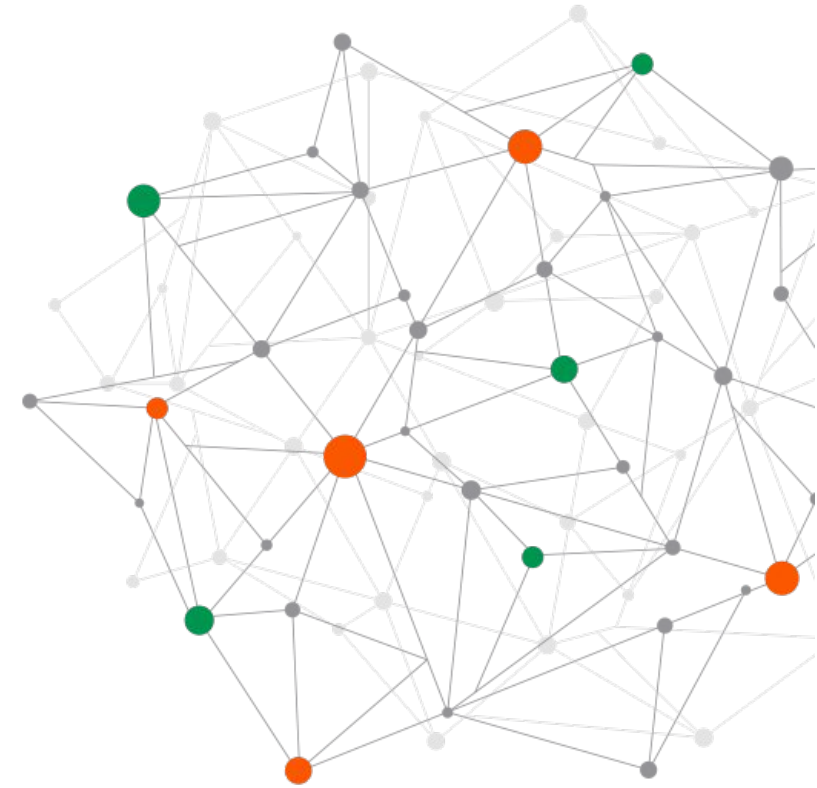


Corporate Skills Module 2:

