.***
- When they are not often put their hands into their pockets, or hide back
- When people show signals of openness that means they are generally beginning very comfortable in your presence which is good.



Suspicion, Secrecy, Rejection, and Doubt

These negative emotions are communicated typically by:

- Sideways glances
- Minimal or no eye contact
- Shifting the body away from the speaker
- Touching or rubbing the nose.



Common Gesture Clusters **Nervousness**

- Clearing one's throat,
- Chain smoking.
- Covering the mouth with hand,
- Tapping fingers.
- Whistling,
- Jingling pocket change,
- Fidgeting,
- Twitching lips or face.



Do's and the Don'ts

How do I know as to what I am doing is right or not????

OR

What is My Body Language like !!!!!

Let us find out.



Have eye contact, but don't stare

If there are several people you are talking to, give them all some eye contact to create a better connection and see if they are listening.

Keeping too much eye-contact might creep people out.

Giving no eye-contact might make you seem insecure.



Nod when they are talking -

Nod once in a while to signal that you are listening.



Don't cross your arms

You have probably already heard you shouldn't cross your arms as it might make you seem defensive or guarded.



Sitting Posture



Don't slouch, sit up straight

PRACTICE



Don't touch your face

It might make you seem nervous and can be distracting for the listeners or the people in the conversation.



Keep your head up

Don't keep your eyes on the ground, it might make you seem insecure and a bit lost.

Keep your head up straight and have eye contact.



Use your hands more confidently

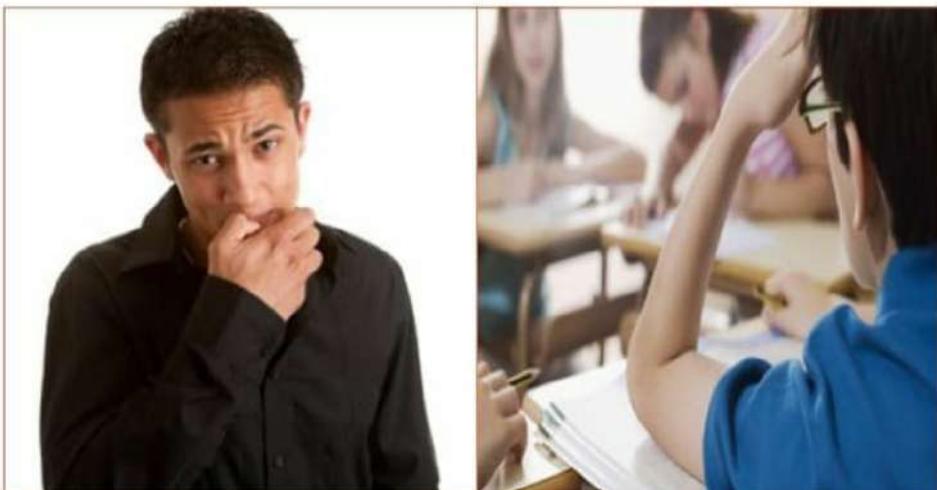


Instead of fidgeting with your hands and scratching your face use them to communicate what you are trying to say.

Use your hands to describe something or to add weight to a point you are trying to make.

Don't fidget

Try to avoid, phase out or transform fidgety movement and nervous ticks such as shaking your leg or tapping your fingers against the table rapidly.



Keep a good attitude

Last but not the least, keep a positive, open and relaxed attitude. How you feel will come through in your body language and can make a major difference.



Proxemics

The nonverbal study of space and distance. It is embarrassing if the more we move back the more the other person comes forward.

Let people have their personal space, don't invade.



Proxemics



Related to space & distance

- **Intimate distance** **0 to 18 inches**
- **Personal distance** **18 inches to 4 feet**
- **Social distance** **4 to 12 feet**
- **Public distance** **12 feet to the limit of sight**



HAPTICS

- Body contact : Accidental
- Touch : Deliberate
- Types of Touch:
 - functional
 - social
 - genial
 - passionate



Touch: The First Language



Non-verbal communication's positive effects

You can increase the positive effects of your non-verbal communication by increasing the number of times you:

- smile
- nod your head when listening
- gesture in support
- sit in an appropriate posture, e.g. head up, body forward
- listen closely
- act in an understanding and empathetic manner.

