
Communication Skills

What is communication ?

Communication is the art of **transmitting information, ideas, and attitudes** from **one person to another**. Communication is the process of meaningful interaction among human beings.



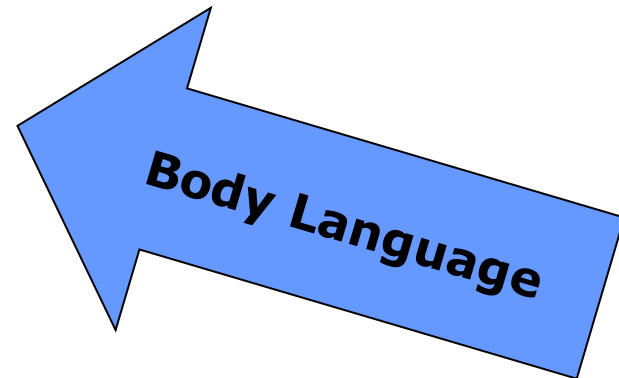
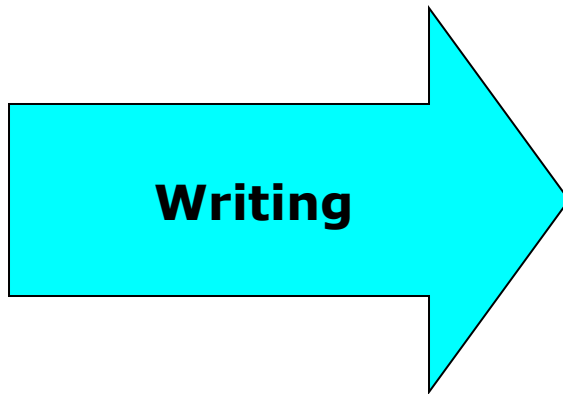
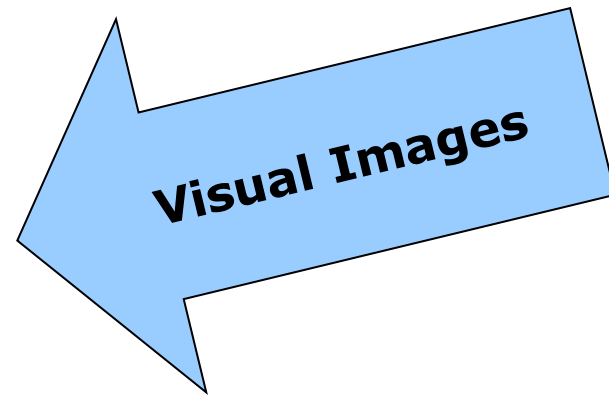
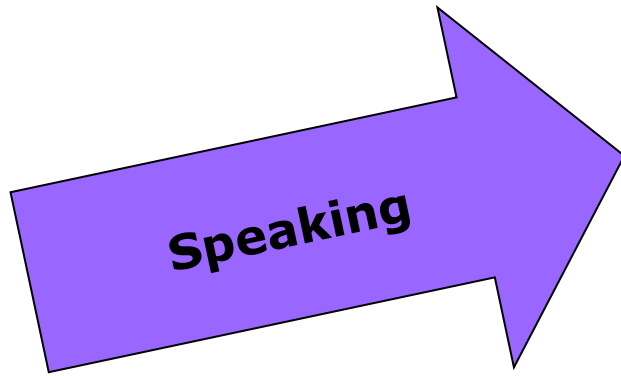
Communication Skills Overview



