

# Effective Communication



## **Let's Introduce Ourselves**

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**Use the Chat box to write –**

- ✓ **Your name**
- ✓ **1 superpower you would want to have and**
- ✓ **What will you do with the superpower**

**Time – 1 minute**

After you finish writing, read others' responses

## Online Etiquettes

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- Listen carefully
- When the trainer asks you a question, unmute yourself, speak and then mute yourself again
- Use the chat box to write your thoughts/answers
- Be respectful of others during live sessions, wait for your turn to talk
- Submit your tasks on time
- Hold your phone horizontally to read better- Pinch your screen to zoom in and zoom out
- Share your thoughts with the Trainer – no question is a wrong question
- Go through the reference document(s) shared before/after the session

## **Let's Watch a video - <https://bit.ly/3I2ZdNh>**

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Have you ever faced a situation where you were trying to communicate something and the other person did not understand the same or it completely went off track?

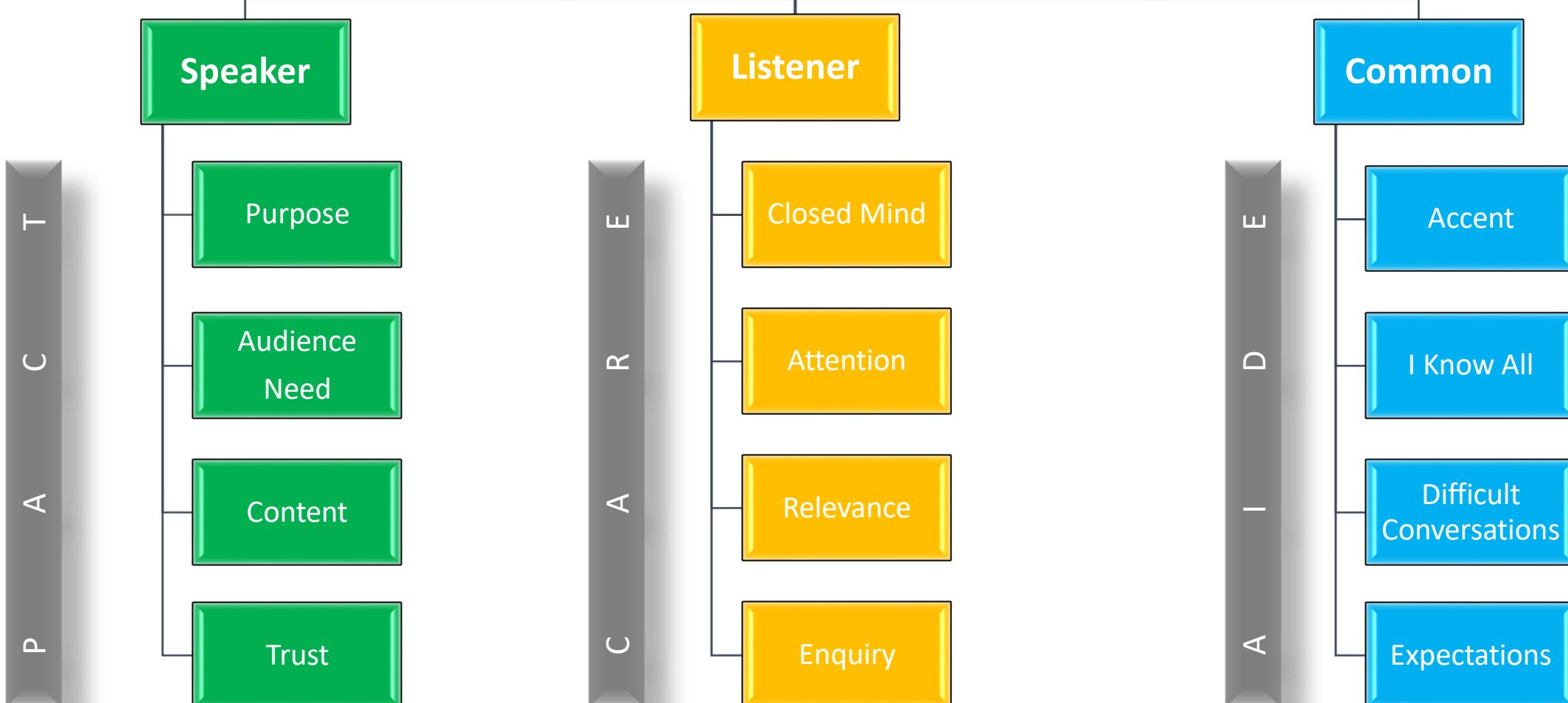
*Please unmute yourself and share. You can also use the chat box to type your responses*

## **Case Study 01- How would you have dealt with this situation?**

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- Karan arranges to meet Shakti for coffee at 10.30am.
- Shakti is late and does not explain why. In fact, she doesn't seem to have noticed that she's late at all.
- Karan decides that Shakti simply couldn't be bothered to turn up on time, and that Shakti values her own time more highly than Karan's.
- Karan concludes that it's not worth bothering to meet up in future, because Shakti obviously doesn't want to see her.
- When Shakti suggests meeting the next week, Karan makes an excuse to avoid it.
- At the end of this, all Shakti sees is that Karan does not want to meet up again.
- She may have no idea why. There could be any number of reasons why Shakti was late, and hasn't explained: a doctor's appointment, perhaps, or it could be as simple as her watch being slow, so that she has no idea that she is late.
- Meanwhile, Karan has decided the friendship is not worth pursuing.

