



HS001-A, English Communications Skills (Basic)

Communication Skills

Binod Mishra,
Department of Humanities & Social Sciences



Communication Skills

BINOD

MISHRA

To be or not to be

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- ▮ There are four ways, and only four ways, in which we have contact with the world. There are four ways, and only four ways, in which we have contact with the world. We are evaluated and classified by these four contacts: what we do, how we look, what we say, and how we say it.

Dale Carnegie

Communication

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- A word of Latin origin.
- We communicate through symbols.
- Words are our indicators.
- A common frame of reference.



Types of Communication Skills

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- Listening, Speaking, Reading and Writing
- Effective communication skills play a vital role in life as well as in business.
- To communicate is to express an idea, desire, or expectations

Listening

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- ▶ All hearing is not listening.
- ▶ Listening requires mental effort.
- ▶ Good listening helps in a number of ways.
- ▶ Listening has to be cultivated.

Speaking

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- ▶ Conversations
- ▶ Meetings
- ▶ Presentations
- ▶ Group Discussions
- ▶ Negotiations
- ▶ Interviews
- ▶ Instructions

WRITING:

What do engineers write?

- ❖ Business Letters
- ❖ Reports
- ❖ Memorandum
- ❖ Letter Reports
- ❖ Circular
- ❖ Notice, Agenda & Minutes
- ❖ Electronic Mail
- ❖ Technical Proposal
- ❖ Research Paper
- ❖ Blog

Features of Effective Writing

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- ✓ Clarity
- ✓ Courtesy
- ✓ Consideration
- ✓ Conciseness
- ✓ Cordiality

Reading

Reading maketh a full man; conference a ready man;
and **writing an exact man.**

-Francis Bacon

- “He that travelleth into a country, before he hath some entrance into the language, goeth to school, and not to travel.”

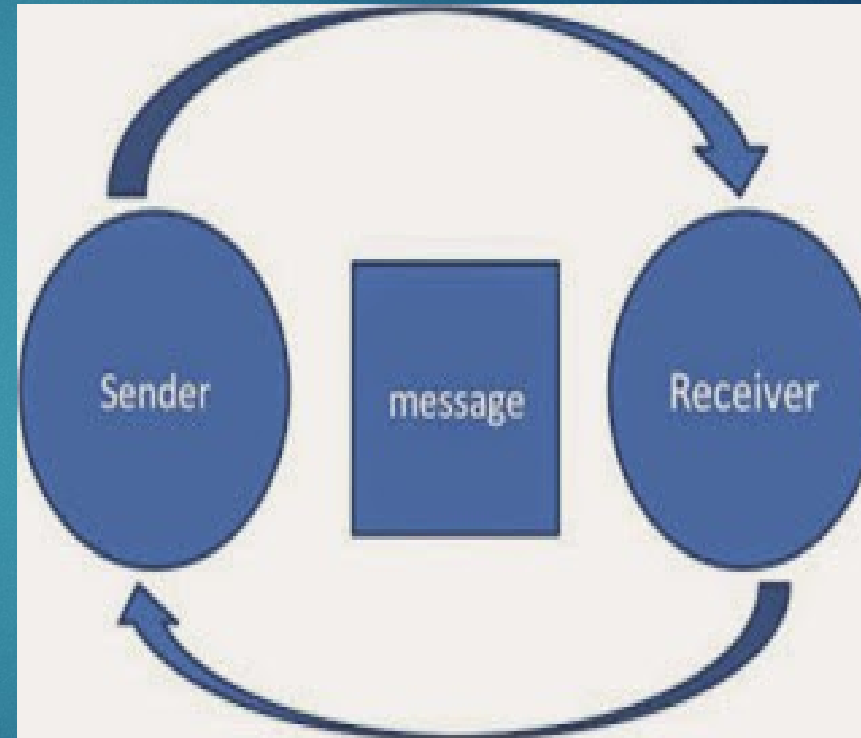
Many people around the world speak at least a little English nowadays — they didn’t in the sixteenth century — but even so, if you want to get past the Central Tourist Zone, you should make at least an attempt. It’s always useful to be able to read the signs and it’s nice to learn how to say at least “Please,” “Thank you,” and “Good morning.” The more unusual the language, the happier people will be that you made the effort.