Session 2: Interact, Interpret, Respond

All meanings we know depend on the key of interpretation. -George Eliot

September 2023





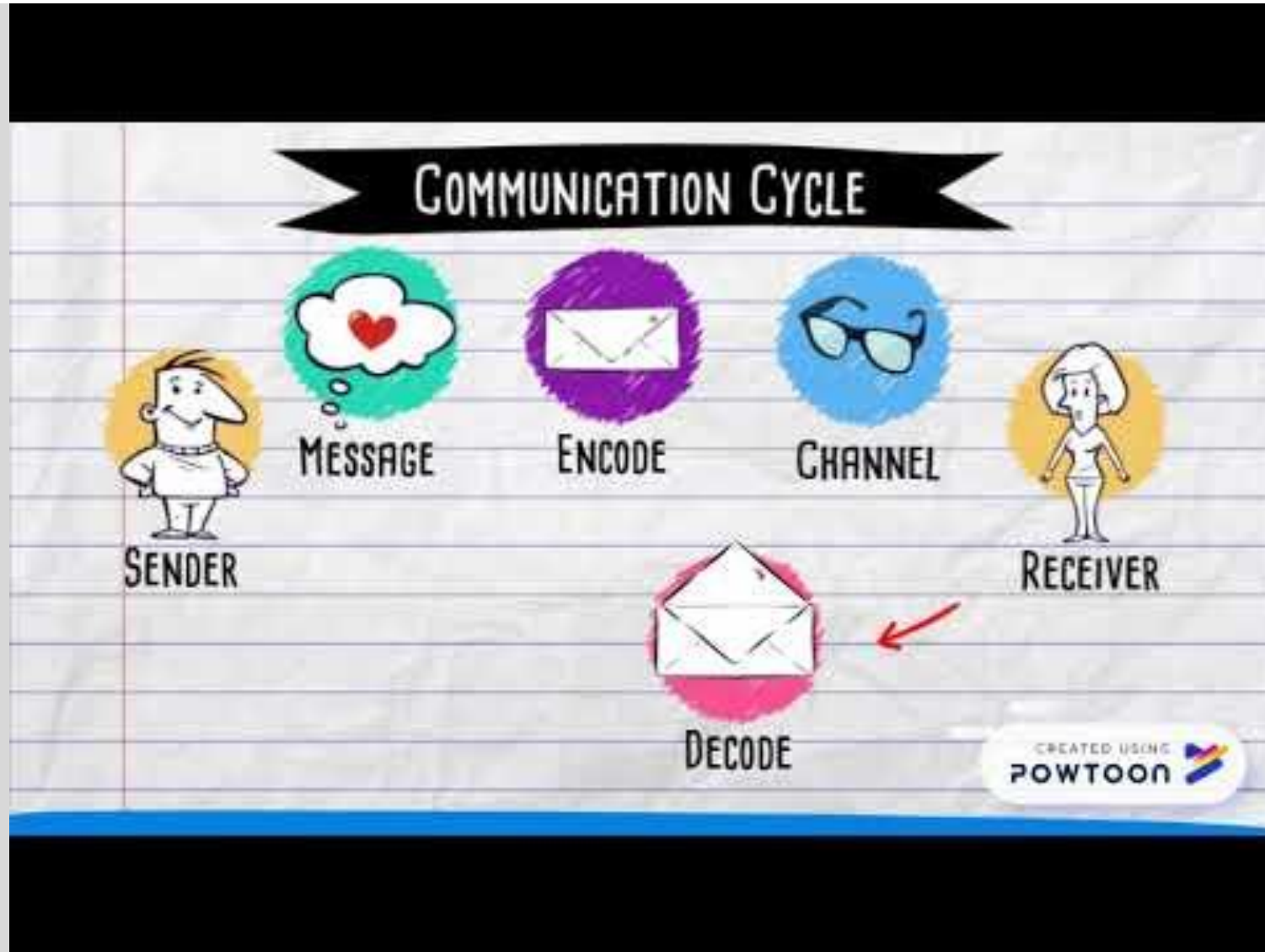
WIIFM

At the end of the session you will be able to successfully communicate with a small group.
You will be able to:

- Share Information
- Receive Information
- Interpret Information

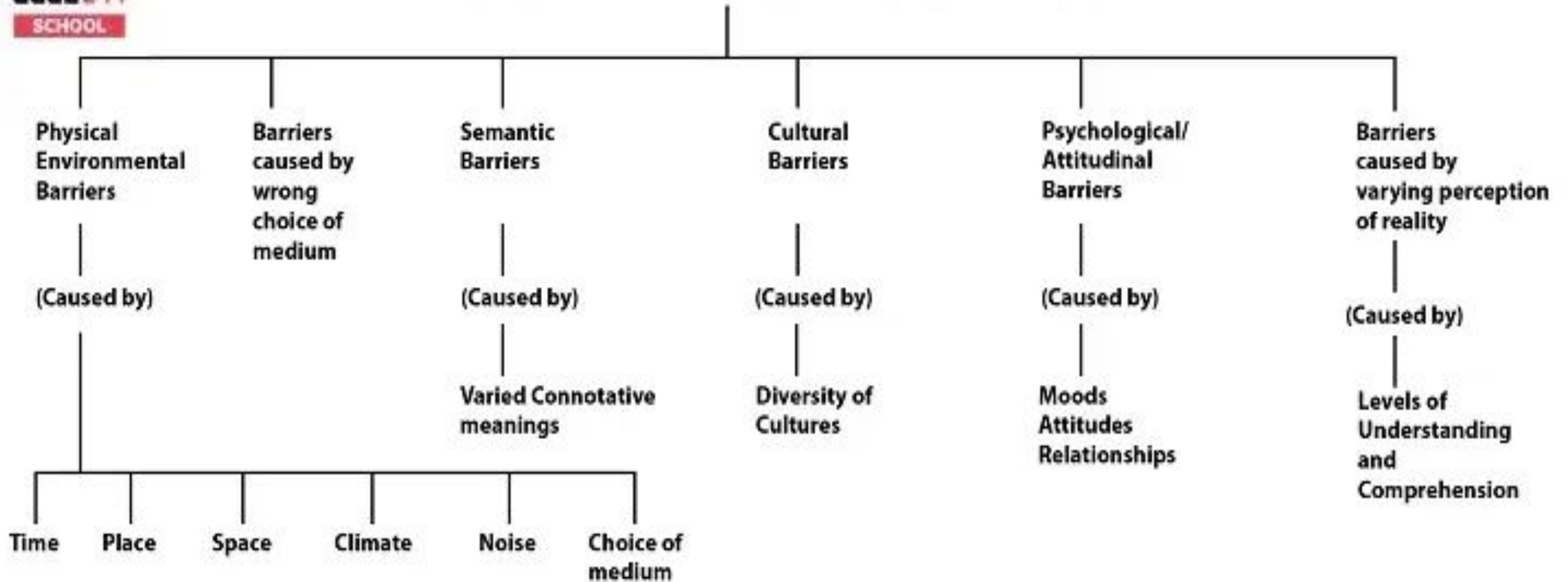


What is Communication?





