



Vietnam National University of HCMC
International University
School of Computer Science and Engineering



Skills for Communicating Information (IT007UN)

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https://vichithanh.github.io/teaching_sci_2023_06.html

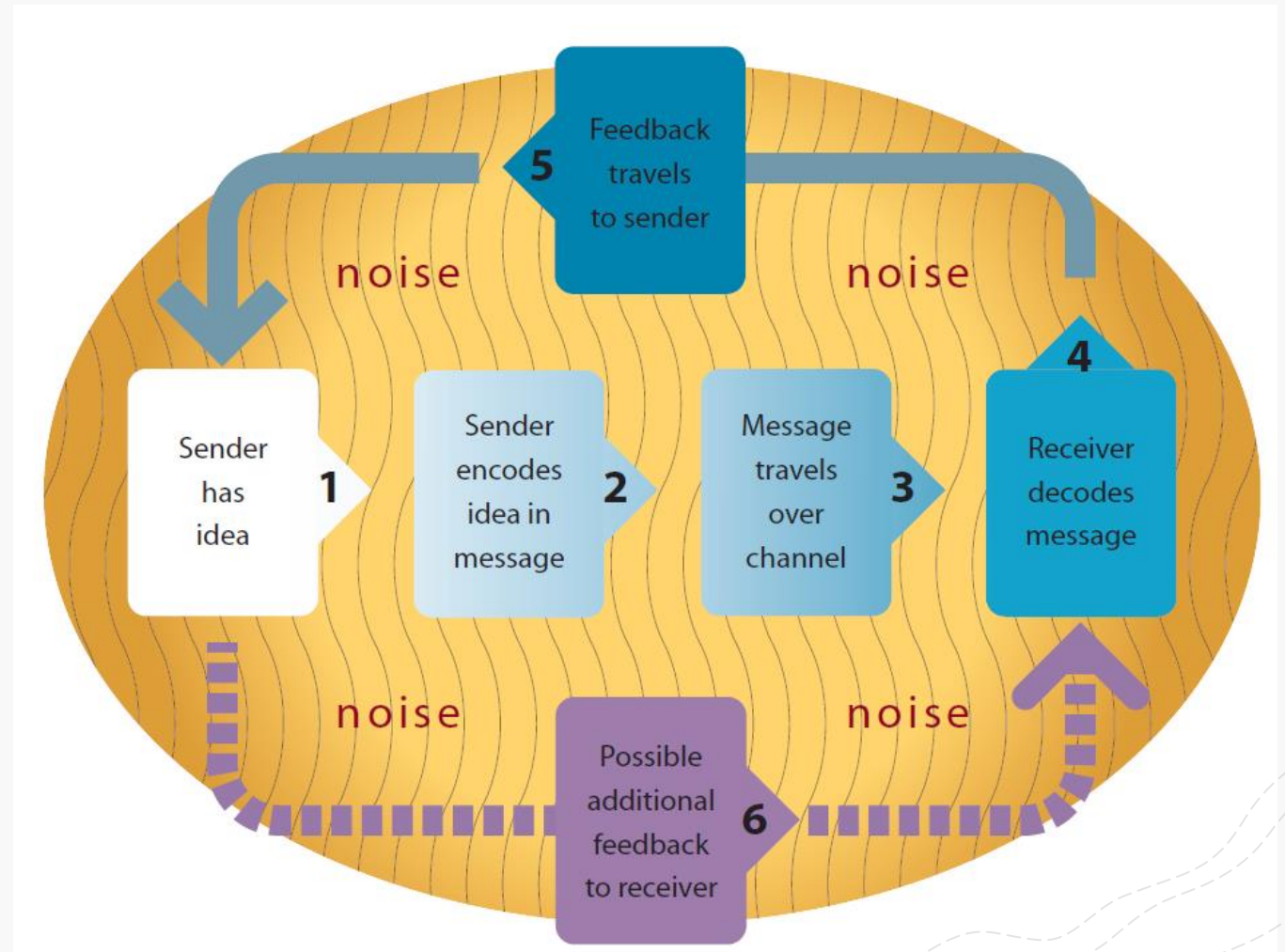


SCAN ME

Content

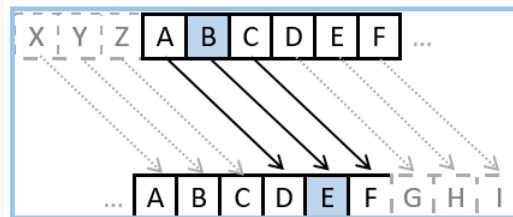
- +What are Communication and Communication skills?
- +Ways to communicate
- +Barriers of communication
- +The 7 C of Communication

The Communication Process



Warm up - Caesar Cipher

- + Also known as Shift cipher, Caesar's code, or Caesar shift
- + Julius Caesar led a Roman invasion of Britain in 55 BC. In one battle, Caesar sent an encrypted message to his general.
- + What he did was to shift each character **k** unit to the right, called key.
- + $k = 1$: **HELLO** becomes?
- + How about: **frppxqlfdwlrq lv lpsruwdqw**



SHIFT +3

This Caesar cipher has a shift of 3 characters.