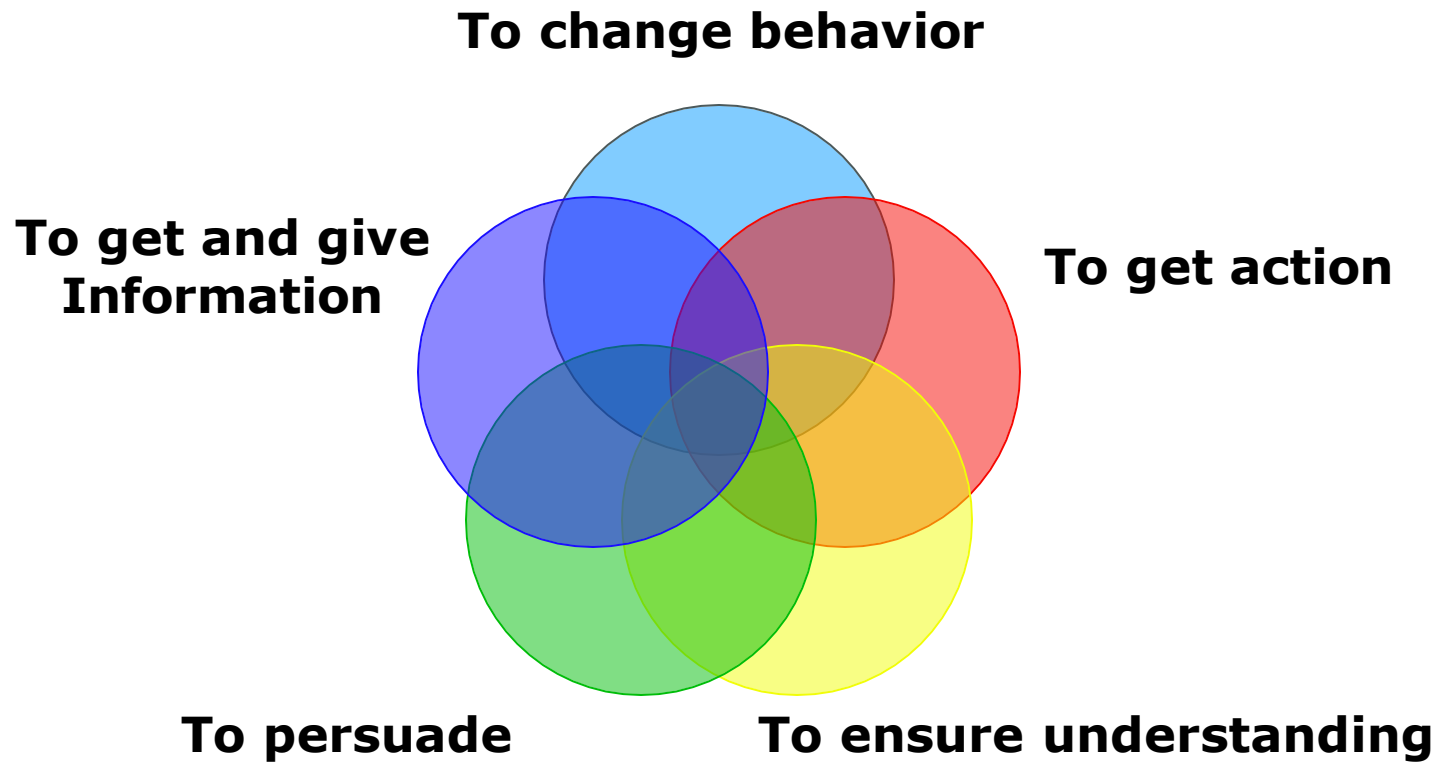
Effective communication skills are a critical element in your career and personal lives.

We all must use a variety of communication techniques to both understand and be understood.