## Effective Communication



## Solutions

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### Speaker

#### Purpose

- Always share the “Why and What” of the discussion- be clear why you are communicating and what you expect from the listener



## Solutions

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- Always share the “Why and What” of the discussion- be clear why you are communicating and what you expect from the listener

#### Audience Need

- Determine who your audience is and what is on their minds
- See things from their perspective, not yours



## **Let's Watch a video - <https://bit.ly/32fJAL2>**

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What did you learn from the video?

*Please unmute yourself and share. You can also use the chat box to type your responses*

## Solutions

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### Speaker

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- Outline your issue or explain your idea in simple terms
  - The human brain loves stories and illustrations

#### Content

## Solutions

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### **Speaker**

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- Always share the “Why and What” of the discussion- be clear why you are communicating and what you expect from the listener

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- Determine who your audience is and what is on their minds
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#### Content

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#### Trust

- Be transparent and show participants how the content of the discussion will affect them
- Encourage everyone to have their say- Make the discussion interactive

## Solutions

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### Listener

Closed Mind

- Accept that there can be a different point of view than yours and you could be wrong or both might be correct



## Solutions

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### Listener

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- Accept that there can be a different point of view than yours and you could be wrong or both might be correct
- When listening to someone else speak, most of us are thinking about our reply while the other person is still talking – this actually means that we are not really listening to all that is being said

Attention

## Solutions

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Relevance

- Try to understand / clarify the importance of what the speaker is trying to communicate- this will help you understand where to put it in your schedule

## Solutions

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Enquire

Ask questions about what the listener is thinking, and test your assumptions

- *So, I'm hearing that you like this part, but not that aspect. Would you agree?", "It sounds to me like..." and "I'm thinking that x makes sense, but do others agree?"*

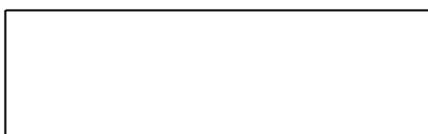
## Solutions

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### Common

Accent

- Language differences and the difficulty in understanding unfamiliar accents



## Solutions

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- Sometimes we jump in early in a conversation and start to offer advice before we even fully understand the problem or concerns of the speaker- You don't necessarily have to know everything
- Respond, only if help is asked for

I Know All

## Solutions

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### Common

Accent

- Language differences and the difficulty in understanding unfamiliar accents
- Sometimes we jump in early in a conversation and start to offer advice before we even fully understand the problem or concerns of the speaker- You don't necessarily have to know everything
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I Know All

- Some people may find it difficult to express their emotions on some topics due to differences in perception, viewpoint and judgement.

Impatient

- Acknowledge the other's perspective- Don't go into a difficult conversation with a *my-way-or-the-highway* attitude- Show your partner/colleague/friend that you are operating from "care"

Difficult  
Conversations

- Slow down and listen- If you listen to what the other person is saying, you're more likely to address the right issues and the conversation always ends up being better
- Reflect and Learn

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# Break-Out Rooms

## **Case Study 02- How would you have dealt with this situation?**

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You have been asked to head a small working group within your organization. In your group, there is a person called Salman who is reputed to be a very bright and creative fellow who was part of another highly successful group in the organization.

However, Salman has been arriving late to group meetings and recently showed up halfway through the meeting and was clearly unprepared. You overheard two members of the group discussing Salman's behaviour. One group member, Katrina, was wondering why Salman had not been removed from the group yet; the other team member, Shahrukh, speculated that Salman has been having some problems at home and suggested that everyone should be patient with him.

Next week your group is expected to complete an important project and Salman is responsible for the two most important parts. Based on that timetable, you gave the head of your Association your personal guarantee that the project would be done by Monday.

Salman calls you on Saturday and says he doesn't have his sections finished and probably won't be able to finish them before the meeting. He says he just needs more time.

## **Case Study 03- How would you have dealt with this situation?**

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Mehek manages a large team that is in charge of testing consumer goods for safety issues. While everyone on her team is very good at his or her job, the team as a whole doesn't work well together.