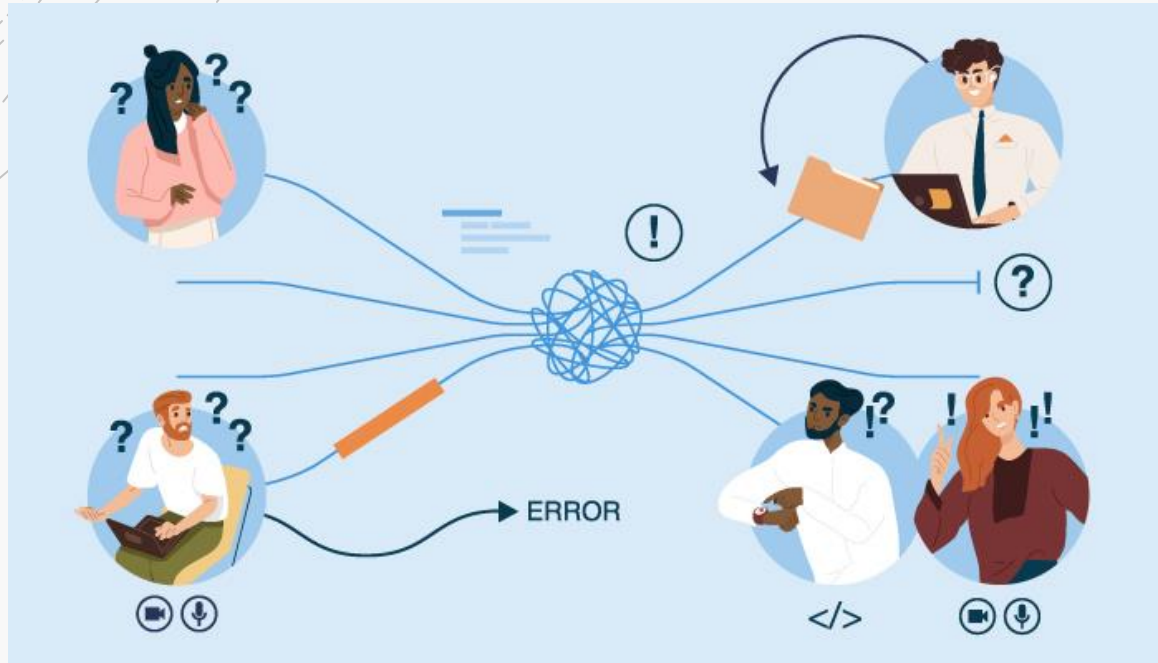
The letter 'A' becomes a 'D'. The letter 'B' becomes 'E'.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	
D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	A	B	C	

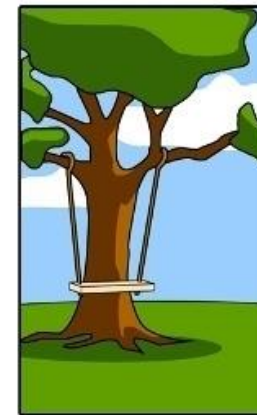
Plaintext

Ciphertext

Warm up



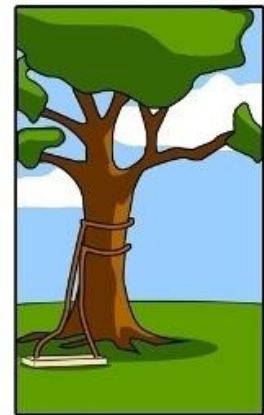
How the customer explained it



How the project leader understood it



How the analyst designed it



How the programmer wrote it

Warm up



Warm up



Stupid computer
keeps saying
"you got mail"



Press Any Key
To Start.

WHERE IS THE
"ANY" KEY?!



Warm up



Warm up

Opt Out Confirmed

You should receive no further eMail from Parsons Technology.
A confirmation eMail will be sent to your eMail address.

Undo Continue



Ok to not save game?

OK

Cancel

Save

Microsoft Office Outlook



The operation failed.

OK

A.X.E.



You are about to overwrite the original file. Go ahead?

OK



NetInfo Error

NetInfo read failed! (Operation
succeeded)

OK

Fatal Error



NET_SendPacket ERROR: NO ERROR

OK

Warm up



What would happen if elevator's didn't have buttons and relied on vocal recognition instead?

