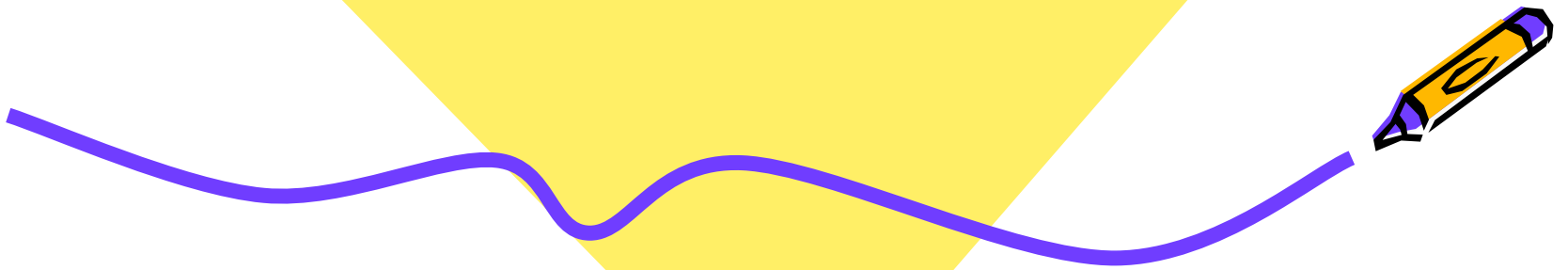


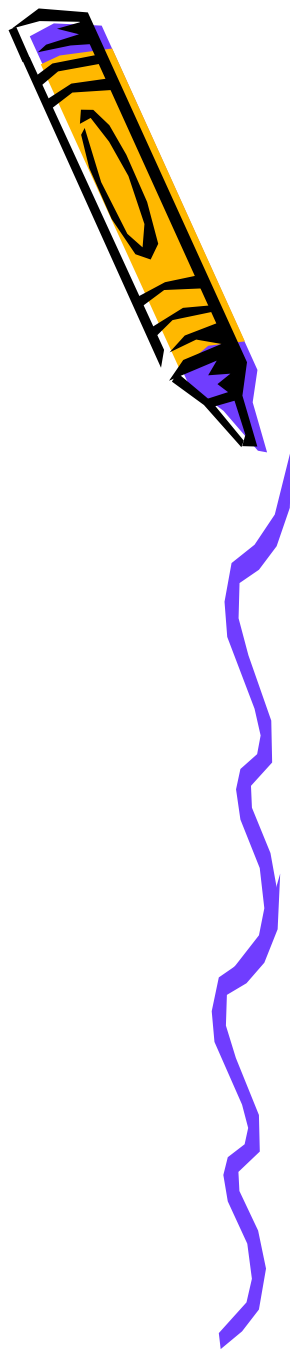
Communication Skill



Content

- Purpose of Communication
- Communication Process
- Barriers of Communication
- Types of Communication
- Styles of Communication
- Active listening

