

# **BUSINESS COMMUNICATION COURSE ROUND UP.**

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**Skoltech**

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## The Four Communication Skills





# Today

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# Skoltech Learning Outcomes



## 3. RELATING TO OTHERS – COMMUNICATION AND COLLABORATION

*UNESCO PILLAR: LEARNING TO WORK WITH OTHERS*

### 3.1 COMMUNICATIONS

- Communications strategy and structure
- Written, electronic and graphical communication
- Oral presentation and discussion
- Inquiry, listening and dialogue

### 3.2 COMMUNICATIONS IN INTERNATIONAL ENVIRONMENTS

- Communications in English in scientific, business and social settings
- Effective interaction in different cultural and international settings

### 3.3 TEAMWORK

- Forming effective teams
- Team operations and project management
- Team coordination, decision-making and leadership
- Team growth and evolution
- Technical and multidisciplinary teaming

### 3.4 COLLABORATION AND CHANGE

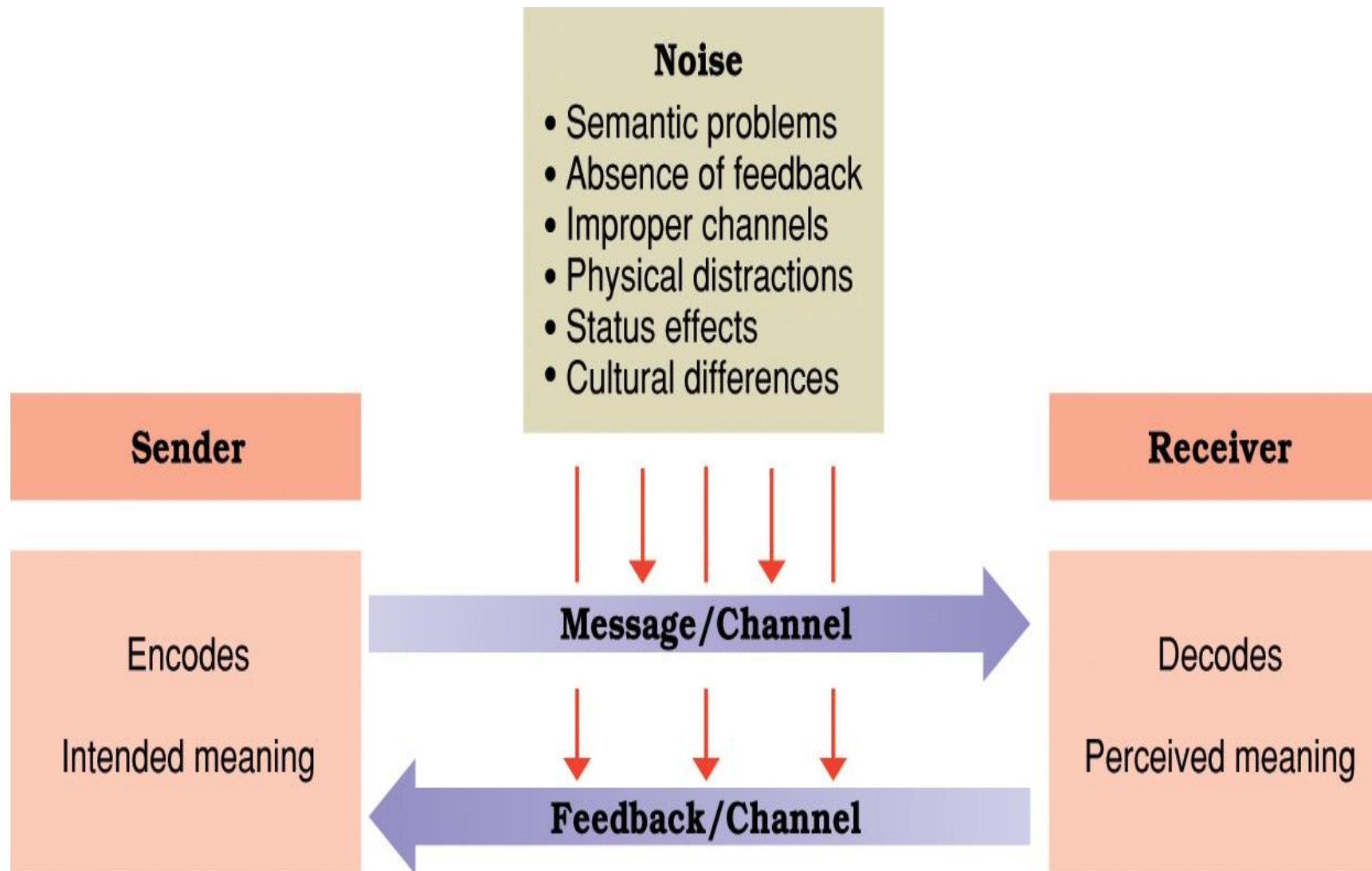
- Establishing diverse connections and networking
- Appreciating different roles, perspectives and interests
- Negotiation and conflict resolution
- Advocacy
- Bringing about intentional change