Verbal Communication Skills



Verbal Communication Skills

“ Verbal Communication is the use of words to share information with other people, it includes both spoken and written communication. ”



Speak with confidence



Art of Listening



Body language



Be friendly

Verbal Communication Skills

- 1. Be friendly**
- 2. Think before you speak**
- 3. Be clear**
- 4. Don't talk too much**
- 5. Be your authentic self**
- 6. Practice humility**
- 7. Speak with confidence**
- 8. Focus on your body language**
- 9. Be concise**
- 10. Learn the art of listening**

VERBAL AND WRITTEN COMMUNICATION SKILLS

CAREERCLIFF.COM

TIPS TO IMPROVE VERBAL COMMUNICATION SKILLS

1. Think before you speak.
2. Be clear and concise.
3. Speak with confidence.
4. Vary your vocal tone.
5. Be a good listener.
6. Be aware of your non-verbal communication cues.
7. Think about the perspective of your audience.



TIPS TO IMPROVE WRITTEN COMMUNICATION SKILLS

1. Know Your Goal and State It Clearly.
2. Use the Correct Tone for Your Purpose.
3. Keep Language Simple.
4. Stay on Topic and Keep It Concise.
5. Use Active Voice.
6. Have Someone Proofread Your Writing.



Flip class link

<https://www.geektonight.com/verbal-communication-skills/>

Barriers in Communication

- **Noise**
- **Assumptions / Misconceptions**
- **Inappropriate medium**
- **Language differences**
- **Emotions**
- **Poor listening skills**
- **Distractions**



What is a Barrier?

The barrier interrupt the flow of communication from the **sender** to the **receiver**, thus making communication ineffective.

Communication

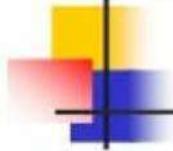
Communication is a process beginning with a sender who encodes the message & passes it through some channel to the receiver who decodes the message

Communication Barriers Definition

A communication barrier is anything that comes in the way of receiving and understanding messages that one sends to another to convey his ideas, thoughts, or any other kind of information. These various barriers of communication block or interfere with the message that someone is trying to send.

There are numerous barriers to effective communication that can come in the way. It happens because the message sent by the sender might not be understood exactly as it is meant to be. It can get distorted during the communication exchange. These different types of communication barriers can come at any stage in the process of communication. It can come because of the bias or stereotyping and generalization that exists in the workplace.

Communication



Communication is not always successful. Several things prevent the message from reaching the recipient or having the desired effect on the recipient. The problem areas at every stage in the process of communication and other things that can hinder or distort communication is called the barriers of communication.

A graphic showing two men in dark suits and ties pushing against a large, bold blue word "BARRIERS". The men are positioned on either side of the word, with their hands pushing against its outer edges. The background is white.

BARRIERS

There are three levels at which communication takes place

1. Noticing is done with the senses, and is at the physical level
2. Understanding is at the level of intelligence
3. Acceptance is at the emotional level

Anything that hinders the process of communication at any of these levels is a barrier to communication

Barriers to communication can be defined as the aspects or conditions that interfere with effective exchange of ideas or thoughts.

CLASSIFICATION OF BARRIERS

PHYSICAL BARRIERS

SEMANTIC AND LANGUAGE BARRIERS

SOCIO-PSYCHOLOGICAL BARRIERS

ORGANIZATIONAL BARRIERS

CROSS-CULTURAL BARRIERS

ORGANIZATIONAL BARRIERS

- Organizational structure greatly affects the capability of the employees as far as the communication is concerned .
- All the internal factors which stymie or block the process of communication are known as organisational barriers. Some such factors have already been discussed like restrictive environments, deceptive tactics, communication network.