<https://www.youtube.com/watch?v=HbDnxzrbxn4>

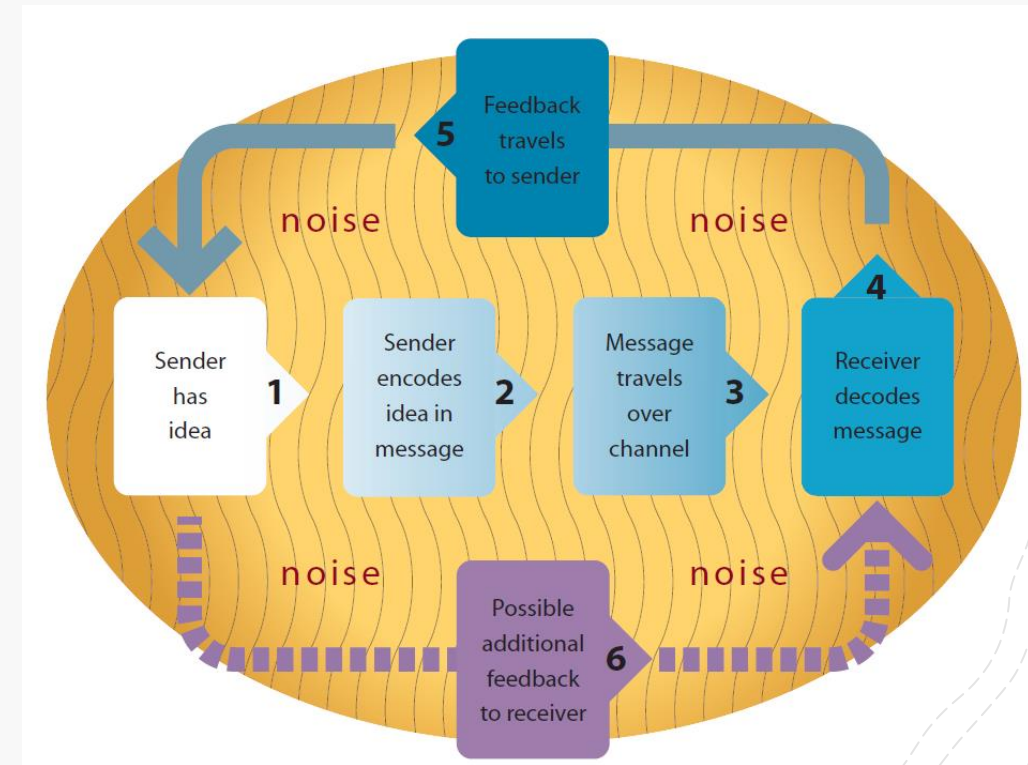
Warm up - miscommunication



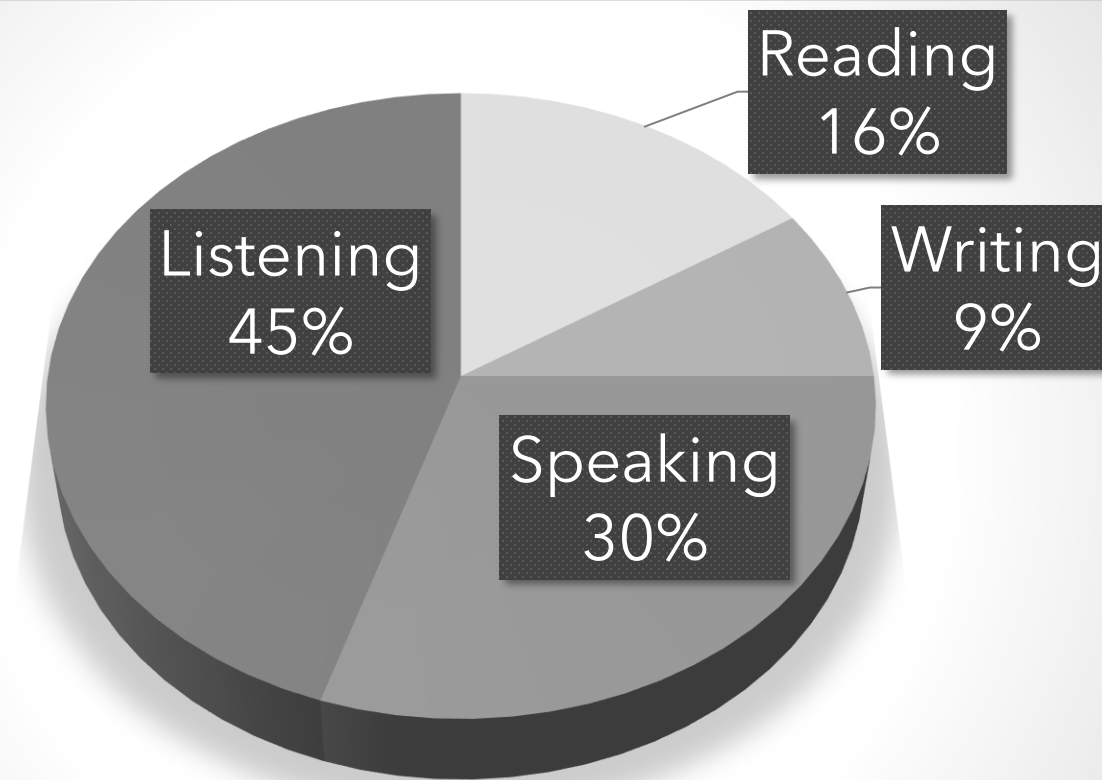
Miscommunication - German coastguard
<https://www.youtube.com/watch?v=x9wJxZc2KF8&>

Communication - meaning

- + Communication is a dynamic process.
- + Through this process we convey a thought or feeling to someone else.
- + How it is received depends on a set of events, stimuli, that person is exposed to.
- + How you say what you say plays an important role in communication.



Communication – spending time



The Importance of Communication

- + Communication is a vital part of our daily routines. The workplace is no different.
- + Up to 80 percent of our working time is spent in some kind of communication. We're reading and writing memos, listening to our co-workers, or having one-to-one conversations with our supervisors
- + A poorly written cover letter can prevent you from being hired for a job.
- + On the other hand, the ability to write effectively and make clear presentations can make the difference between your being promoted or being left behind

Communication types

- + **Two** main types of communication are widely recognised and discussed in both business and academic literature:
 - Verbal communication, which includes both oral and written.
 - Non-verbal communication, e.g., facial expressions, body language etc.



What are Communication skills?

- +Communication skills is the ability to use language (receptive) and express (expressive) information
- +Effective communication skills is a critical element in your career and personal lives

The Communication Goals

- +To change behaviour
- +To get action
- +To ensure understanding
- +To persuade
- +To get and give information

Communication is a series of experience of



Listening

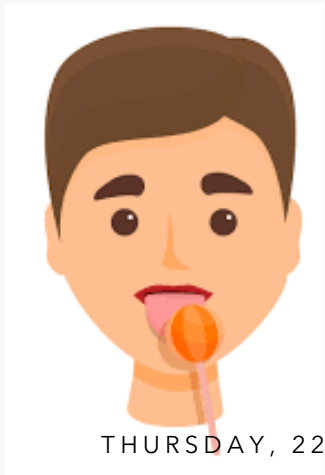
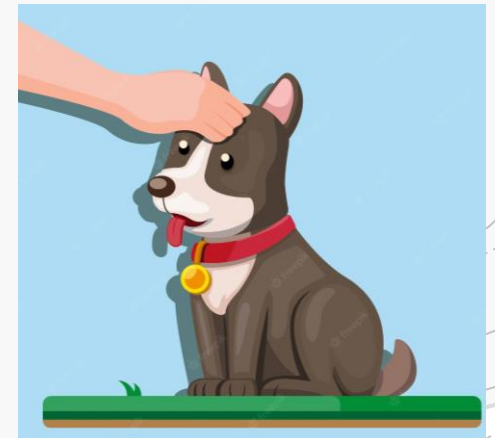
Seeing