Barriers to Communication



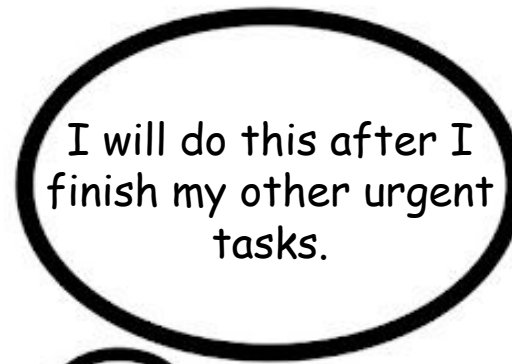


Factors Affecting Communication





Perceptions - I to Thou



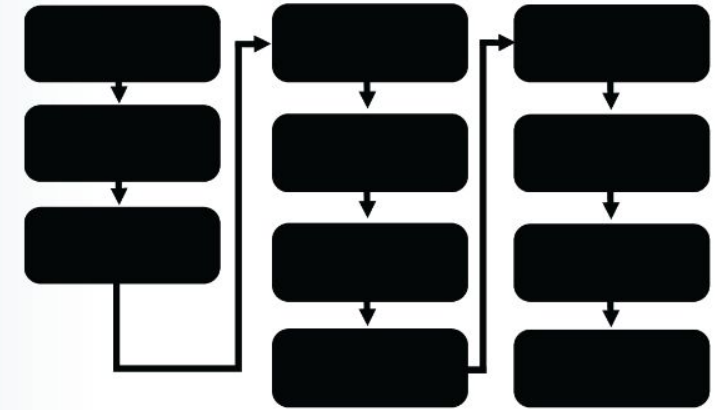


Demands

PEOPLE



V.S



PROCESS



What kind are you?

1. **RED** – Action & What
2. **GREEN** - Process & How
3. **YELLOW** - People & Who
4. **BLUE** - Idea & Why



Expectations





The Missing Element





Sharing Information

- State one idea at a time
- Use proper structure
- Use correct terminology
- Add details when appropriate giving the right verbal and nonverbal cues
- Repeat if required
- Encourage feedback



It's Not All About Language





It's Not All About Language





It Is All About Words

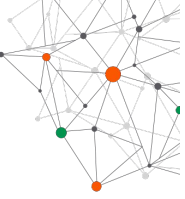
Focus on essentials:

- Keywords
 - Identify intended repetition
 - Notice emphasized words and phrases
- Differentiate between facts and inferences



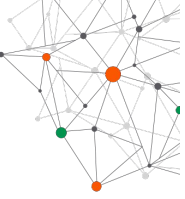
It Is All About Words





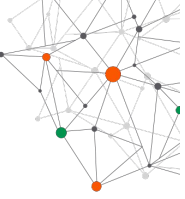
Interpret Through Body Language

- Observe eye contact
- Note the gestures and postures
- Observation skills essential for interpretation
- Beware of jumping to conclusions



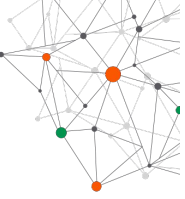
Talking Body





While Receiving Information

- Use active listening skills
- Acknowledge periodically
- Answer when asked
- Ask for clarifications
- Read between the lines carefully



Summary

To be an effective communicator you should believe that it is your responsibility to:

- Ensure that others understand you
- Ensure that you understand others



Activity: Case Study

Five college girls, Akshara, Shreya, Greeshma, Aalekhya, and Anchita are working on a group presentation together. Below are some facts about the presentation and group members:

- The group presentation was assigned by their Corporate Skills Mentor, Kunisha, and the assignment is to make 10 slides for a 10 minute presentation on the topic, “Time Management’.
- The group is given one week to prepare.
- Akshara is Process Oriented. Her strength is organizing information.
- Shreya is People Oriented. Her strength is creative writing.
- Greeshma is Action Oriented. Her strength is creating realistic timetables.
- Aalekhya is People Oriented. Her strength is empathetic communication.
- Anchita is Idea Oriented. Her strength is finding similarities in topics that seem unrelated.

Who would you nominate for Group Leader? Why?

What roles and responsibilities would you assign to each member?

Activity

The group has started working according to your recommendations. But problems slowly start to arise.

Anchita seems disinterested and thinks this is all a waste of time. Shreya has writer's block because she had a fight with her SO and can't concentrate. Aalehkya is bored by this dry subject. Greeshma can't seem to make a good plan with all these volatile variables and Akshara's busy schedule can accommodate only half an hour of group work every day.

How would you advise the group to solve these issues?

Thank You



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