FACTORS CAUSING ORGANIZATIONAL BARRIERS

- Status relationship
- One way flow
- Organization structure
- Rules and regulations
- Too many levels in organization structure



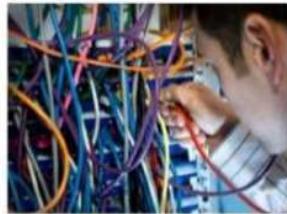
Noise

- Physical noise (outside disturbance)
- Psychological noise (inattentiveness)
- Written noise (bad handwriting/typing)
- Visual noise (late arrival of employees)



Time and Distance

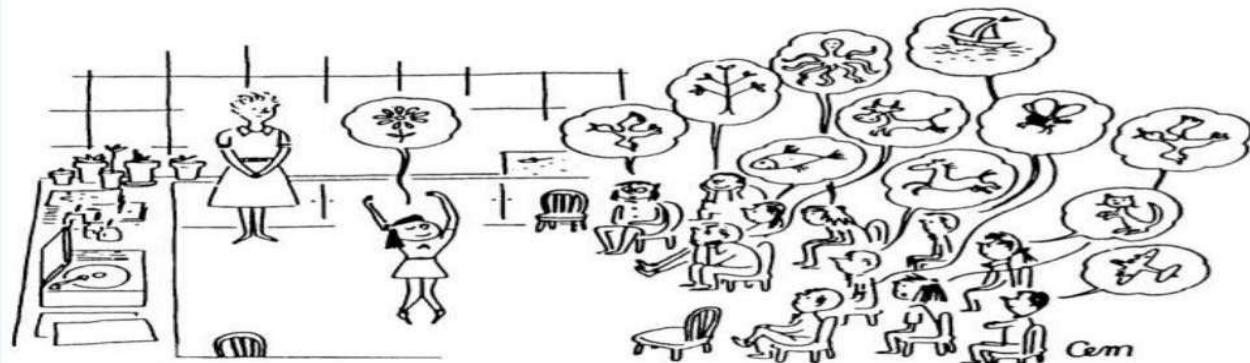
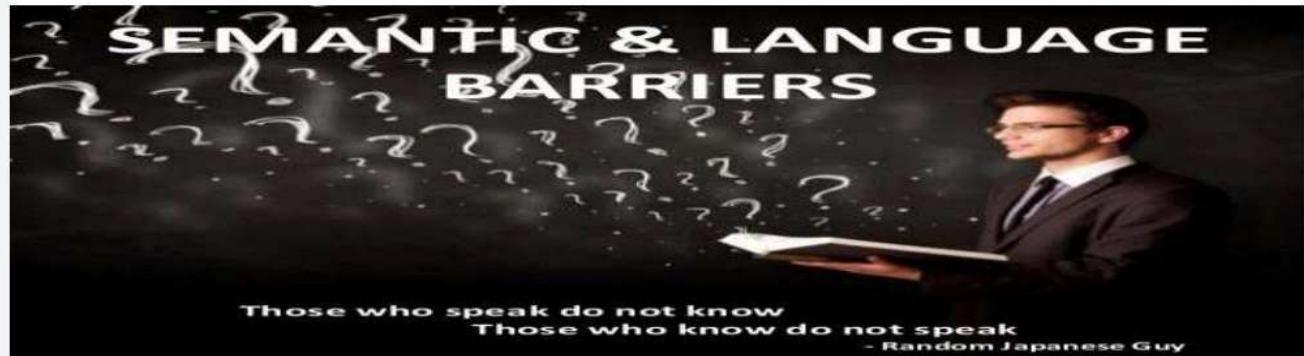
- Improper Time
- Defects in Medium of communication
- Network Facilities
- Mechanical Breakdowns



Information Overload

- Piling up of tasks due to improper time management.
- Excess number of people assigned for same task
- Work overload/Information duplication.





SEMANTICS

- as the term semantics is widely accepted by a lot of linguists, we consider it possible to use for:
 - - the branch of linguistics which specializes in the study of meaning;
 - - the expressive aspect of language in general;
 - - the meaning of one particular word in all its varied aspects and nuances.

Misunderstandings that occur by people trying to communicate an idea, but simultaneously having completely different meanings in mind for the words.

- Interpretation of words
- By passed instruction
- Denotation & connotations

Semantic Barriers

The words signs and figures used in the communication are explained by the receiver in the light of his experience which creates doubtful situations this happens because the information is not sent in simple language.