Most common ways to communicate



Communication Goals



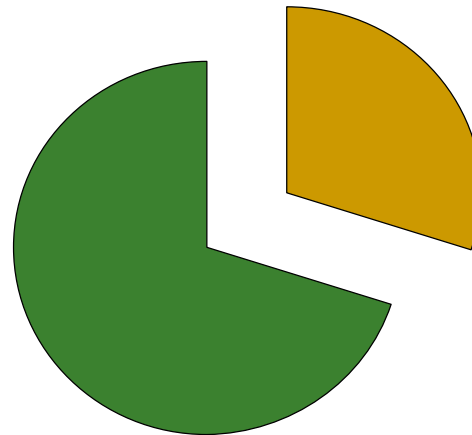
Source: CGAP Direct

Critical success factor for life

The majority of your
perceived ability comes from
how you communicate

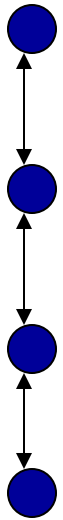
30% What you know

70% How you
communicate it

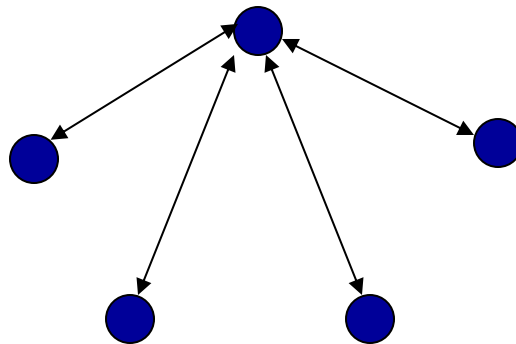


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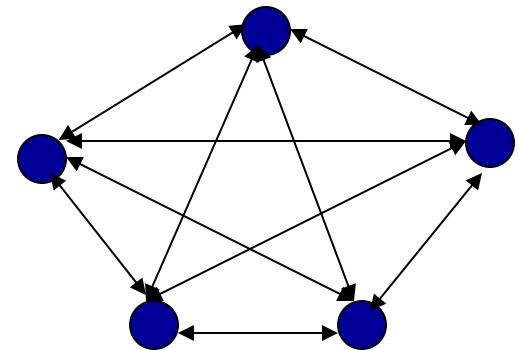
Communication Networks