Smell



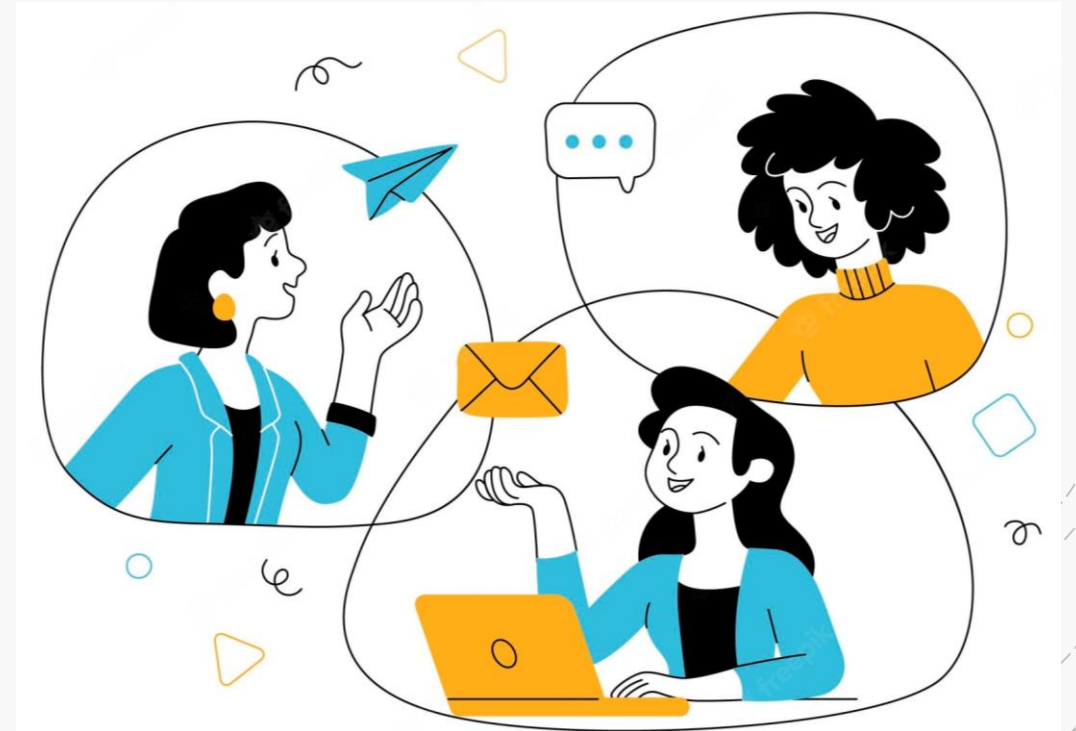
Touch



Taste

Most Common Ways to Communicate

- +Speaking
- +Writing
- +Visual image
- +Body language



When people speak to us

+7% WORDS

- + Words are only labels and the listeners put their own interpretation on speakers' words

+38% PARALINGUISTIC

- + The way in which something is said - the accent, tone and voice modulation is important to the listener.

+55% BODY LANGUAGE

- + What a speaker looks like while delivering a message affects the listener's understanding most.

Types of body language

- + (P)OSTURES & GESTURES
 - + How do you use hand gestures? Stance?
- + (E)YE CONTACT
 - + How's your "Lighthouse"?
- + (O)RIENTATION
 - + How do you position yourself?
- + (P)RESENTATION
 - + How do you deliver your message?
- + (L)OOKS
 - + Are your looks, appearance, dress important?
- + (E)PRESSIONS OF EMOTION
 - + Are you using facial expressions to express emotion?

Remember that you are dealing with
"PEOPLE"

Body language - Positive

- +Maintaining eye contact
- +Smiling (if appropriate) but especially as a greeting and when parting.
- +Sitting squarely on a chair, leaning slightly forward
- +Nodding in agreement.
- +A firm handshake.
- +Presenting a calm exterior.
- +Looking interested.

Body language - Negative

- +Not looking at a person when speaking.
- +Tapping a foot, fingers etc.
- +Rocking backwards and forwards.
- +Continually clearing your throat.
- +Fiddling with hair, ear lobes, jewellery, jacket, glasses, etc.
- +Picking at fingers or fingernails.

Body language - Negative

- +Yawning.
- +Repeatedly looking at your watch or a clock in the room.
- +Standing too close to others.
- +Inattention to a person who is speaking
- +Scratching.

Communication - Conclusion

- +Communication is not just words it is a mixture of tone and body language.
- +You can effectively utilize your voice tone and body language to convey your message.
- +It is often advised to establish eye to eye contact wherever possible.

Barriers to Communication



Barriers to Communication

1. Semantic barriers
2. Emotional or Psychological barriers
3. Organisational barriers
4. Barriers in superiors
5. External Barriers in Communication

1. Semantic barriers

- + Symbols with different meaning
- + Badly expressed message
- + Faulty translation
- + Unc clarified assumption
- + Specialist's language

2. Emotional Or Psychological Barriers

- +Premature evolution
- +Inattention
- +Loss of transmission & poor retention
- +Undue reliance on the written word
- +Distrust of communication
- +Failure to communicate

3. Organization Barriers

- +Organizational policy
- +Organization rules & regulation
- +Status relation
- +Complexity in organization

4. Personal Barriers

+Barriers in Superior

- +Attitude of Superior
- +Fear of challenge of authority
- +Lack of time
- +Lack of awareness