# WHAT DOES IT MEAN TO COMMUNICATE AS PROFESSIONAL

- Providing practical information.
- Giving facts rather than vague impressions
- Presenting information in a concise, efficient manner.
- Clarifying expectations and responsibilities.
- Offering compelling, persuasive arguments and recommendations.



# Communication Process





# TIME TO LISTEN

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# Listening

## Hearing

- Accidental
- Involuntary
- Effortless

## Listening

- Focused
- Voluntary
- Intentional



# Active Listening

## 6 KEY ACTIVE LISTENING SKILLS



PAY  
ATTENTION



WITHHOLD  
JUDGEMENT



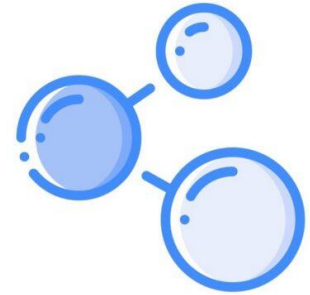
REFLECT



CLARIFY



SUMMARIZE



SHARE

# Receiving Feedback

**BE OPEN, NOT DEFENSIVE**



**LISTEN CAREFULLY**



**CLARIFY YOUR UNDERSTANDING**



**SEEK SUGGESTIONS FOR DOING THINGS DIFFERENTLY**

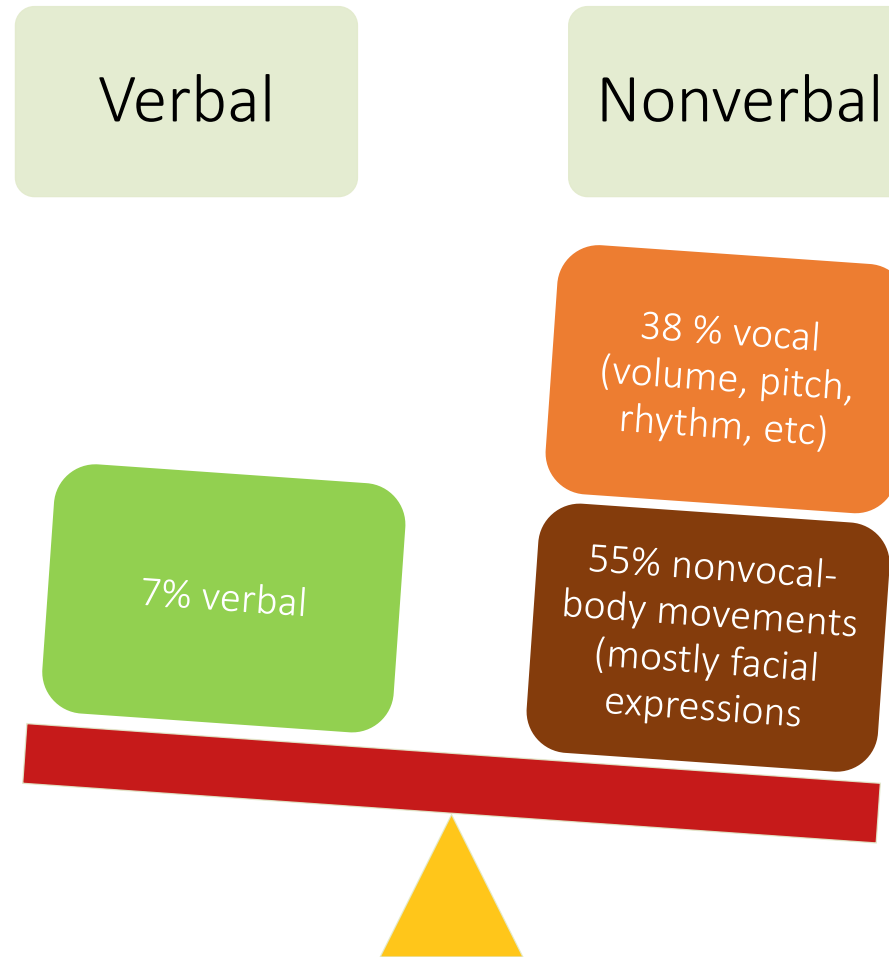


**RECEIVE GOOD FEEDBACK AS A GIFT**

# Giving Feedback

- **ASK**, don't tell
- **DESCRIBE**, don't judge
- **BEHAVIOUR**, not personality
- Be **CONSTRUCTIVE**
- Be **RESPECTFUL**

# Verbal and Nonverbal Communication





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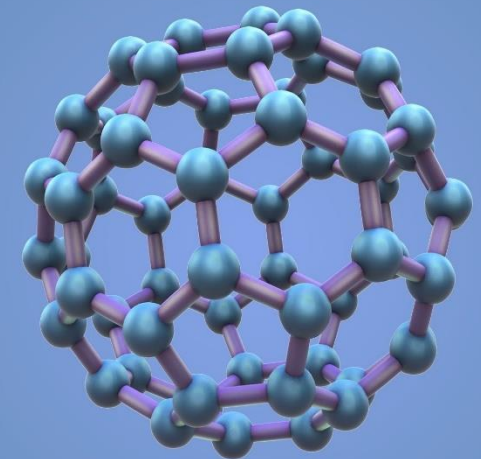


# Verbal and Paraverbal

	Vocal Com.	Nonvocal Com.
Verbal Com.	Spoken words	Written Words
Nonverbal Com.	Tone of voice, sighs, screams, vocal qualities, (loudness) etc	Gestures, movement, appearance, facial expression etc