Chain



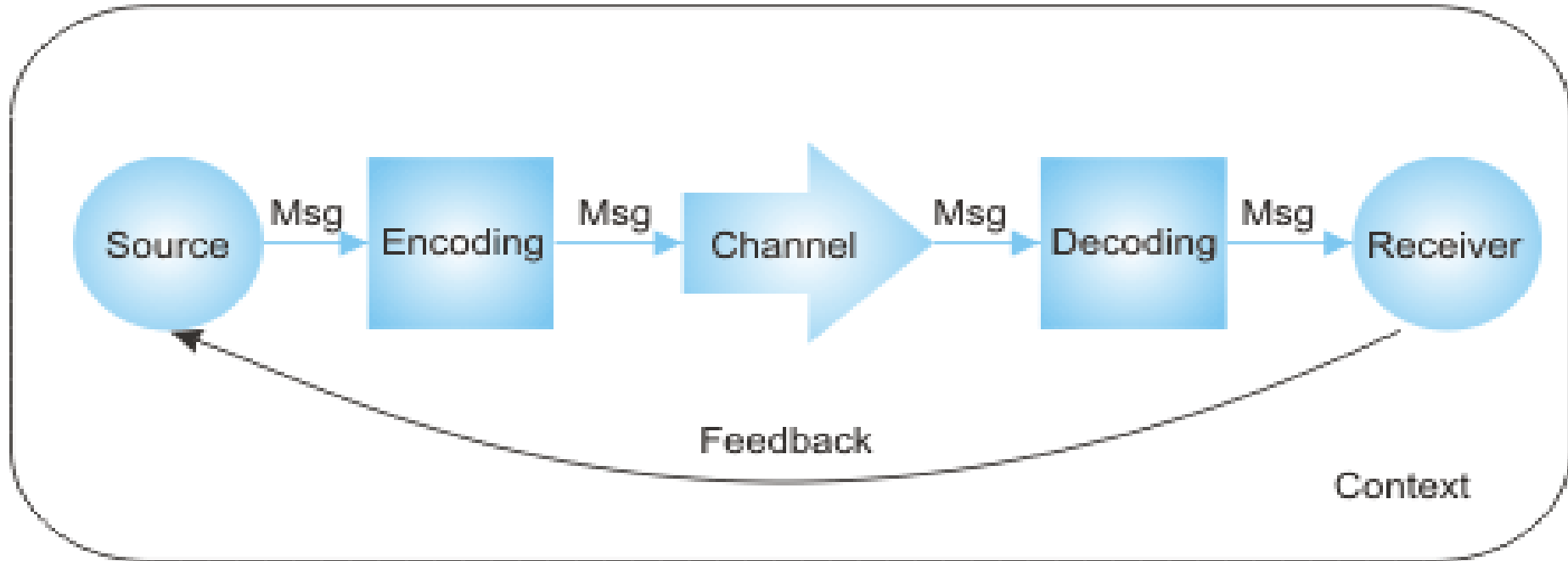
Wheel



All Channels

PROCESS OF COMMUNICATION

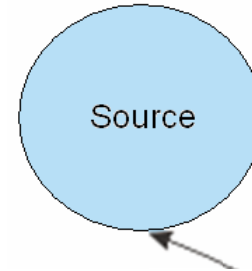
The Communications Process



PROCESS OF COMM...(cntd...)

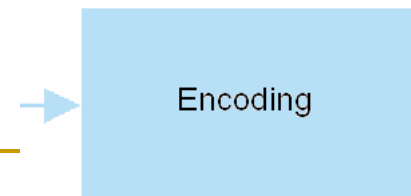
Source:

- Why to communicate?
- What to communicate?
- Usefulness of the communication.
- Accuracy of the Information to be communicated.