- (1) Badly Expressed Message
- (2) Symbols or Words with different Meanings
- (3) Faulty Translation
- (4) Unclarified Assumptions
- (5) Technical Jargon
- (6) Body language and Gesture Decoding

SIMILAR SOUNDING WORDS

These words are known as **Homophones**

-  Pronunciation
-  Spelling
-  Meaning

Examples:

- pale/pail
- alter/altar
- buy/bye/by
- rain/reign

WORDS HAVE MULTIPLE MEANING

These Words are also known as **homonyms**

-  Spelling
-  Pronunciation
-  Meaning

Examples

- Never **desert** your friends in the **desert**.
- **Close** the window before the bee gets too **close**

WORDS HAVE MULTIPLE PRONUNCIATIONS

These words are known as **Homographs**

-  Spelling
-  Pronunciation
-  Meaning

Examples

- The bandage was **wound** around the **wound**.
- We must **polish** the **Polish** furniture.
- He could **lead** if he would get the **lead** out.

Comparison

- **Denotation** is the straightforward dictionary definition of the word. It is the actual literal definition or meaning of a word or term.
- **Connotation** is an association of a term. It can also be an emotional input attached to a word thus making it more figurative and suggestive.

DENOTATION VS. CONNOTATION LITERAL VS. EMOTIONAL

WHITE DOVE

Defined as:

- A stocky seed or fruit-eating bird with a small head, short legs, pointed tail and a cooing voice
- They are also known to be messengers



Associated with:

- Innocence
- Gentleness
- Tenderness
- Peace
- Love
- Harmony
- Tranquillity

What does this mean?



- There are approximately 326 million trillion gallons of water on Earth
 - 98% is in the oceans
 - 1.6% is in polar ice caps and glaciers
 - .36% is groundwater
 - .036% is in lakes and rivers
 - remaining .004% is in clouds, living things, in our foods, bottled water, etc.

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PHYSICAL BARRIER

- Physical barriers relate to disturbance in the immediate situation, which can interfere in the course of an effective communication.
- Some of them are easy to Alter whereas, some may prove to be tough obstacles in the process of effective communication.



FACTORS CAUSING PHYSICAL BARRIER

- Defects in media
- Distraction in environment
- Distance
- Ignorance of medium
- Physical disability



HOW TO OVERCOME?

- To be updated with latest technologies.
- Choosing a suitable environment.
- Removing obstacle.
- Making signs easier to read, example, you could supplement written signs with pictures and visual signs.
- Self Motivation.

CULTURAL BARRIER

- Cultures provide people ways of thinking--ways of seeing, hearing, and interpreting the world.
- Similar words can mean different things to people from different cultures, even when they talk the "same" language.

FACTORS CAUSING CULTURAL BARRIER

- Diversified cultural background.
- Language and Accent.
- Behavior and Nature.
- Religion.



HOW TO OVERCOME ?

- Cross culture environment.
- Have a thorough knowledge of your counterpart's culture background.
- Conduct effective communication workshop.
- Work in groups and run frequent meeting

LANGUAGE BARRIERS

- Inability to converse in a language that is known by both the sender and receiver is the greatest barrier to effective communication.
- When a person uses inappropriate words while conversing or writing, it could lead to misunderstanding between the sender and a receiver.

FACTORS CAUSING LANGUAGE BARRIERS

- Multi language
- Region
- Inadequate vocabulary
- Interpreting difference



HOW TO OVERCOME ?

- Speak slowly and clearly.
- Ask for clarification.
- Frequently check for understanding.
- Be specific.
- Choose your medium of communication effectively.
- Be patient.

EMOTIONAL BARRIER

- The emotional state may influence your capacity to make yourself understood and hamper your understanding of others.
- Many times, emotional barriers on your part or the part of the person you are speaking which may inhibit your ability to communicate on an effective level.

FACTORS CAUSING EMOTIONAL BARRIER

- Fear/ insecurity
- Mistrust
- Stress



PERCEPTUAL BARRIERS

- The most common problem is that the people have difference opinion .
- The varied perceptions of every individual give rise to a need for effective communication.
- We all have our own preferences, values, attitudes, origins and life experiences that act as ‘filters’ on our experiences of people, events and information.

FACTORS CAUSING PERCEPTUAL BARRIERS

- Difference in Understanding
- Difference in Perception of Reality
- Differences in Values, Attitudes and Opinions



HOW TO OVERCOME?

- Start by listening to others.
- Clarify if there is confusion.
- Stay calm and be positive.