+Barriers in Subordinates

- +Unwillingness to communicate
- +Lack of proper incentive

5. External Barriers in Communication

+Environment

- +The venue

- +The effect of noise

- +Temperature in the room

+Other People – Status, Education

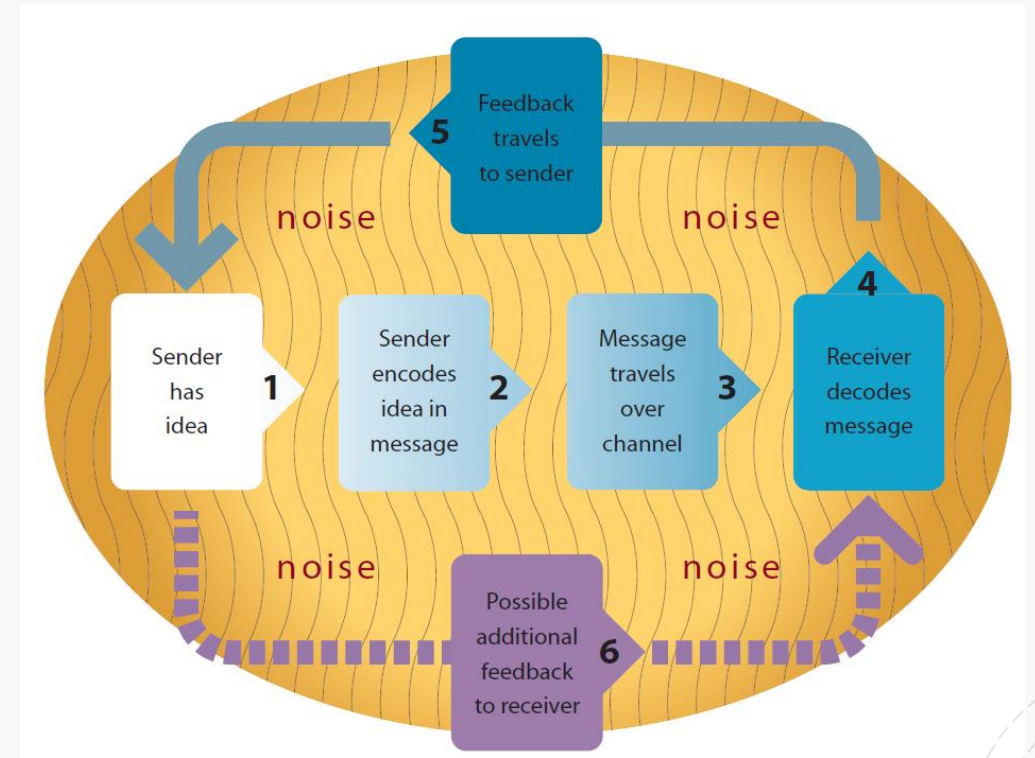
- +Time

5 Basic reasons we Do Not Listen

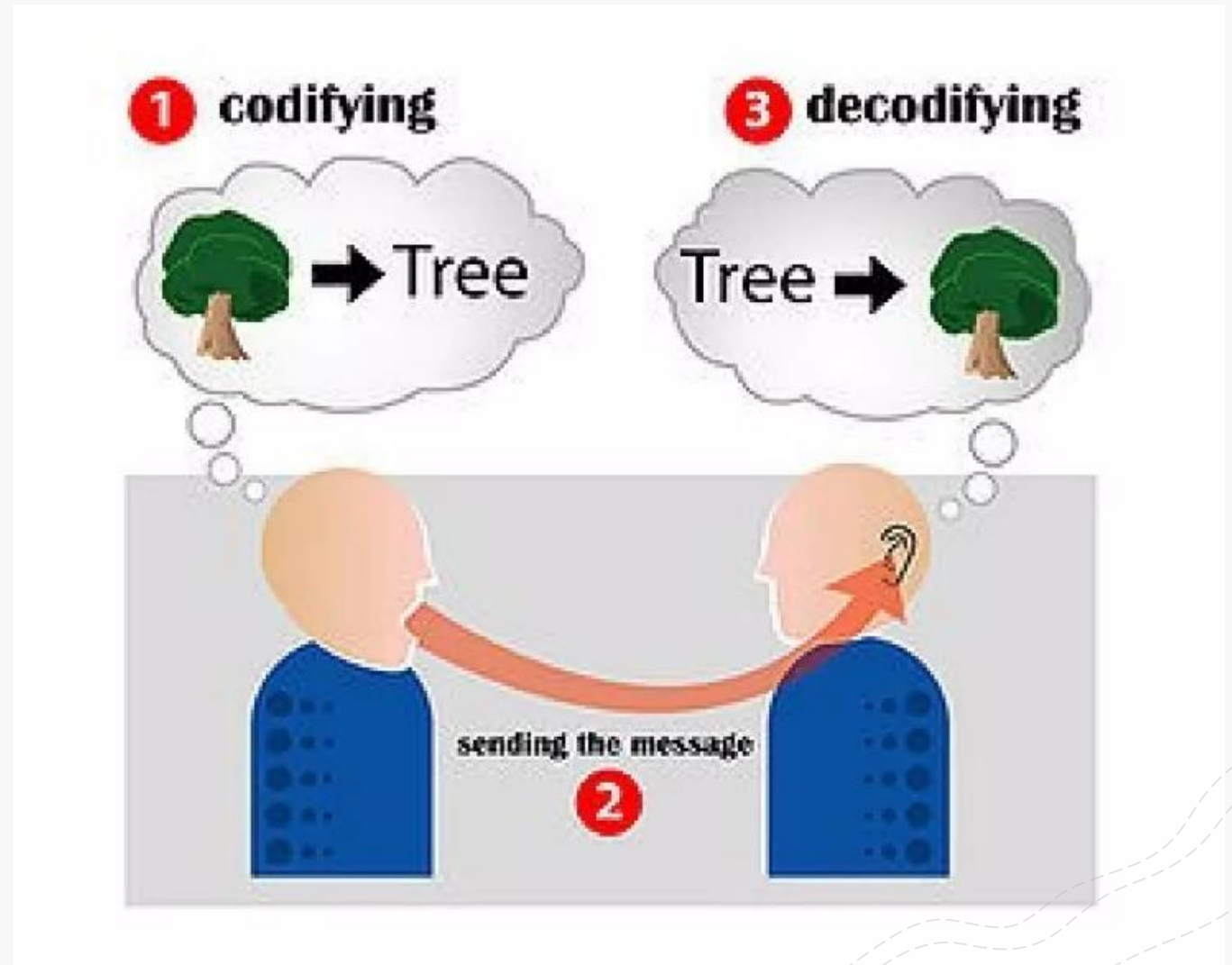
- +Listening is Hard Work
- +Competition
- +The Rush for Action
- +Speed differences (120 wpm v/s 360 wpm)
- +Lack of Training

The Communication Process

Communication is the process of sending and receiving information among people.