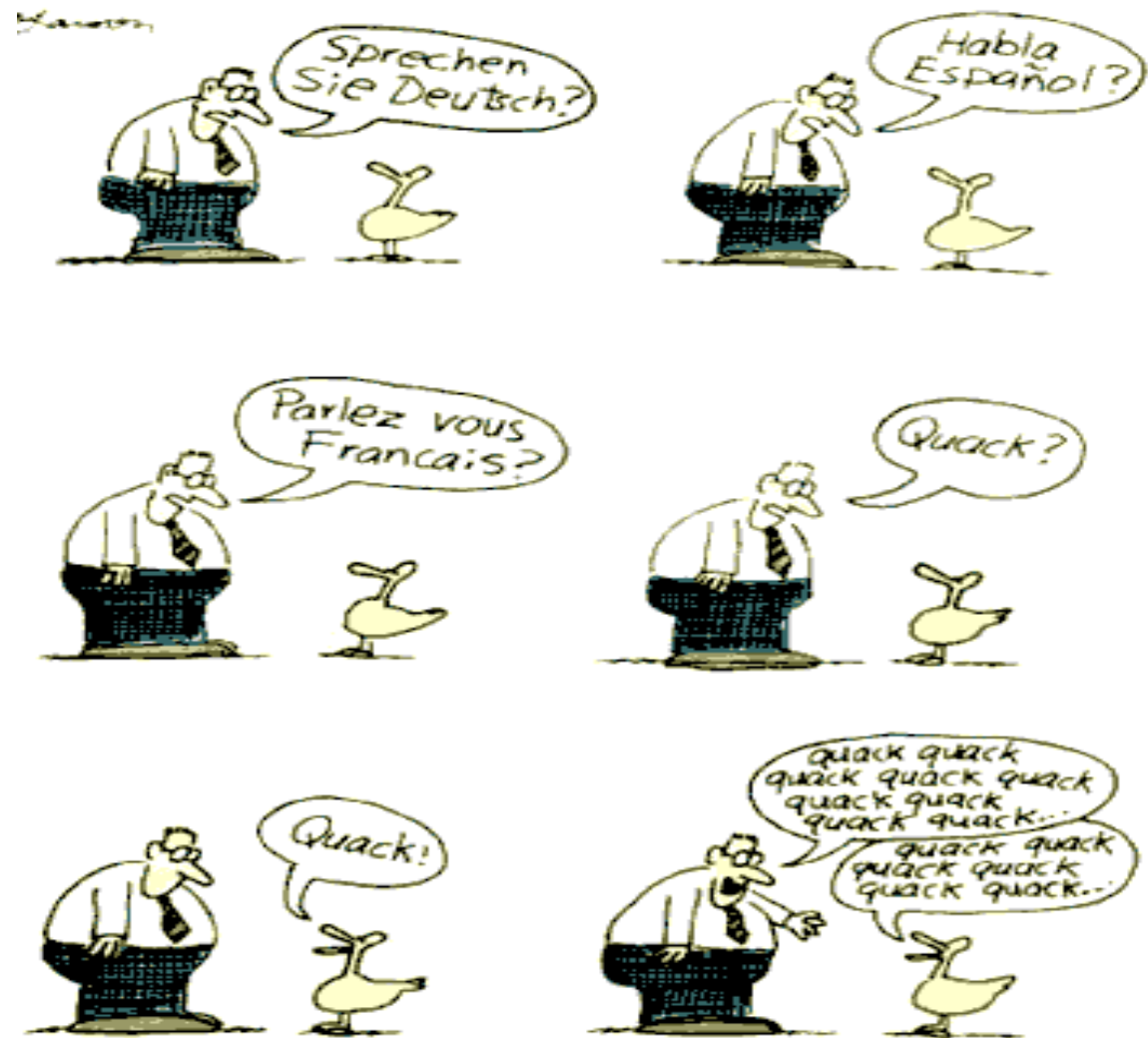


Encoding:

- The process of transferring the information you want to communicate into a form that can be sent and correctly decoded at the other end.
- Ability to convey the information.
- Eliminate sources of confusion. For e.g. cultural issues, mistaken assumptions, and missing information.
- Knowing your audience.



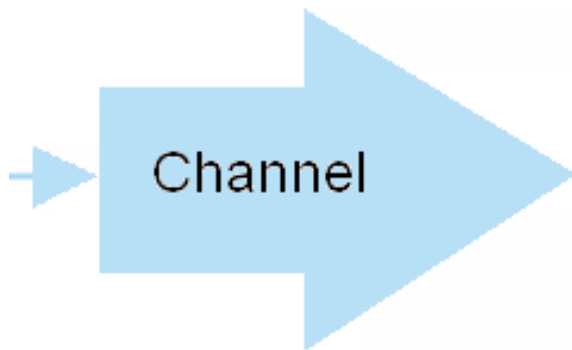
Take care of your language



PROCESS OF COMM...(cntd...)

- **Verbal Communication Channels**

- Face-To-Face meetings,
- Telephones,
- Video Conferencing.



- **Written Communication Channels**

- Letters,
- e-Mails,
- Memos,
- Reports.

PROCESS OF COMM...(cntd...)

Strengths and Weaknesses

■ **Verbal Communication:**

Strength - Role of Body Language.

Weakness - Not possible to give long list of directions

■ **Written Communication:**

Strength - A proof of a communication

Weakness - Written words does not show a person's actual feelings.

Game # 1

Verbal Communication



GAME # 1 Verbal Communication

RULE:

- Make a group of Four.
- Sequentially assign a number to every individual.
- 1 representative Pick up on chit from the lot.
- Memorize the sentence and return the chit.
- Go back and utter the sentence to the 2nd person.
- No one else should hear the sentence.
- Then the 2nd person should utter it to the 3rd person and so on.
- The last person should announce the sentence to all.
- And 1st person reads the chit.

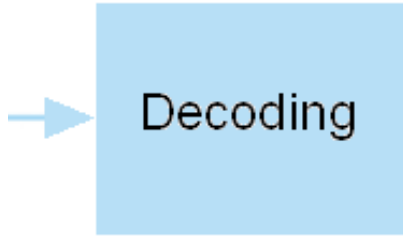


WHAT DID WE LEARN?