Mehek estimates that they spend almost 50% more time on each test due to problems with team and communication. As a result, Mehek wants to get her team to work better together

Mehek has a plan. She wants to take her team on a three-day retreat but can't decide what to do/say there.

## **Case Study 04- How would you have dealt with this situation?**

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A fellow employee, Mahesh, has not been contributing equally to complete the normal weekly work at hand. Mahesh claims he is contributing, but that he is busy with other work and the emotional aftermath of a bitter divorce.

Some fellow workers are upset that he has been very lazy and feel that they should take their complaints about Mahesh to the supervisor. You are good friends with Mahesh and know he's not lazy but feel that he may be overdramatizing his problems a bit.

You brought up the topic with Mahesh over coffee last night, but he was defensive and maintained his "innocence". He even accused you of not sympathizing with him.

## **Case Study 05- How would you have dealt with this situation?**

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Your work group is composed of two women and five men. Both the women have brought up a problem to the group: They feel that the men are dominating the group process and, more importantly, the decision making.

Three of the five men tell you privately that the women are "taking advantage of being women" to gain power. You know that the women are right but feel that you might jeopardize your own reputation (and future with the company) by supporting them, especially since the corporation is dominated by men.

One of the men in the group appears to be neutral, as far as you can tell.

## **Case Study 06- How would you have dealt with this situation?**

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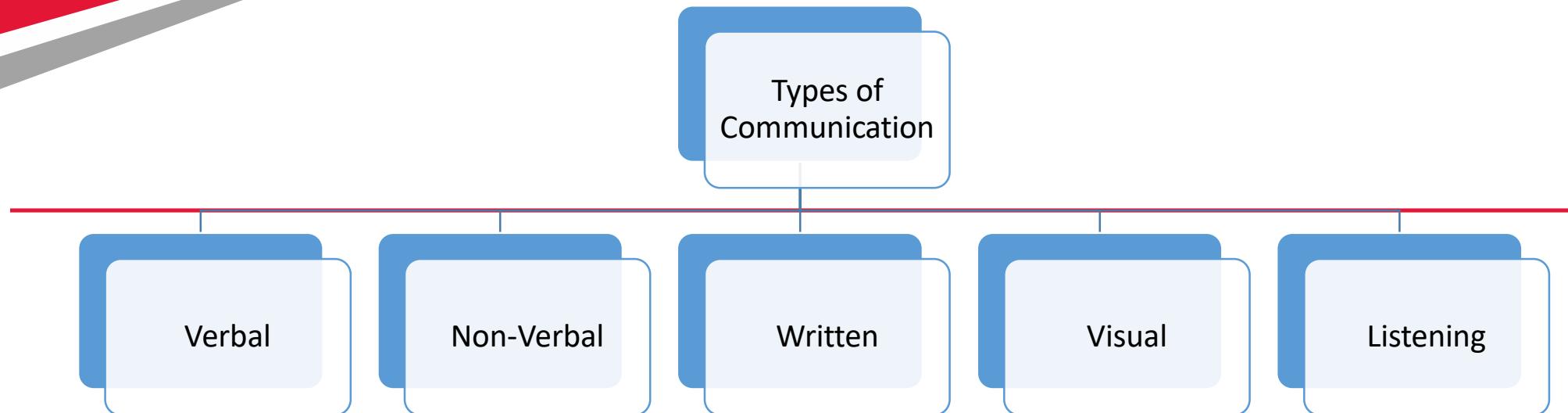
## **Case Study 07- How would you have dealt with this situation?**

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A fellow worker, Ritu, has been reporting to your common boss about the progress of your group in such a way that it appears that she is the central force and the "idea person" in the group. This is not true since her contributions have been about equal to the others.

The other group members don't know she has been advancing her position in the organization at the expense of others (and maybe even making others look unproductive). You know what Ritu is doing. Ritu is slightly above you in rank, and you like her and work well with her.

You feel, however, that her easy and regular access to the boss and inaccurate reporting of the group's progress will ultimately undermine others in the group.



1. **Verbal** – Note the complexity of those words, how we string those words together to create an overarching message, as well as the intonation (pitch, tone, cadence, etc.) used while speaking
2. **Non-Verbal** - What we do while we speak often says more than the actual words (facial expressions, posture, eye contact, hand movements, and touch)
3. **Written**- Firstly, Write well- poorly constructed sentences and careless errors make you look bad; and second, ensure the content of the message is something you want to promote or be associated with for the long haul.
4. **Visual**- Think about what perception you are creating about yourself. Do you want people to associate you with the images you post on social media
5. **Listening**- If we cannot listen to the person sitting across from us, we cannot effectively engage with them.

**To conclude, Let's watch a video - <https://bit.ly/3I2ZdNh>**

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For any further queries, reach out to L&D- [learning@techmahindrafoundation.org](mailto:learning@techmahindrafoundation.org)

## References

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