Personal Barriers



- 1) Ability to effectively communicate**
- 2) Way people process and interpret information**
- 3) Level of interpersonal trust between people**
- 4) Stereotypes and prejudice**
- 5) Egos**
- 6) Poor listening skills**
- 7) Neutral tendency to evaluate or judge a sender's message**
- 8) Inability to listen with understanding**

How to overcome

- Motivation and commitment to change.
- Peer or mentor support .
- Practice expressing recognition .

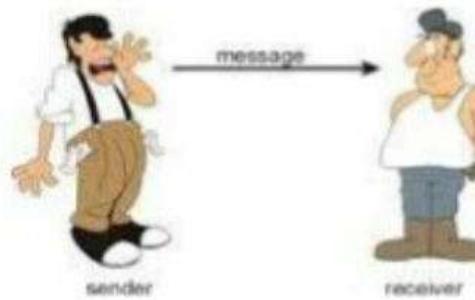
Medium of Communication

- Is the method used to send a message, for example, a letter is a method of written communication and a meeting is a method of verbal communication



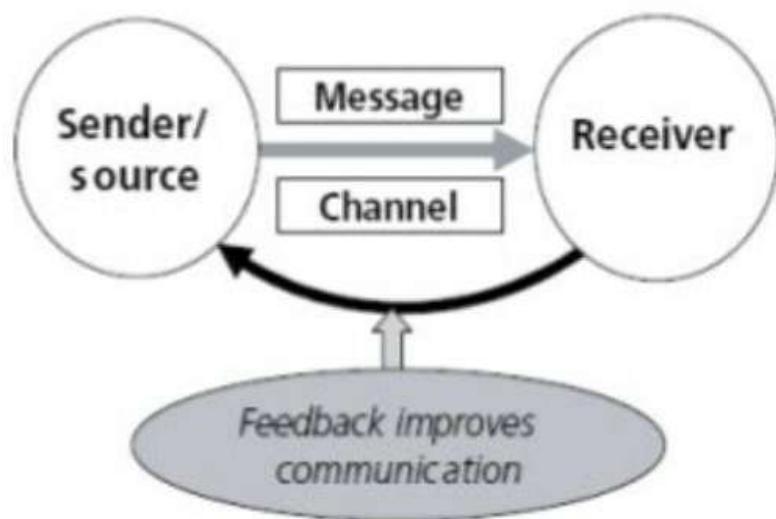
One-way Communication

- Involves a message which does not call or require a response.



Two-way Communication

- Is when the receiver gives a response to the message and there is a discussion about it



Written Communication

- Business letters
- Memos/memorandum
- Reports
- Notices
- Faxes
- Text messages
- Emails, tweets and social network site (chats)



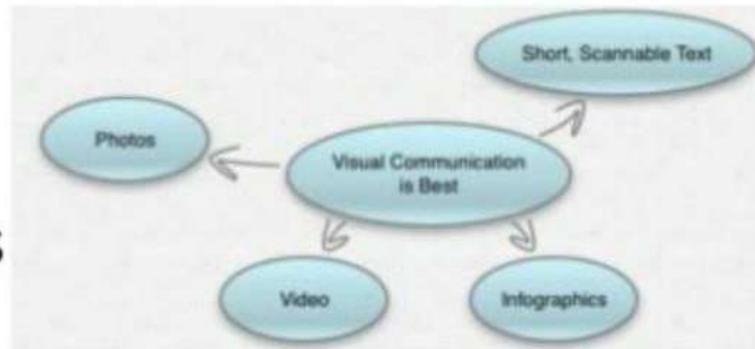
Verbal Communication Methods

- One-to-one talks/meetings
- Telephone conversations
- Video conferencing/Skype
- Meetings and team briefings



Visual Communication

- Films, videos,
PowerPoint
- Charts and diagrams
- Photographs and
cartoons



Communication medium examples:



Email



Paper memo



Video conference



Personal meeting



Speech



Telephone conversation

the 7 Cs for **EFFECTIVE COMMUNICATION**

- Correctness
- Clarity
- Conciseness
- Completeness
- Consideration
- Concreteness
- Courtesy

CLARITY

- ask questions to seek clarification
 - ask what they want and need
-

CONCISE

- speak slowly and clearly
 - make eye contact and smile
 - be direct
-

CORRECT

- talk to them and not about them to others
 - avoid jargon and acronyms
-

COMPLETE

- don't rush, this can cause stress for clients
 - actively listen and engage
-

CONSIDERATION

- explain what you are doing
 - limit background noise
-

CONCRETE

- ensure they understand
 - use visual prompts or interpreters if required
-

COURTESY

- be respectful, open and honest
 - use their preferred name
-

Clear

Make objective clear.
Avoid complex words & phrases.