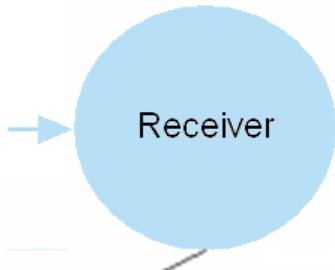
- Only verbal communication can create chaos while it reaches the last person.
- Every person's thought process influences the individual understanding.

So be an active listener.....

PROCESS OF COMM...(cntd...)



- EFFECTIVE DECODING:
 - Listen actively,
 - Reading information carefully,
 - Avoid Confusion,
 - Ask question for better understanding.
- The audience or individuals to whom we are sending the information.



THE INFLUENCE FOR RECEIVER:

- The prior knowledge can influence the receiver's understanding of the message.
- Blockages in the receiver's mind.
- The surrounding disturbances.

PROCESS OF COMM... (cntd...)

FEEDBACK:

Feedback can be:

- Verbal Reactions and Non-Verbal Reactions.
- Positive feedback and Negative feedback.

PROCESS OF COMM... (...end)

CONTEXT:

1. Various Cultures (Corporate, International, Regional, etc),
2. Language,
3. Location or Place (Restaurant, Office, Auditorium, Room, etc).
4. Situation

The sender needs to communicate the context to the receiver for better clarity in the communication process.

Game # 2

Cave Rescue



Game # 3

Survive The Crash



GAME # 3 Survive The Crash

You and your companions have just survived the crash of a small plane. Both the pilot and co-pilot were killed in the crash. It is mid-January , and you are in Northern Canada. The day temperature is 25 below zero, and the night time temperature is 40 below zero. Snow is covering the whole area. The nearest town is 20 miles away. You are all dressed in city clothes appropriate for a business meeting. Your group of survivors managed to salvage the following items:

GAME # 3 Survive The Crash

- A ball of steel wool
- A small ax
- A loaded .45-caliber pistol
- Can of Crisco shortening
- Newspapers (one per person)
- Cigarette lighter (without fluid)
- Extra shirt and pants for each survivor
- 20 x 20 ft. piece of heavy-duty canvas
- A map made of plastic
- One Alcohol bottle.
- A compass
- Family-size chocolate bars (one per person)

Your task as a group is to list the above 12 items in order of importance for your survival. List the uses for each. You **MUST** come to agreement as a group.

Game # 4

Nuclear Holocaust



GAME # 4 Survive The Crash

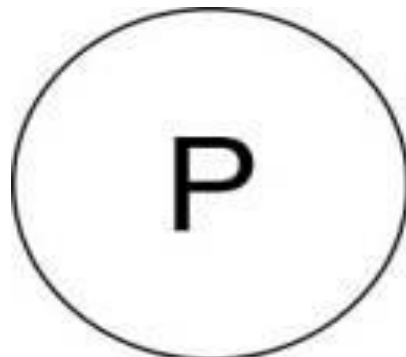
- World War 3 has just occurred and you and 9 other people find yourselves to be the only people left on the earth. You manage to all make it to a bunker, however, you all realize that if 3 of you wish to survive for many years, 7 of you will have to leave soon because there are not enough resources for all of you to survive. If all of you stay, then you will all live only for a maximum of 2 years.

GAME # 4 Survive The Crash

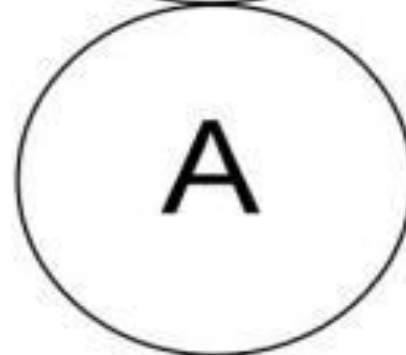
In your group of ten, each of you have a chance to speak. You must present your case. Explain why you think you should live. Argue for your life unless you really want to sacrifice for others. Listen to others arguments as well.

