

### TECHNICAL COMMUNICATION (KAS - 301)



## UNIT – 5 DIMENSIONS OF ORAL COMMUNICATION & VOICE DYNAMICS

TOPIC: Professional Personality Attributes

Presented by
Dr. RENUKA
Assistant professor
Applied Science and Humanities
IMS Engineering College, Ghaziabad

# Professional personality attributes

- Personality, a characteristic way of thinking, feeling, and behaving. Personality embraces moods, attitudes, and opinions and is most clearly expressed in interactions with other people.
- It includes behavioural characteristics, both inherent and acquired, that distinguish one person from another and that can be observed in people's relations to the environment and to the social group.
- Personality traits reflect people's characteristic patterns of thoughts, feelings, and behaviours.

## **Personality Traits**

 Four Personality Attributes that helps to lead a successful life

EMPATHY
CONSIDERATENESS
LEADERSHIP
COMPETENCE

## Empathy

- Empathy is the ability to recognize emotions in others, and to understand other people's perspectives on a situation.
- Empathy enables you to use that insight to improve someone else's mood and to support them through challenging situations.
- Empathy is often confused with sympathy, but they are not the same thing. Sympathy is a feeling of concern for someone, and a sense that they could be happier. Unlike empathy, sympathy doesn't involve shared perspective or emotions.

There are three stages of empathy:

- Cognitive empathy is being aware of the emotional state of another person.
- Emotional empathy is engaging with and sharing those emotions.
- Compassionate empathy involves taking action to support other people.

#### Give Your Full Attention

Listen carefully to what someone is trying to tell you. Use your ears, eyes and "gut instincts" to understand the entire message that they're communicating.

#### **Consider Other People's Perspectives**

- You're likely familiar with the saying, "Before you criticize someone, walk a mile in their shoes." Examine your own attitude, and keep an open mind. Placing too much emphasis on your own assumptions and beliefs doesn't leave much space for empathy!
- Once you "see" why others believe what they believe, you can acknowledge it. This doesn't mean you have to agree with it, but this is not the time for a debate. Instead, be sure to show respect and to keep listening.

#### Take Action

- There's no one "right way" to demonstrate your compassionate empathy. It will depend on the situation, the individual, and their dominant emotion at the time. Remember, empathy is not about what you want, but what the other person wants and needs, so any action you take or suggest must benefit them.
- For example, you might have a team member who's unable to focus on their work because of a problem at home. It may seem the kind thing to do to tell them they can work from home until the situation is resolved, but work may in fact give them a welcome respite from thinking about something painful. So ask them which approach **they** would prefer.

## **LEADERSHIP**

- Leadership traits refer to personal qualities that define effective leaders.
- Leadership refers to the ability of an individual or an organization to guide individuals, teams, or <u>organizations</u> toward the fulfillment of goals and objectives.
- It plays an important function in management, as it helps maximize <u>efficiency</u> and achieve strategic and <u>organizational</u> <u>goals</u>.
- Leaders help motivate others, provide guidance, build morale, improve the work environment, and initiate action.

#### Effective Communicators

Leaders are excellent communicators, able to clearly and concisely explain problems and solutions. Leaders know when to talk and when to listen.

## Accountable and Responsible

Leaders hold themselves accountable and take responsibility for any mistakes. Leaders support and encourage individuality while abiding by organizational structure, rules, and policies that need to be followed.

## Long-term Thinkers

Leaders are visionaries. This is evidenced by the leadership trait of being able to plan for the future through concrete and quantifiable goals.

#### Self-motivated

Leaders are self-motivated and are able to keep going and attain goals despite setbacks. In addition, good leaders try their best to exceed, not just meet, expectations.

#### Confident

Virtually all good leaders share the leadership trait of confidence. They are able to make tough decisions and lead with authority. By being confident, leaders are able to reassure and inspire others, establish open communications, and encourage teamwork.

#### People-oriented

Leaders are typically people-oriented and team players. They're able to foster a team culture, involve others in decision-making, and show concern for each team member.

#### Emotionally Stable

Leaders exercise good control and regulation over their own behavior and are able to tolerate frustration and stress. Leaders are able to cope with changes in an environment without having an intense emotional reaction.

## **COMPETENCE**

- Competency Is Simply About Skill & Work Ethic.
- Competence has to do with your skill sets. They are those special abilities you have which help you clarify where you can best invest your time and energy.

#### Here are a few of the key ones:

- · Visioning: The ability to see the big picture in the future, and create it from nothing.
- · Strategizing: Being able to think through the plan of what will get the organization from beginning to goal.
- *Relating:* Connecting with others, to create trust with them, direct them and develop them.
- Executing: The operations gift, which is the ability to simply make sure that what needs to be done, really gets done.

## **CONSIDERATENESS**

Consideration for others is the foundation of good manners. It means adjusting your actions and words in small ways to accommodate other people's needs and feelings.

#### Start Small

Being considerate often involves doing something small for someone else. For example, making sure that there is a clean coffee cup for the next person, or helping your colleague to carry a large number of files.

## Respect Other People's Time

Be considerate of other people's time. See to it that you're on time for work, meetings and social gatherings. And if something unforeseen happens, be sure to let people know, so that you don't keep them waiting.

#### Don't Be Afraid to Apologize

It's mature and thoughtful to <u>apologize</u> for your mistakes. If you said or did something that was uncalled for, say sorry. It's not a sign of weakness to admit when you're wrong, but rather a sign of inner strength and humility.

#### Be Polite

Having good manners and being polite means going out of your way to make other people feel at ease and respected. It may sound simple, but a well-placed "please" or "thank you" can go a long way, and will also boost your reputation.

#### Share Your Space

When working in a shared office, consider that other people also need to feel comfortable in that space. Just because you don't mind leaving out dirty cutlery or trailing cables, that doesn't mean that your colleagues will feel the same.

#### Anticipate the Needs of Others

Spot opportunities to be helpful. Try to anticipate what someone is going to need next. For example, show a new colleague around the office, or offer them a drink. Learn to say, "How can I help you?" rather than, "Can I help you?"

### Think Before You Speak/Act

Don't let your mood affect how you treat your peers. If you're having a bad day, don't suck them into it by being rude to them. Treat your colleagues with respect and thoughtfulness, even if you don't feel like doing so. It's the hallmark of emotional intelligence.