# Verbal Communication: 4 Folders





# WHAT IS EMOTIONAL INTELLIGENCE?

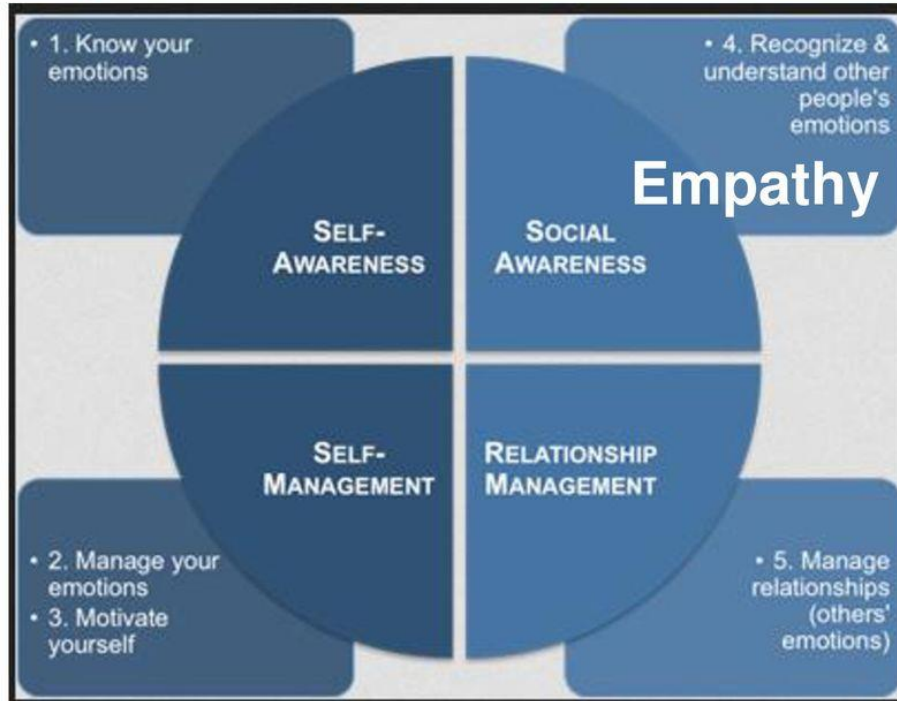




# EQ Model



## Goleman's EQ Model



## Emotional Intelligence

### RECOGNITION

Who I am

### REGULATION

What I do

### SELF

#### Self Awareness

the ability to recognise and understand your moods, and emotions, and drives, as well as their effect on others

#### Self Management

the ability to control or redirect disruptive impulses and moods, the propensity to suspend judgement – to think before acting

How we manage ourselves

### SOCIAL

#### Social Awareness

the ability to understand the emotional makeup of other people, skill in treating people according to their emotional reactions (empathy)

#### Social Skills

proficiency in managing relationships and building networks, an ability to find common ground and build rapport