Concise

Keep it clear and to the point.
Avoid filler words & sentences.

Concrete

Be specific not vague.
Use facts and figures to support your message.

Correct

Try to avoid typos. Use correct facts and figures.
Use the right level of language.

Coherent

Does your message make sense?
Ensure it flows logically. Avoid covering too much.

Complete

Does the message contain everything it needs to?
Include a call-to-action.

Courteous

Being polite builds goodwill.
Ensure message is tactful.

C**Clear**

Be clear about the goal and purpose of your message

C**Coherent**

Make sure your message flows well and laid out logically

C**Concise**

Keep to the point and keep your message short and simple

C**Complete**

Ensure the recipient has everything they need to understand

C**Concrete**

Be clear, not fuzzy! Provide detail, but not too much to confuse

C**Courteous**

Your message should be polite, friendly, professional and open

C**Correct**

Make sure your message is accurate and grammatically correct

Group Communication

A **group** is a collection of users sharing some common interest. Group-based activities are steadily increasing.

There are many types of groups:

- ◆ **Open** group (anyone can join, **customers of Walmart**)
- ◆ **Closed** groups (membership is closed, **class of 2000**)
- ◆ **Peer-to-peer** group (all have equal status, **graduate students of CS department, members in a videoconferencing / netmeeting**)
- ◆ **Hierarchical** groups (one or more members are distinguished from the rest. **President and the employees of a company, distance learning**).



Meetings

- A meeting is a gathering of two or more people where positive discourse* occurs. Of course their purposes will vary.
- Standard verbal expression in speech or writing. An extended communication dealing with some particular topic.



Meetings

- Meetings enable face to face contact of number of people at the same time.
- Provides opportunities for sharing information, making suggestions and proposals, taking discussions and obtaining instant feedback.
- They facilitate exchange of views



Meetings facilitate

- Exchange of information
- Articulation of alternative viewpoints
- Deliberation on specific issues
- Removal of misconceptions

Cont...

- Elaboration and clarification of concepts and ideas
- Finalization of plans and strategies
- Review of performance
- Enlistment of support and a host of such communication needs, so essential in a business or organizational context
- They facilitate intensive interaction with individuals as well as groups, and achieve much more than any written communication

Meetings, purpose

- To coordinate or arrange activities
- To report on some activity or experience
- To put forward ideas for discussion

- To instruct a group of people, briefing
- To discuss and solve problems related to business
- To give and get new ideas and immediate reactions
- To generate enthusiasm and positive attitude.
- To arrive at consensus on issues.
- To learn from others and to train others.

Meetings, purpose cont...

- To create involvement and interest to obtain assistance
- Reviewing operations
 - Communication with other parties to inform or give external input
 - Considering and enabling successful planning throughout the organization

10 Golden Rules for meetings

- 1. The meeting should be convened only when it is essential**
- 2. Meetings should have time schedule and must begin and end on time**
- 3. Meetings should be convened only when no telephonic discussion is possible**

Rules cont...

- 4. They must have clear and specific agenda and sub agenda
- 5. They must have clear objectives
- 6. Time limit should be specified for each item of the agenda and sub agenda
- 7. The notice of the meeting should be sent well in time before the meeting, to those who are required to attend the meeting and can make useful contributions

Rules cont...

- 8. Conclusion of a meeting is summarized so that each one understands the summary of the proceedings.
- 9. Action oriented minutes should be prepared and circulated after the meeting.
- 10. Meeting should be closed on a pleasant note.



