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COMMUNICATION SKILLS

PD-II

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COMMUNICATION SKILLS




INTRODUCTION

COMMUNICATION IS SHARING IDEAS, OPINIONS, THOUGHTS, FEELING AND UNDERSTANDING THROUGH SPEECH, WRITING, GESTURES OR SYMBOLS BETWEEN TWO OR MORE PERSONS. WE ARE COMMUNICATING ALL THE TIME WITH OTHERS.

Master
Listening
Effective Body
Language Well
Business
Non-verbal
Cross
Good
Message
Active
Empathic
Communication
Cultural
Listen
Skills

UNDERSTANDING BASICS OF COMMUNICATION

- **Communication is conveying a message – verbally, written or through the use of signs. If we do not talk with others, then they will not know what we are thinking and they will not be able to understand us. One will feel terribly lonely this way.**
- **For some people, it is the problem of not knowing how to communicate. For others, it may be that they are too afraid to talk about their problems, share their views, and let others know what is going on in their mind.**

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- In fact, without communication, our relationships with others are likely to be dominated by suspicion, guess work, misunderstandings and false assumptions. Empathy creates wonderful results only when we are willing to let others know how we feel.
 - Lack of communication breeds problems in our relationships. We tend to assume that others know what we want or how we feel. Then when they do not react as we expect they should, we get upset. We expect people to understand us. The truth is they do not understand us, if we choose to believe that ideas can get across at the unspoken level! All too often, the communication between us and our loved ones, is merely functional – out of necessity. We waste many opportunities to enhance our understanding of each other and improve our relationship.



DIFFERENT

WAYS

OF

COMMUNICATION

THERE ARE THREE WAYS OF COMMUNICATION AS UNDER:



- Speaks softly
- Avoids looking at people
- Shows little to no expression
- Slouches and withdraws

Passive

Assertive

- Uses conversational tone
- Makes good eye contact
- Expressions match message
- Relaxes and shows open posture



- Speaks loudly
- Glares and stares at others
- Shows intimidating expression
- Stands rigidly, arms crossed

Aggressive

AGGRESSIVE

They believe that everyone should like them; I am never wrong I've got rights but you don't. They have a closed mind and are poor listeners. They have difficulty in seeing the other person's point of view, they interrupt and monopolize. They tend to dominate and put down others. They are bossy. While communicating they frown, stare, talk loudly or have a yelling tone of voice.



Aggressive

PASSIVE



Passive

The persons do not express their true feelings; they do not disagree and think that others have more rights than they do. Their communication style is indirect, they always agree and do not speak out and are very hesitant. While communicating they often lack facial expression and stand with down cast eyes.

ASSERTIVE

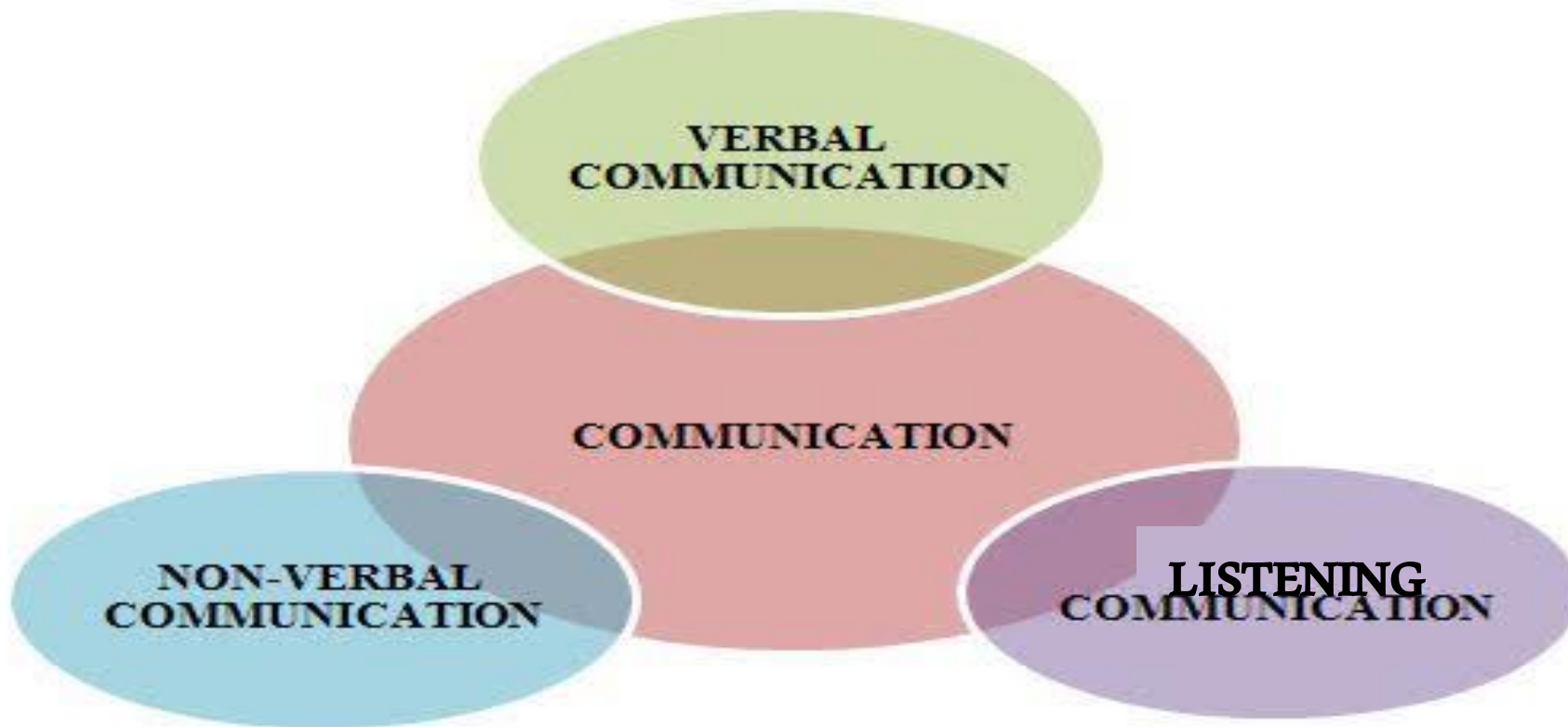
The person believes he/she as well as others are valuable. They know that if they have rights then others also have rights. They are active listeners and check on others feelings. They are action oriented, attentive, vocal, expressive, good listeners, aware, supportive, persuasive, fair, open and consistent in behaviour. Their expectations are realistic. They have open and natural gestures. They maintain an eye contact while communicating.