How we handle relationships

# Benefits



# Why Team

TEAM

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T

TOGETHER

E

EVERYONE

A

ACHIEVES

M

MORE



# Teamwork





# NEGOTIATIONS

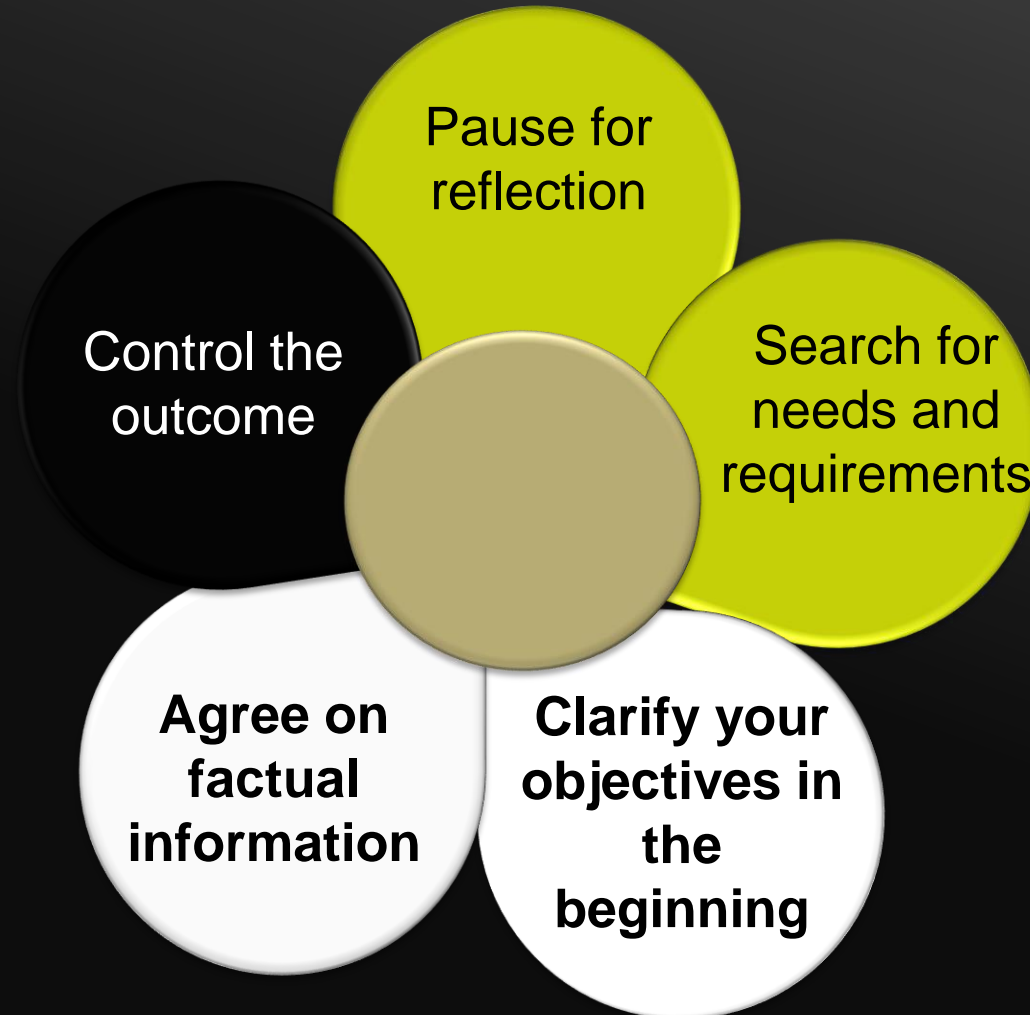


# NEGOTIATIONS



# Critical Concepts of Win-Win Negotiation

The following are the five most critical concepts that you should keep in mind for a win-win negotiation:



# Conflict Resolution Styles

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- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

*Pick battles big  
enough to matter,  
small enough to win.*

*Jonathan Kozol*



# The Journey to Discovering and Evolving Your Brand

## ✓ Define Yourself

- ☐ Consider who you are and what you want to be known for
- ☐ Consider what you are good at
- ☐ Consider your character and beliefs
- ☐ Consider where you might be vulnerable or need rebranding
- ☐ Consider your trademark
  - ❖ What makes you special now?
  - ❖ What could make you special in the future?

## ✓ Check Yourself

- ☐ Seek out feedback
- ☐ Listen and receive
- ☐ Balance aspirations and reality
- ☐ Build a narrative
- ☐ Be deliberate
- ☐ Live your narrative

## ✓ Believe in Yourself

- ☐ Stay true to you
- ☐ Align your abilities and aspirations
- ☐ Be resilient
- ☐ Enjoy the journey
- ☐ Maintain a sense of humor



## The 8 C's of Personal Brand Management



# CV Preparation Tips

**CV reflects your ability**

- ▶ Your CV is like a snapshot of your ability. Take time ensuring it portrays you accurately.

**Writing and Structuring**

- ▶ It should be clear and easy to read.
- ▶ Ensure your career is logical
- ▶ While writing and structuring CV remember it is essentially marketing you and that a potential employer will use the details provided to form interview questions.
- ▶ Gaps in career history should be explained and falsehoods and inaccuracies avoided at all costs

**Grammar and Typos**

- ▶ Check your CV carefully for grammatical errors and typos. If possible get it checked from a 'Third party' for proof reading before it is sent out.