Communication tips



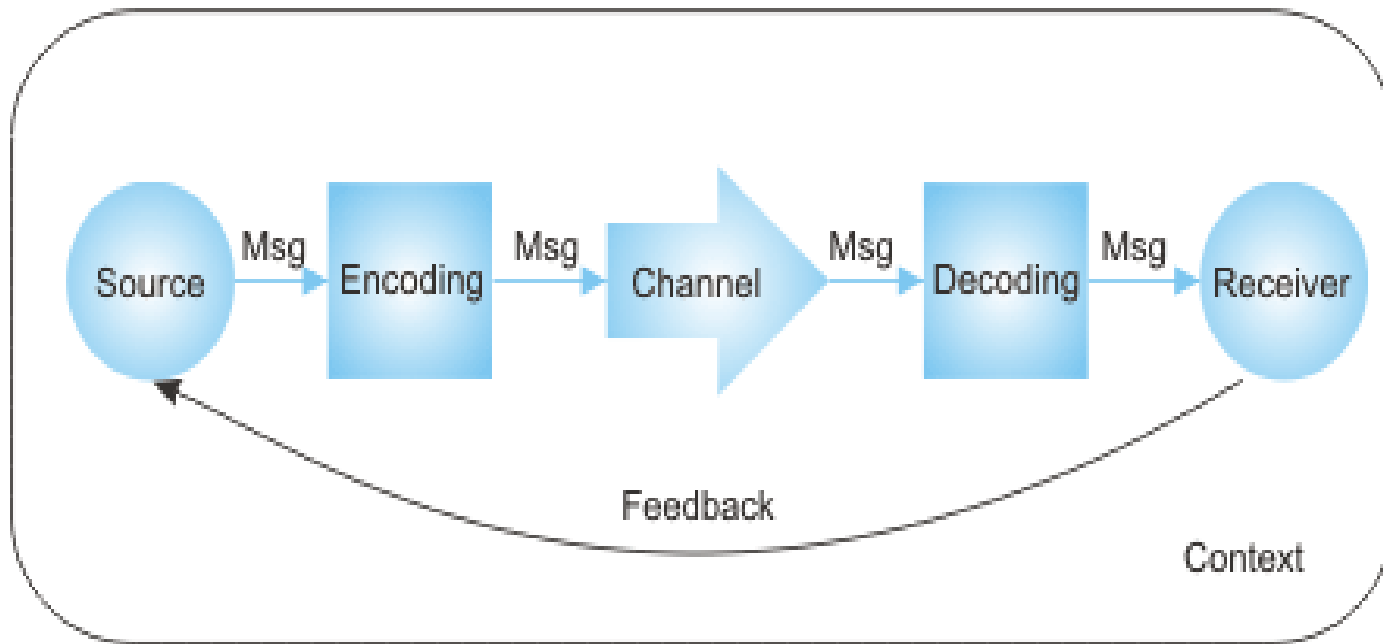
Purpose of Communication

- To get your message across to others clearly and unambiguously
- Involve effort from both sender message and receiver
- Communication is only successful when both sender and receiver are on the same page

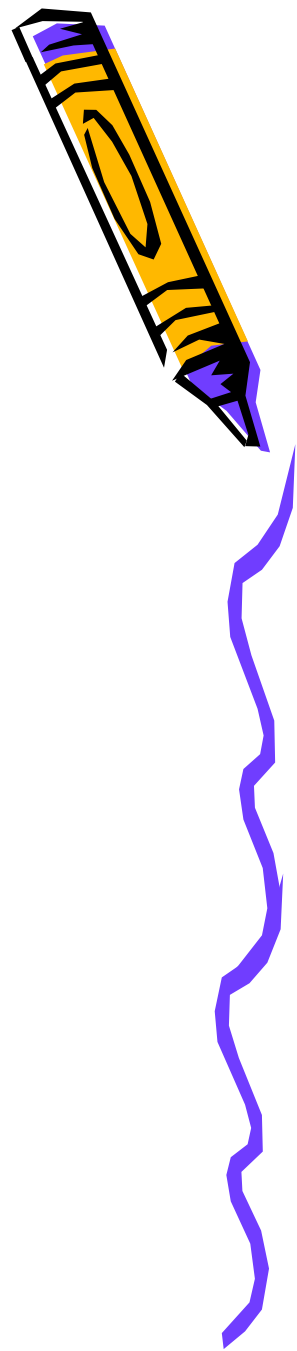


The Communication Process

The Communications Process



Barriers of Communication

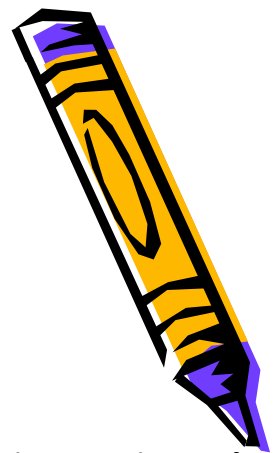


❖ The non-verbal barriers

❖ The verbal barriers



Overcome communication barriers

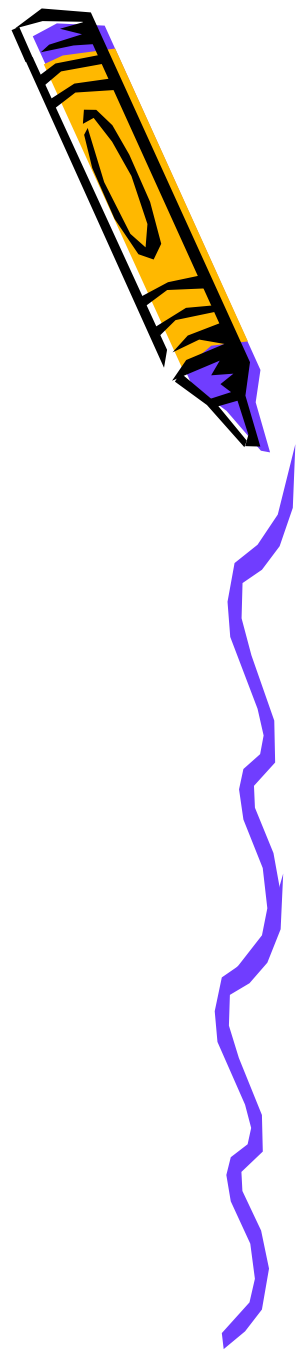


- Understand differences of cultures, individuals
- See differences are opportunity
- Acknowledge values of other cultures, religions, individuals
- Do not criticize



Make plan to communicate

- Why communicate ?
- What to communicate ?
- Who to communicate ?
- How to communicate ?
- When to communicate
- Where to communicate



Types of communication.