Communication as process

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- ❖ Sender has an idea
- ❖ Sender encodes idea in message
- ❖ Message travels over channel
- ❖ Receiver decodes message
- ❖ Feedback travels to sender

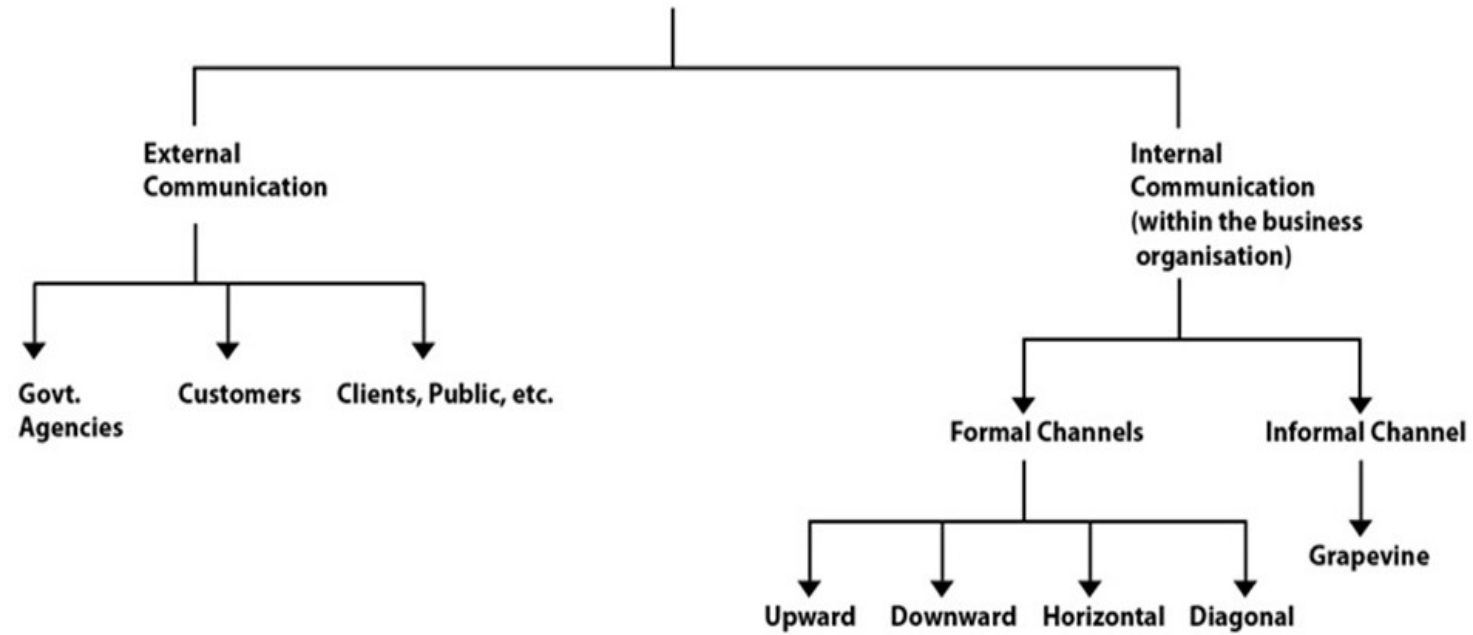


Importance

- ❑ **Lifeline of business - vital at all levels**
- ❑ **Brings people closer**
- ❑ **Essential ingredient of all human relationships**
- ❑ **Good communication creates positive working environment**
- ❑ **Bridges the gap & builds cooperation**
- ❑ **Serves as repository of information**
- ❑ **Helps in decision making and problem solving**
- ❑ **Develops many skills in the sender & receiver**