**Concise**

- ▶ Emphasize the last 5 to 7 years of experience.
- ▶ Keep your CV concise and to-the-point

**Customize**

- ▶ Customize your CV according to the employer, highlighting your most relevant skills and competencies

**Focus on achievements**

- ▶ Show what you can do for a prospective employer. Use action verbs.

**Keep it simple**

- ▶ Avoid too much color, fancy borders, boxes, shading, or cute graphic designs. Use white paper.

# How search professionals view and think over your CV

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# INTERVIEW —

1



DRESS  
APPROPRIATELY

2



ARRIVE IN  
GOOD TIME

3



BODY  
LANGUAGE

4



EXPECT THE  
UNEXPECTED

5



ASK QUESTIONS



# In Summary

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- Figure out what *you* want in a job
- Prepare yourself by
  - Knowing about the company
  - Memorizing the strengths you demonstrated in each job, with examples
- Go into the process with the goal of deciding if you have a good match, rather than the goal of getting the job
- Be professional, honest, open, friendly
- Always follow through after each interview with a letter, and anything else you promise
- Don't be afraid to negotiate
- Enjoy the process. It's a big world out there, and the more you explore it, the broader and stronger you will become as a person
- And... you WILL get a job. A GOOD one!

# How to Prepare a Speech? Structure of the Pitch



# How to Deliver a Speech

Be yourself. Be confident. Be enthusiastic.

Nonverbal language. Para-verbal means.

Verbal language.

Keep the balance – what and how

Mind the timing.



**FUN!**

# Communicating Across Differences

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## Basic Concepts

Cross-Cultural  
Communication

Cross-Generational

Cross-Gender

Cross-Professional



# The Trompenaars Hampden-Turner Seven Dimensions of Culture





# PERSUASION

# HUMOR IN BUSINESS COMMUNICATION

# LAUGHTER AND SMILE



# thx.

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