

## **Introductions**

1. Name
2. Where do I live?
3. My educational background
4. My hobbies

## **What is effective communication?**

1. Communication is expressing and receiving of information between people.
2. Effective communication is about exchanging information in a way where it is understood specifically, clearly and without any doubts.
3. Secondly, business communication is objective driven. Effective communication has taken place when the objective is met

## **The Golden Circle of Communication**

1. WHO -Start by thinking of WHO you are communicating to [audience].
2. WHY -Think of WHY you are communicating or what your objective is.
3. WHAT -Next, think of WHAT you are going to communicate to meet the objective [content].
4. HOW - Then think of HOW you will communicate to meet your objective.
5. WHEN- Next, think of WHEN you will communicate (right time, moment).

# Communication barriers

**Communication barriers are any kin obstacles which:**

1. Message to be mis-interpreted
2. Message is incomplete or unclear
3. Lead to negative emotions
4. Prevents people from communicating

**Obstacles can be:**

1. Physical
2. Psychological
3. Technology/System
4. Linguistics

**Communication barriers: Physical**

1. Crowded place
2. Noisy surroundings
3. Uncomfortable place
4. Unsafe place
5. Inappropriate time of the day

**Communication barriers: Psychological**

1. Emotional state
2. Bias for others
3. Perceived bias of others
4. Cultural influence
5. Education

6. Upbringing
7. Life experience
8. Time in history

## **Good standing posture**

1. Straight back, do not slouch.
2. Expansive shoulders, no drooping.
3. Keep your head held high, chin parallel to the floor.
4. Maintain a steady heel-to-toe walk, Lift your feet and walk, do not drag your feet on the ground

## **Maintaining positive eye contact**

1. Make eye contact before you start talking to someone.
2. Listen with your eyes, not just your ears.
3. When interacting with multiple people, make eye contact with everyone present.
4. Shifty eyes make you look unsure, under- confident or as if you are hiding something.

## **Haptics :-Handshake**

1. Pump your hand 2 or 3 times
2. Shake your arm from your elbow
3. If you shake from the shoulder, using your upper arm instead of just your forearm, you risk jolting the other person
4. Use the appropriate grip not limp and not so strong that it becomes painful

## **Appearance**

1. Clothing, accessories, color of skin, hair, body shape all communicate messages
2. Appearance has an impact on the person's confidence which shows up immediately in the posture, expressions and voice

## **Body Language: AVOID...**

1. Flashing or rolling eyes
2. Quick or slow movements
3. Arms crossed, legs crossed
4. Gestures made with exasperation
5. Slouching, hunching over
6. Poor personal care
7. Doodling
8. Staring at people
9. Avoiding eye contact
10. Excessive fidgeting

## **What is Listening?**

Listening the process of receiving, constructing meaning from,  
and responding to spoken and/or nonverbal messages;

## **What is email etiquette?**

1. Email etiquette refers to the guidelines one should use when writing or answering emails.
2. Email etiquette is about respect and common sense.
3. Professionalism and etiquette is not only important in face to face interactions, but also in emails

## Qualities of a good email

1. They are well-structured and clear.
2. They are precise.
3. They have a (goal/purpose).
4. clear objective
5. They clearly define what action is to be taken in response to the email.
6. They are polite and tone-appropriate.

## Example (Bad)

Hi Clement,

Thanks so, so much for sharing the report with me last week, I read it yesterday, al night, and I have some thoughts. I think we should include more details about our sales numbers. Sharing our sales numbers will make this report more stronger. So maybe consider adding more of those detalis.

I also felt that the tone could be more formal, but this is just my opinion. Making the language more formal will help the report feel more official

I think, most probably, if you add more sales numbers and work on the language, this will be good to go.

Do make the necessary changes. Once again, thank you for your support on this, and for sharing it with me in a timely manner.

Arunima

Example (Good)

Hi Clement,

Thank you for sharing the report with me. I've gone through it and here are my thoughts -

We should include more specific details about our sales numbers.

The tone and language should be more formal. This will help the report come across as 'official'

Request you to make the necessary changes and share it across with the team.

Appreciate your support on this!

Arunima

## **Best practices for Video Meetings**

1. Use video where possible. Let others hear you.
2. Dress appropriately (at least from the waist up).
3. Ensure your background is appropriate.
4. Look into the camera, this creates the impression of direct eye contact.
5. Choose a location with good lighting.
6. Stay on mute when you're not talking
7. In a virtual meeting with many active attendees, post a message saying you'd like to speak up, so that you don't interrupt anyone.
8. Don't eat during the meeting

## **Power Dressing**

1. The Jacket
2. The buttons
3. The pants
4. Tie
5. Cufflinks
6. Belts
7. Watch
8. Shoes
9. Others
10. Some don'ts