Meetings types

- **Annual General Meeting (AGM)**
- A meeting held every year to inform an organization's members of previous and future activities. (Assess the business) This meeting is often required by law or the constitution or charter of an organization. (Statutory Meetings)
- Directors and shareholders
- 21 days notice

Meeting types

- **Board meetings**
- A management meeting involving the board of directors of an organization.
- Board of directors
- Board of governors
- Syndicate
- They are held as much as individual companies require
- Attended by all board members and chaired by chairman of board

Meeting types

- **Committee meetings**
- A meeting of a group set up from a larger group to manage specific issues.
- **Senior management meetings**
- A meeting of senior members of an organization, but not including the board of directors.
- Attended by managers like marketing manager, production manager, sales manager, finance manager, research and development manager and may be chaired by GM

Meeting types

- **Departmental meetings**
- A meeting of the staff in a department for planning, discussion and reporting.
- Chaired by chairman of the department
- Finance dept
- Quality dept
- Export dept

Meeting types

- **Staff meetings**
- A meeting of all the staff from part of an organization.
- To schedule the working within the dept

Meeting types

- **Working parties/Project groups**
- A meeting of people nominated to work on a specific task or project.

Meeting types

- **Steering meeting**
- Meeting of a group that take an overview of a project. Not just the project team, this group may include senior members of staff and external people to help give a different viewpoint.

Meeting types

- **Team briefings**
- A meeting for the supervisor or manager of a team to delegate tasks, discuss team issues and motivate the staff.

- Formal
- Informal

Meetings Codes

- Start and end on time
- Be present on time and be prepared mentally
- Establish Objectives
- Set an agenda
- Don't interrupt unnecessarily
- Don't evaluate presentations
- Give full attention to discussions
- Stay close to the subject
- Be brief and precise
- Don't dominate the discussion
- Listen to others
- Encourage participation for ideas
- Don't have side conversations
- Resolve related conflicts and issues
- Decide on follow-up action
- Record ideas/discussions
- Assess the outcome in the end

Planning a Meeting

- » Pre
- » In
- » After

- As you plan a meeting, determine the focus of the meeting
- Decide who should attend
- Choose the best time and place to hold it
- Prepare an agenda for the meeting
- And determine who should take the minutes.

Determine the Purpose of the Meeting

- Determine the desired outcome
- What should participants know, believe, do, or be able to do as a result of attending the meeting?
- Write a purpose statement for the meeting that answers the questions *what* and *why*
- The purpose of this meeting is to gather ideas from the working parties [*what*] in order to establish new and good business relations [*why*].

Decide Who Should Attend

- Schedule a meeting for a time when all or most of the key people can be present.
- If a meeting must be held without some key participants, ask those people for their contributions prior to the meeting or invite them to participate by speakerphone, videoconference, or such remote methods.

Choose the Meeting Time

- The time of day and the length of the meeting can influence its outcome.
- Monday morning is often used to prepare for the coming week's work.
- Friday afternoon is often focused on completing the current week's tasks.

Meeting time

- Long meetings may need to include breaks to allow participants to respond to messages and refresh themselves.
- Meetings held during the last 15 minutes of the day will be quick, but few people will remember what happened.
- Remote participants may need consideration for their time zones.

Choose the Meeting Location

- Having a meeting at your own location can give you an advantage: You feel more comfortable, which, along with your guests' newness to their surroundings, may give you an edge.
- Holding the meeting on someone else's premises, however, can signal cooperation. For balance, especially when people are meeting for the first time or are discussing sensitive issues
- Meet at a neutral site where no one gains an advantage and attendees may feel freer to participate.

Establish the Agenda

- A tool for focusing the group, the agenda is an outline of what the meeting will address. Always prepare an agenda for a meeting, even if it is only an informal list of main topics.
- Ideally, the agenda should be distributed to attendees a day or two before the meeting.
- For a longer meeting in which participants are required to make a presentation, try to distribute the agenda a week or more in advance.

Establish the Agenda

- The agenda should list the **attendees**, the **meeting time and place**, and the **topics** you plan to discuss.
- If the meeting includes presentations, list the time allotted for each speaker.
- Finally, indicate an approximate length for the meeting so that participants can plan the rest of their day.

Agenda (Notice or memo)

- If the agenda is distributed in advance of the meeting, it should be accompanied by a **cover letter or message informing people of the following:**
 - The purpose of the meeting
 - The date and place of the meeting
 - The meeting start and stop times
 - The names of the people invited
 - Instructions on how to prepare

Minutes Taking

- Taking minutes
- Assign someone to take minutes
- Usually responsibility of secretary assigned by chair



Thank You

Thank You!