Assertive

Components of Effective Communication

Effective Communication involves



Verbal Communication

One person talks and the other listen to be able to react. The conversation can be informative, in the form of questions, a negotiation, and statement or open-ended questions, instruction, etc. And the situation can be formal or informal.



In relationships, communication is usually informal. Speech problem, too long sentences, mumbling, speaking too softly, hearing problems, listeners interrupting there speaker, loud external noises, etc. all hamper proper communication.



Body language

Be friendly

Non Verbal Communication

Non-verbal communication is that gives meaning to what is said and may communicate both appreciation and rejection. It includes such things as tone of voice, a nod of head, using silence, frowning, smiling, body posture, touch, shaking of the head to communicate approval or disapproval, lifting of the eyebrows to show surprise, distance between persons, playing with something in hand instead of focusing. Make use of body language to communicate effectively. Ensure that you appreciate others through body language. React to what others say by nodding, smiling and generally showing you are listening.



Facial expressions



Touch



Eye contact



Gestures

Listening



During communication, one person talks and another person listens. The listeners must give attention to all that is said, without interrupting the speaker and react later in a relevant manner. people may listen but know what the full message is. Some people react to when only half is said. There are people who listen selectively, who miss much of the message who and only focus on points relevant to him or her. Sometime we do not listen to our friends and other people; sometimes they do not listen to us. In either situation, there will be a problem in communication and understanding.

Communication

COMMON BARRIERS TO EFFECTIVE COMMUNICATION

No matter how good and effective a communicator one may be, yet the fact is that one does face certain barriers, from time to time, which forces them to work on becoming even more effective in their skills to communicate. Given here are the communication barriers that occur while listening, speaking and in the case of non-verbal communications.



BARRIERS TO LISTENING

(a) Interrupting the speaker.

(b) Not maintaining eye contact with the speaker.

(c) Rushing the speaker to complete what he has to say.

(d) Making the speaker feel as though he is wasting the listener's time.

(e) Being distracted by something that is not part of the ongoing communication

(f) Getting ahead of the speaker and completing his thoughts.

(g) Ignoring the speaker's requests.

(h) Topping the speaker's story with one's own set of examples.

(j) Forgetting what is being discussed



BARRIERS WHILE SPEAKING

- Unclear messages
- Lack of consistency in the communication process
- Incomplete sentences
- Not understanding the receiver
- Not seeking clarifications while communicating



The Other Barriers Include

- (a) Assumptions, for instance assuming others see a situation same as you or have same feelings as yours.**
- (b) Patterns / reverting to type.**
- (c) Language - different level of meaning.**
- (d) Erroneous transition, value judgment.**
- (e) Use of negative words.**
- (f) Perceptions - depending on mood, the receiver may misinterpret the message.**

REDUCING THE COMMUNICATION GAP



- (a) Plan ahead.
- (b) Involve others to contribute to planning.
- (c) Listen to the suggestions made by others.
- (d) Speak with purpose and be specific.
- (e) Justify your stand without upsetting others.
- (f) Have sense of humour.
- (g) Have empathy.
- (h) Do not be judgmental.
- (j) Do not underestimate the ability of others to contribute.
- (k) Observe the body language or the non-verbal communication of others.
- (l) Be transparent to inform others of the planned activities and get feedback.
- (m) Make modification in the plan to suit the need.
- (n) The words 'yes' and 'no' are very powerful. Learn to use them appropriately.





**THANK
YOU**