Types

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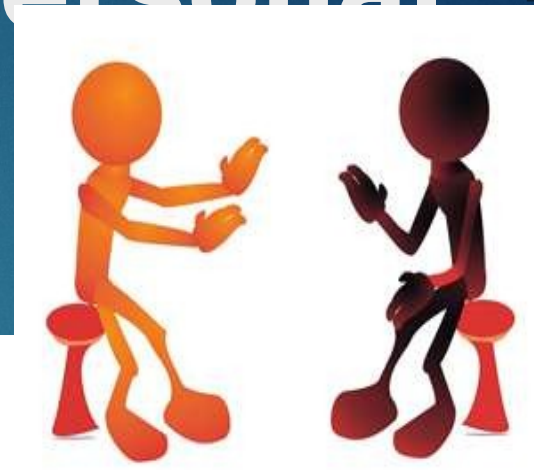
Forms of human communication: INTRAPERSONAL

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Interpersonal

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Extrapersonal

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Mass and Media Communication

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Various forms of Written Communication

- ✓ Letters,
 - ✓ Memos,
 - ✓ Proposals,
 - ✓ Reports & Research papers
-
- ▶ Structure
 - ▶ Language
 - ▶ Illustrations
 - ▶ Documentation

Communication in Organizations

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- ❖ Variety of individuals having various roles to play
- ❖ Work as a team
- ❖ Specific goal

Internal Communication in Organization

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- Within the organization
- Mostly planned in order to run the organization
- To carry out the objectives
- Through phone, mail, fax, office memos, company intranet etc.

Informal Communication Network

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➤ Grapevine:

- An informal channel
- May be rumor based
- Not authentic always
- Negative but crucial information / office politics.
- Managers/executives to utilize intelligibly



Communication Breakdown/Barrier

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- ▶ Any step in the communication process which blocks, restricts or interferes with the smooth flow of messages can be termed as communication barrier.

Why do barriers arise?

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- ▶ Perceptual and language differences
- ▶ Restrictive environments
- ▶ Distractions
- ▶ Deceptive techniques
- ▶ Information overload

Breakdown at source

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- ▶ Perception is people's individual interpretation of the sensory world.

Contd.

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- ▶ Perception of reality
 - selective perception
- ▶ Language –an arbitrary code

“The difference between the right word and the almost right word is the difference between lightning and a lightning bug.”

- Mark Twain

Contd.

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- ▶ Faltering with words
- ▶ Indecisive about content
- ▶ Unfamiliarity with audience/environment

Restrictive Environments

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- ▶ Communication climate
- ▶ Information at times gets distorted, blocked/fragmented
- ▶ Lack of management interest /effective means

Distractions

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- ▶ Physical
- ▶ Emotional
- ▶ Non- verbals

Deceptive Tactics

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- ▶ Organization of message
- ▶ Avoid the following:
 - exaggerating
 - hiding negative information
 - presenting opinions as facts
 - presenting big pictures

Information Overload

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- ▶ Excessive dependence on technology
- ▶ Constantly tied to task
- ▶ Lack of time to think

Communication Barriers: Types

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- **Intrapersonal Communication Barriers**
- Differences in background and language
- Differences in perception
- Fact-inference confusion
- Rigid categories
- (frozen evaluation, polarization. blinding)
- Categorical thinking
- (know it all, allness syndrome)

Interpersonal Barriers

- Emotional reactions
- Negative emotional behaviour
- Negative attitudes about a message or source (*lack of credibility/interest*)
- Ineffective information gathering (PL)
- Inappropriate timing of messages

Organizational Barriers

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- Organizational Characteristics
- Fear of Superior's Perception
- Negative attitudes in organization
- Misunderstood application of Media
- Information Overload

Ethical Considerations

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- ▶ *Difference between what you have a right to do and what is the right thing to do*
- ▶ *Plagiarism*
- ▶ *Misquoting*
- ▶ *Predictions*

Many usual incidences

Cultural Considerations in Communication

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- ▶ Multicultural world
- ▶ Different faiths and religious beliefs
- ▶ Judge others on the basis of our own
- ▶ **Low context culture**
- German, Scandinavian, American, English, French and Italian

- ▶ High context culture
 - ❖ Japan, China, Spain, Mexico, Greece and Arab
 - believe in non verbal cues
 - more flexible, sociable and derive meaning even from the people's gesture.