Communication code scheme



Communication Components

- + Communication Involves Three Components
 - + Verbal Messages - the words we choose
 - + Paraverbal Messages - how we say the words
 - + Nonverbal Messages - our body language
- + These Three Components Are Used To
 - + Send Clear, Concise Messages
 - + Receive and Correctly Understand Messages
 - + Sent to Us

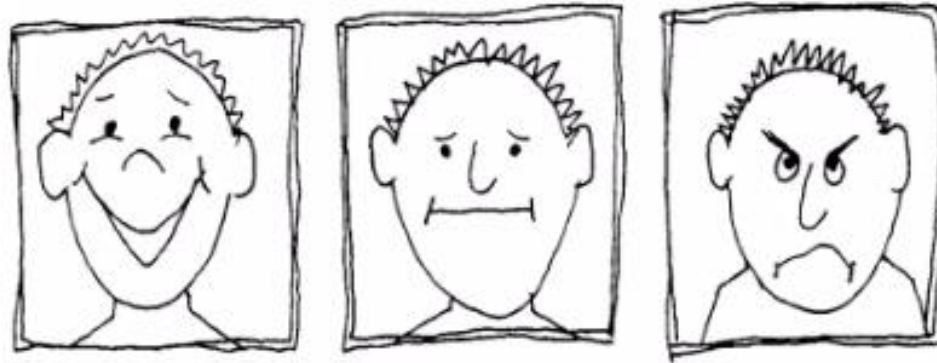
Effective Verbal Messages

- +Are brief, succinct, and organized
- +Are free of jargon
- +Do not create resistance in the listener



Nonverbal Messages

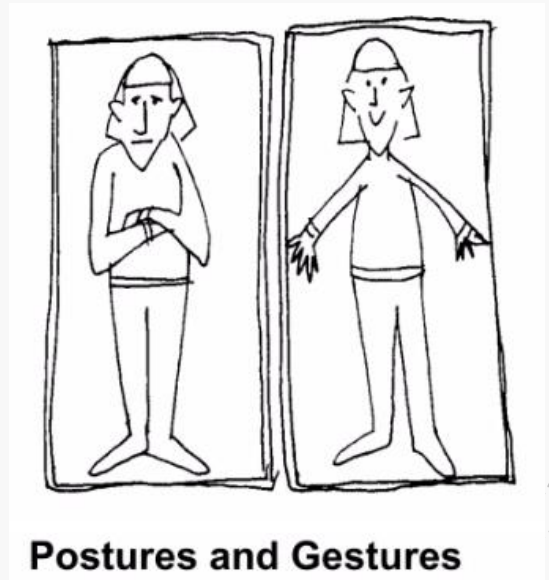
+Nonverbal messages are the primary way that we communicate emotions



Facial Expression

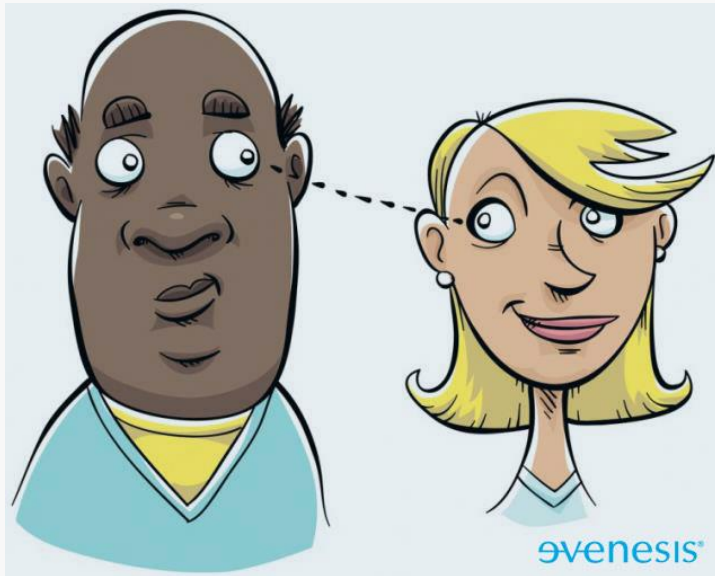
Nonverbal Messages

- +Body movements: hand gestures, nodding or shaking the head
- +Posture or how you stand or sit, whether you are crossed



Nonverbal Messages

+Eye contact: determines the level of trust and trustworthiness



Nonverbal Messages

+Para-language, paraverbal communication : pitch, tone, and speed of speaking/ pacing of our voices

"I didn't **SAY** you were stupid."
"I didn't say **YOU** were stupid."
"I didn't say you were **STUPID**."

We cannot trust our bodies to speak as one with our words. They will betray us, with breathless gasps, with hurried words that depict our nervousness, with incredulous expressions even while we nod agreement.



Nonverbal Messages

- + Closeness or Personal space (Proxemics) which determines the level of intimacy
- + The Four Main Categories of Proxemics
 - + Intimate (closely acquainted; familiar) Distance (touching to 45cm)
 - + Personal Distance (45cm to 1.2m)
 - + Social Distance (1.2m to 3.6m)
 - + Public Distance (3.7m to 4.5m)



BREAK

Nonverbal Messages

+Physiological changes: sweating or blinking more nervous

Physiological noise occurs when a physical sensation prevents you from listening to a message. You might not listen well because you are feeling **exhausted or hungry**.