Verbal

- ✓ Speak
- ✓ Write

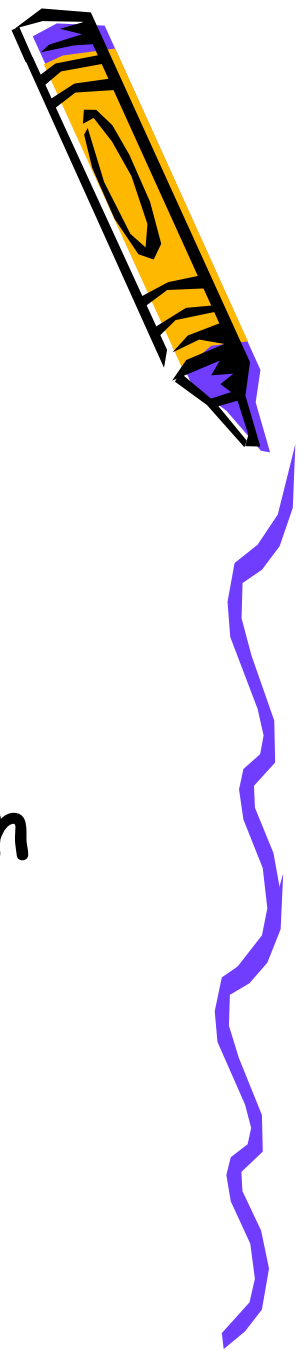


Non-verbal

- ✓ Tone
- ✓ Smile
- ✓ Eye contact
- ✓ Appearance
- ✓ Etc.



Communication Styles



- Aggressive Communication
- Passive Communication
- Passive-Aggressive Communication
- Assertive Communication



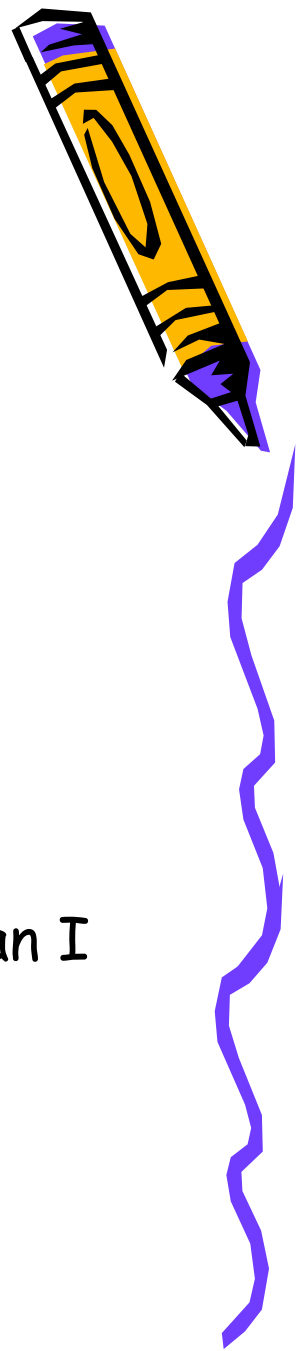
Examples of Aggressive



- "I don't know why you can't see that this is the right way to do it."
- "You're just stupid if you think that will work."
- "That kind of logic will sink the company."
- "Who cares what you *feel*. We're talking about making things work here."
- "You must (should, ought better).", "Don't ask why. Just do it."



Example of Passive



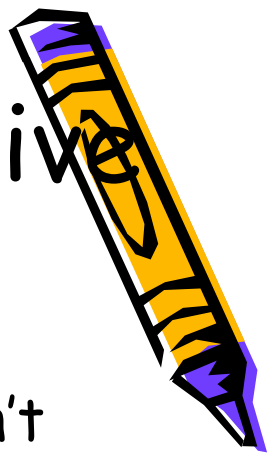
- "I don't know."
- "Whatever you think."
- "You have more experience than I. You decide."
- "I'll go with whatever the group decides."
- "I don't care. It doesn't matter to me."
- "You should do it.", "You have more experience than I do.", "I can't....." , "This is probably wrong, but..."

"Yes, yes, yes, yes, yes, yes, yes. . . NO!"