Contd.

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- ▶ Vowel length doesn't matter in English as much as in Japanese.
- ▶ Obasan--- aunt Shita--- did
- ▶ Obaasan--- grandmother Shitta- new
- ▶ Kita- came
- ▶ Kiita-- heard

Differing body language

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- ▶ Thumbs up --- get stuffed (In Greece and Sardinia)
- ▶ Okay--- Zero(Fr.) Money (Japan)
- ▶ Waving good bye – come here (U.S)
- ▶ V--- symbol of peace in U.S

Different ways of saying 'no'

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- ▶ U.S & Canada: shaking heads back and forth
- ▶ Bulgaria: nodding up and down
- ▶ Japan: moving their right hands
- ▶ Sicily: raising their chin

Superstition

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- ▶ In Mexico

Saloon where people gather to drink pulque, a distillate of cactus, is considered good fortune to get worms in your cup

- ▶ In Japan

Maneki neko (beckoning cat)

- ▶ In China

Phonetic sound of 8 is most fortuitous of numbers auguring prosperity



Differing cultural practices

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- ▶ Wai
- ▶ Hongi
- ▶ Namaste
- ❖ Linguistic and Semantic
- SVO– SOV(Japanese & Korean)
- VSO- Arabic, Welsh: VOS(Mayan Language)

Contd.

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► Hong Kong

A license plate with eight number is quite valuable
4 can be read as shi , a homophone for death.

Contd.

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- ▶ Translation Problems
- ▶ Vocabulary Equivalence
- ▶ Conceptual Equivalence
 - Menu of a Swiss restaurant
 - “*Our wines leave you nothing to hope for*”.
 - Hong Kong dentist’s ad:
Teeth extracted by the latest Methodists.”

Contd.

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- ▶ Copenhagen Air line Office

“We take your bags and send them in all directions”.

- ❑ Macao Store:

- ❑ “Sorry! Midgets will always be available tomorrow!”

Areas of Concern in Intercultural Communication

- ▶ Self-awareness
- ▶ Self-respect
- ▶ Interaction
- ▶ Empathy
- ▶ Adaptability
- ▶ Certainty
- ▶ Initiative
- ▶ Acceptance

Measures to overcome barriers

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- Adopt an audience- centred approach
- Encourage open communication climate
- Reduce the number of levels
- Facilitate feedback
- Commit to ethical communication
- Create lean, efficient messages

Other Measures

- ▶ *The greater the differences between cultures, the greater the chance for misunderstanding.*
- Respect other cultures as you respect yours.
- Be generous and patient .
- Avoid making false assumptions.

Some instances of cultural differences

- ❖ Leaning on a wall
- ❖ Using an index finger
- ❖ Moving things with one's feet
- ▶ **Flaying the norms**
 - HP : US & French engineers
 - Mazda episode
 - Tradefair Trouble

Small as big

- ▶ Kittu kidogo (Kenya)
- ▶ Huilu (China)
- ▶ Vzyatka (Russian)
- ▶ Baksheesh
- ▶ Una mordida (Mexico)

Test yourself

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- ▶ A: If u need any information from me, be sure that you ask specific questions and don't waste my time.
- ▶ B: Mr., Perkins just gave me a job assignment, but I am not really sure what I am supposed to do.
- ▶ C: Tim Evans the district sales manager is calling a meeting this afternoon. I hope there is lot of coffee in the meeting room---I'll need it."
- ▶ D: I don't care how much time it might save; I still like the old system.

Contd.

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- ▶ Every time I have a meeting with him, I end up disagreeing with him on a particular issue,
- ▶ As soon as I have finished one project, I get six more to complete.
- ▶ This room is awful to work, I can hear everything everybody says and there is no privacy.

Factors for Effective Communication

- Ensuring Cordiality & Co-operation
- Listening Skills
- Comprehending Messages
- Communicating to build a positive culture