Receiving messages

+Listening

- + Requires concentration and energy
- + Involves a psychological connection with the speaker
- + Includes a desire and willingness to try and see things from another's perspective
- + Requires that we suspend judgment and evaluation

+Levels of listening

+Types of listeners

4 Levels of Listening

Internal Listening

Focused Listening

Active Listening

Global Listening

Levels of listening - Internal Listening

- +Primarily focused on their own internal thoughts, ideas, and judgments.
- +May be preoccupied with their own internal dialogue, opinions, or distractions, which can hinder their ability to fully hear and comprehend the speaker's message.
- +Internal listening is self-centered and can lead to misunderstandings or missed information.

Levels of listening - Focused Listening

- +The listener directs their attention to the speaker and the message being conveyed.
- +Make a conscious effort to concentrate on what is being said, filtering out external distractions.
- +Attentive, but their focus remains on the surface-level content of the message, without delving deeper into the underlying emotions or subtext.

Levels of listening - Active Listening

- +Active listening goes beyond focused listening
- +Incorporating empathy, understanding, and engagement.
- +Pay attention to the words being spoken
- +Seek to understand the speaker's emotions, motivations, and perspectives.
- +Employ techniques such as paraphrasing, asking clarifying questions, and providing feedback to demonstrate understanding and encourage further communication.

Levels of listening - Global Listening

- +The deepest level of listening.
- +Listening not only to the words and emotions of the speaker but also to the larger context, including non-verbal cues, body language, and the underlying meaning.
- +Attuned to the speaker's intentions, values, and the collective field of communication.
- +Listen holistically and are sensitive to the nuances and subtleties of the communication exchange.

Types of Listeners



Active Listeners



Passive Listeners



Selective Listeners



Defensive Listeners

Types of Listeners – Active Listeners

- +Engaged and fully present in the communication process.
- +Give their undivided attention to the speaker, focusing on understanding the message.
- +Ask questions, seek clarification, and provide verbal and non-verbal feedback to show their understanding and interest.
- +Attentive, responsive, and committed to understanding the speaker's perspective.

Types of Listeners – Passive Listeners

- +Less engaged and tend to be more passive in the communication process.
- +May listen without actively participating or providing feedback.
- +Often receive information without questioning or critically evaluating it.
- +Level of engagement and involvement in the communication is limited.

Types of Listeners – Selective Listeners

- +Pay attention only to specific parts of the communication that align with their interests, biases, or preferences.
- +May focus on certain keywords, phrases, or topics while disregarding or ignoring other information.
- +May miss important details or misinterpret the speaker's intended message due to their selective attention.

Types of Listeners – Defensive Listeners

- +Tend to perceive communication as a potential threat or challenge to their ideas, beliefs, or identity.
- +Listen with a defensive mindset, interpreting messages as personal attacks or attempts to undermine them.
- +May become argumentative, dismissive, or resistant to alternative viewpoints.
- +Often more focused on defending their own position rather than genuinely listening and understanding others.

Communicate with defensive listeners

- + Create a safe and non-threatening, non-judgmental atmosphere
- + Practice active listening
- + Validate their emotions and concerns
- + Seek common ground
- + Use non-confrontational language
- + Ask open-ended questions
- + Empathize and show understanding
- + Provide evidence and examples
- + Allow for reflection and processing time
- + Build trust and rapport over time

Key Listening Skills

+Nonverbal

- + Giving full physical attention to the speaker;
- + Being aware of the speaker's nonverbal messages;

+Verbal

- + Paying attention to the words and feelings that are being expressed

Improving Listening Skills

- +Being Open Minded & Non-Defensive
- +Minimizing Interruptions
- +Effective Listening is:
 - +Hearing
 - +Interpreting when necessary
 - +Understanding the message and relating to it.
- +By Asking Questions

Improving Listening Skills – Case study

- + Nelson Mandela: South African President
- + A great leadership
- + A bronze sculpture in Parliament Square
- + A son of a tribal chief, was asked one day
«*How did you learn to be a great leader?*»
- + He learnt two things when he would go with his father to tribal meetings with other elders:
 - + They always sit in a circle
 - + His father was always the last to speak



How do you develop your communication skills?

Explore the related skills



Tips to good communication skills

- +Show regards
- +Be positive
- +Think
- +Research
- +Take a look at your tone
- +Listen
- +Use the right words

Tips to good communication skills

- +Stop talking
- +Remove distractions
- +Be patient
- +Avoid personal prejudice
- +Listen for ideas – not just words

Tips to good communication skills

- +Be brief yet specific
- +Be open and honest
- +Maintain eye contact with the audience
- +Body awareness
- +Gestures and expressions
- +Convey one's thoughts
- +Practice effective communication skills

Effective Communication ...

- +It is two way.
- +It involves active listening.
- +It reflects the accountability of speaker and listener.
- +It utilises feedback.
- +It is free of stress.
- +It is clear.

The 7 C of Communication

7 Cs of Communication Checklist

Clear	Be clear about the goal and purpose of your message Avoid complex words & phrases
Concise	Keep it clear and to the point Keep your message short and simple
Concrete	Be specific and not vague Use facts and figures to support your message
Correct	Avoid typos, use correct facts and figures Use the right level of language
Coherent	Does your message make sense? Does it flow well and logically?
Complete	Ensure the recipient has everything they need to understand
Courteous	Your message should be polite, friendly, professional and open

The 7 C of Communication ...

+ **Clear (Clarity):**

- + When writing or speaking to someone, be clear about your goal or message.
- + Present one idea at a time making it easier for the recipient to understand.
- + Don't leave them guessing what the message is about and having to fill in the gaps themselves.
- + Set a goal or outcome for what you want to communicate and work towards that.

The 7 C of Communication ...

+Clear (Clarity):

Hi John,

I wanted to write you a quick note about Daniel, who's working in your department. He's a great asset, and I'd like to talk to you more about him when you have time.