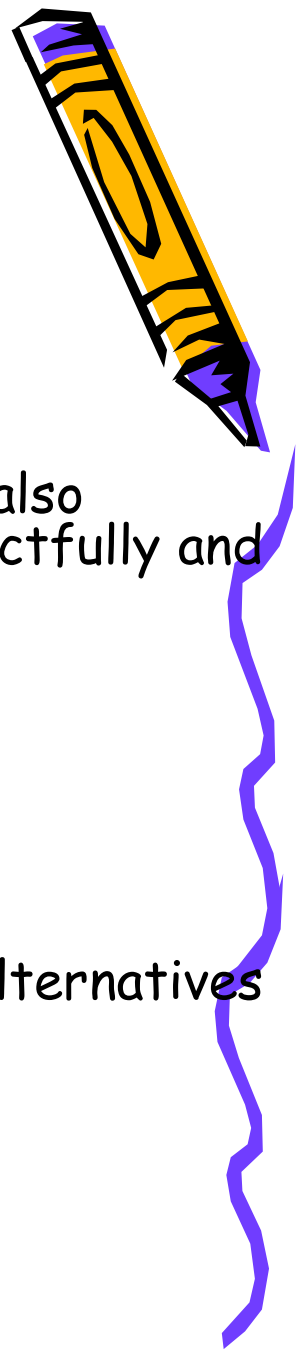
Examples of Passive-Aggressive

- "I love your hair colour. Most people probably can't even tell it's been dyed."
- "I hear what you're saying, and I wouldn't want to make waves, so I'll do what you say even though someone will probably get sued."
- Hammer on the table is passive aggressive because it is indirect way of expressing anger and aggression.

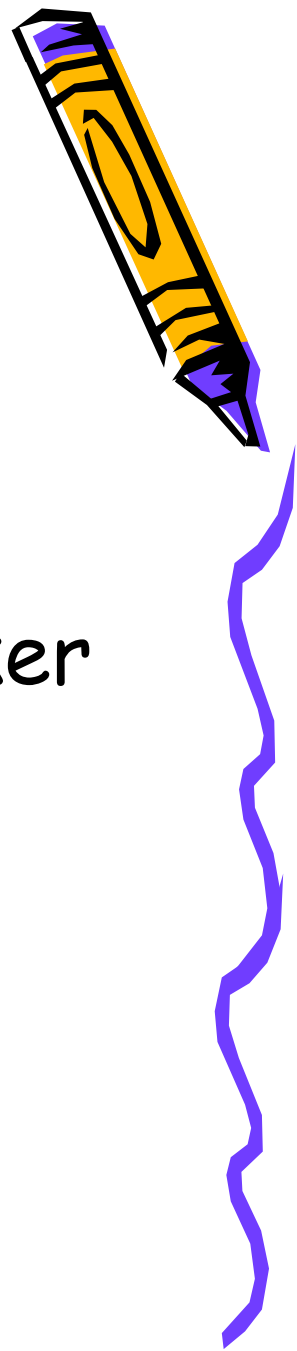


Examples of Assertive

- "So what you're saying is. . . ."
- "I can see that this is important to you, and it is also important to me. Perhaps we can talk more respectfully and try to solve the problem."
- "I think. . . I feel. . . I believe that. . . ."
- "I would appreciate it if you. . ."
- "I choose to...", "What are my options?", "What alternatives do we have?"



Active listening



- Pay attention to speaker
- Encourage & cooperate with speaker
- Feedback what you listened



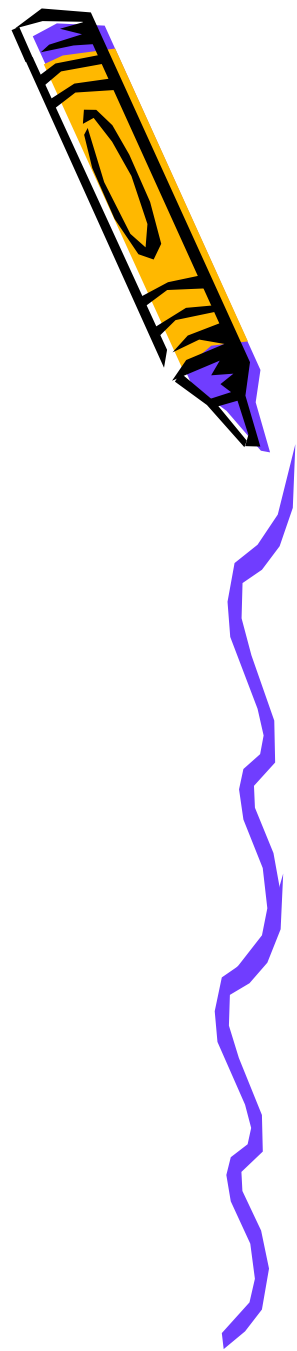
Present yourself successfully

- First impression
- Appear more approachable & confidence
- Be aware of body language
- Accept difference & diversity



Communication tips

- Clear & understandable ?
- Convey respect for listeners
- Open/allow response ?
- Consistent with/use emotion ?
- Seek mutual understanding
- Avoid assumptions



Q & A