Best,

Skip

Hi John,

I wanted to write you a quick note about Daniel Kedar, who's working in your department. In recent weeks, he's helped the IT department through several pressing deadlines on his own time.

We've got a tough upgrade project due to run over the next three months, and his knowledge and skills would prove invaluable. Could we please have his help with this work?

I'd appreciate speaking with you about this. When is it best to call you to discuss this further?

Best wishes,

Skip

The 7 C of Communication ...

+ **Concise (Conciseness):**

- + Keep to the point and keep it short and simple.
- + Don't use unnecessary words.
- + Don't repeat the same point in different ways.
- + This will also make any communication more engaging and easier to understand.

The 7 C of Communication ...

+Concise (Conciseness)

Dear Bharat,

I wanted to talk about the video editing ideas we sort of planned out the other day. Don't you think it would make a lot of sense to also add additional elements to the videos? I mean, I think that would sort of improve the quality of the videos as well as have a stronger impact on the client's message.

For instance, we could add a dissolve transition to each movie, which would then give it a seamless flow. This would then make the video cleaner and be more appealing in the minds of the people. The impact would just be a lot greater. This makes a lot more sense according to me.

What do you think?

Regards

Aaron

Dear Bharat,

I wanted to discuss the video editing ideas we planned out yesterday. It would be better to add additional elements to the video in order to have a stronger impact on the client's message.

A dissolve transition would give a seamless flow to each movie and make the videos cleaner and appealing in the minds of the target audience.

What do you think?

Regards

Aaron

The 7 C of Communication ...

+ **Concrete (Concreteness):**

- + Be clear, not fuzzy.
- + Ensure there is *enough detail* to get the message across but *not too much* so that the recipient will be lost and that the message is factual.
- + Adding too much '*noise*' around your main points can mean these are missed.
- + Make sure your main points and any conclusions are clear to the recipient.

The 7 C of Communication ...

+Concrete (Concreteness)

The Lunchbox Wizard will save you time every day.

How much time do you spend every day packing your kids' lunches? No more! Just take a complete Lunchbox Wizard from your refrigerator each day to give your kids a healthy lunch **and** have more time to play or read with them!

The 7 C of Communication ...

+ **Correct (Correctness):**

- + Check the information you are providing is accurate and, in written communication, ensure it is free from grammatical and spelling errors.
- + Check the technical parts of your content are understandable by the person receiving the information.
- + Preparation will help here to make sure you can be sure about what you are communicating or a chance to read what you have written.

The 7 C of Communication ...

+Correct (Correctness)

Hi Daniel,

Thanks so much for meeting me at lunch today! I enjoyed our conversation, and I'm looking forward to moving ahead on our project. I'm sure that the two-week deadline won't be an issue.

Thanks again, and I'll speak to you soon!

Best,

Jack Miller

The 7 C of Communication ...

+**Coherent:**

- +Make sure your message flows well and is laid out logically.
- +The points you make should all be linked to the main topic and should help you to deliver the objective you originally set out to achieve.
- +Make sure the tone of the message is the same throughout.
- +Consider using a structure for your communication to help.

The 7 C of Communication ...

+Coherent

Traci,

I wanted to write you a quick note about the report you finished last week. I gave it to Michelle to proof, and she wanted to make sure you knew about the department meeting we're having this Friday. We'll be creating an outline for the new employee handbook.

Thanks,

Hi Traci,

I wanted to write you a quick note about the report you finished last week. I gave it to Michelle to proof, and she let me know that there are a few changes that you'll need to make. She'll email you her detailed comments later this afternoon.

Thanks,

The 7 C of Communication

...



Complete (Completeness):



Ensure the recipient has everything they need to understand your message and take action if needed.



If action is needed, ensure your message includes a 'call to action'.



Also, ensure that any specific details are clear and included. Don't leave the recipient with lots of questions to ask.



Think about how you will check for understanding. For example, you could ask questions to check their understanding.

The 7 C of Communication ...

+Complete (Completeness)

Hi everyone,

I just wanted to send you all a reminder about the meeting we're having tomorrow!

See you then,

Chris

Hi everyone,

I just wanted to remind you about tomorrow's meeting on the new telecommuting policies. The meeting will be at 10 a.m. in the second-level conference room. Please let me know if you can't attend.

See you then,

Chris

The 7 C of Communication ...

+ **Courteous (Courtesy):**

- + Your message should be polite, friendly, professional, open and honest.
- + Think from the recipient's point of view and you are empathetic towards their needs.
- + Help to deliver the message in a way that's easy to understand and buy into.
- + Communicating to or writing for the reader can make your communication more engaging.

The 7 C of Communication ...

+Courteous (Courtesy)

Jeff,

I wanted to let you know that I don't appreciate how your team always monopolizes the discussion at our weekly meetings. I have a lot of projects, and I really need time to get my team's progress discussed as well. So far, thanks to your department, I haven't been able to do that. Can you make sure they make time for me and my team next week?

Thanks,

Phil

Hi Jeff,

I wanted to write you a quick note to ask a favor. During our weekly meetings, your team does an excellent job of highlighting their progress. But this uses some of the time available for my team to highlight theirs. I'd really appreciate it if you could give my team a little extra time each week to fully cover their progress reports.

Thanks so much, and please let me know if there's anything I can do for you!

Best,

Phil

The 7 C of Communication ...

+Use the 7 Cs of Communication as a checklist for all of your communication:

- + Clear
- + Concise
- + Concrete
- + Correct
- + Coherent
- + Complete
- + Courteous.

The background features a light gray field with several thin, wavy, dashed lines in a slightly darker shade of gray. These lines flow across the frame, creating a sense of movement. In the top-left and bottom-right corners, there are partial views of white circles, suggesting a larger design or a continuation of a pattern.

THANK YOU