- Scientist.
 - Theologian.
 - Married couple who are hippies and drug addicts
 - a single pregnant woman with a 5 year old girl.
 - an army officer.
 - an elderly woman.
 - a disabled person.
 - Lawyer.
 - Businessman who never paid taxes.
 - Doctor.
-

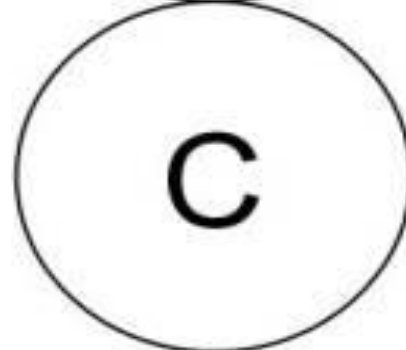
Ego States



PARENT EGO STATE
Behaviours, thoughts and feelings
copied from parents or
parent figures



ADULT EGO STATE
Behaviours, thoughts and feelings
which are direct responses to
the here and now

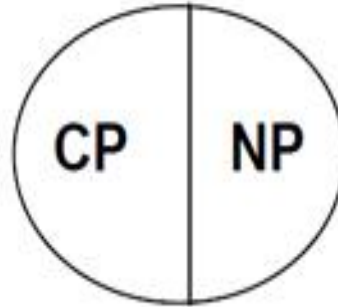


CHILD EGO STATE
Behaviours, thoughts and feelings
replayed from childhood

Ego States

- **Communicates “You’re not okay” message and criticizes.**

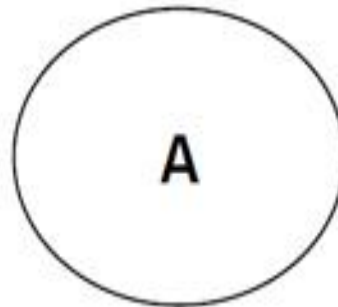
Control-
ling
Parent



Nurturing
Parent

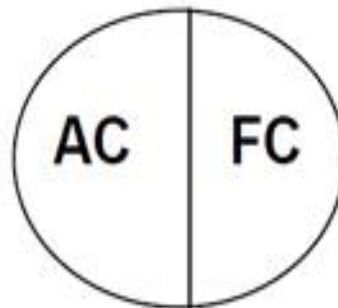
- **Communicates “You’re okay” message and encourage.**

- **Adult Ego state is the best and strongest and most balanced.**



- **Always communicates “Okay” message.**

Adapted
Child



Free
Child

- **In this mode the person runs wild with no restrictions or boundaries.**

Ego States

- Invite other side to the Adult Ego by:
 1. Asking clarification questions.
 2. Asking for their suggestions.
 3. Asking for their preference.
 4. Asking for their view.



Ego States

■ Invite other side to the Nurturing Parent by:

1. Asking for their help.
2. Asking for their advice.
3. Asking for their expert opinion.
4. Communicating your fears/worries.



Ego States

- **Invite other side to the Free Child by:**
 1. Being yourself.
 2. Showing the funny side of the situation.
 3. Going to nurturing parent.
 4. Being enthusiastic.



Game # 2

The Angry Owner



The Angry Owner

- You are a salesman health insurance to business. You have contacted a small business owner who made it clear that he is a busy man with very tight schedule. He allowed you a 30 min presentation from 2:00 PM to 2:30PM.
- You arranged your time to be 15 min early. On the freeway heading to his office a multi-car accident has occurred, and the entire freeway has come to a complete stop. For 45 min your car did not move an inch and you are in a dead zone for your cell phone.
- You reached the place 45 min late and sweating like a basketball player the receptionist called the owner to announce your arrival. Ordinarily he would tell the receptionist to tell you to “Go to Hell” – but he is so mad that he wants to tell you that – himself.

Listening Skills



Agenda

1. Motivation
2. How to Listen
3. Paraphrasing, Summarizing and Questioning

Part 1

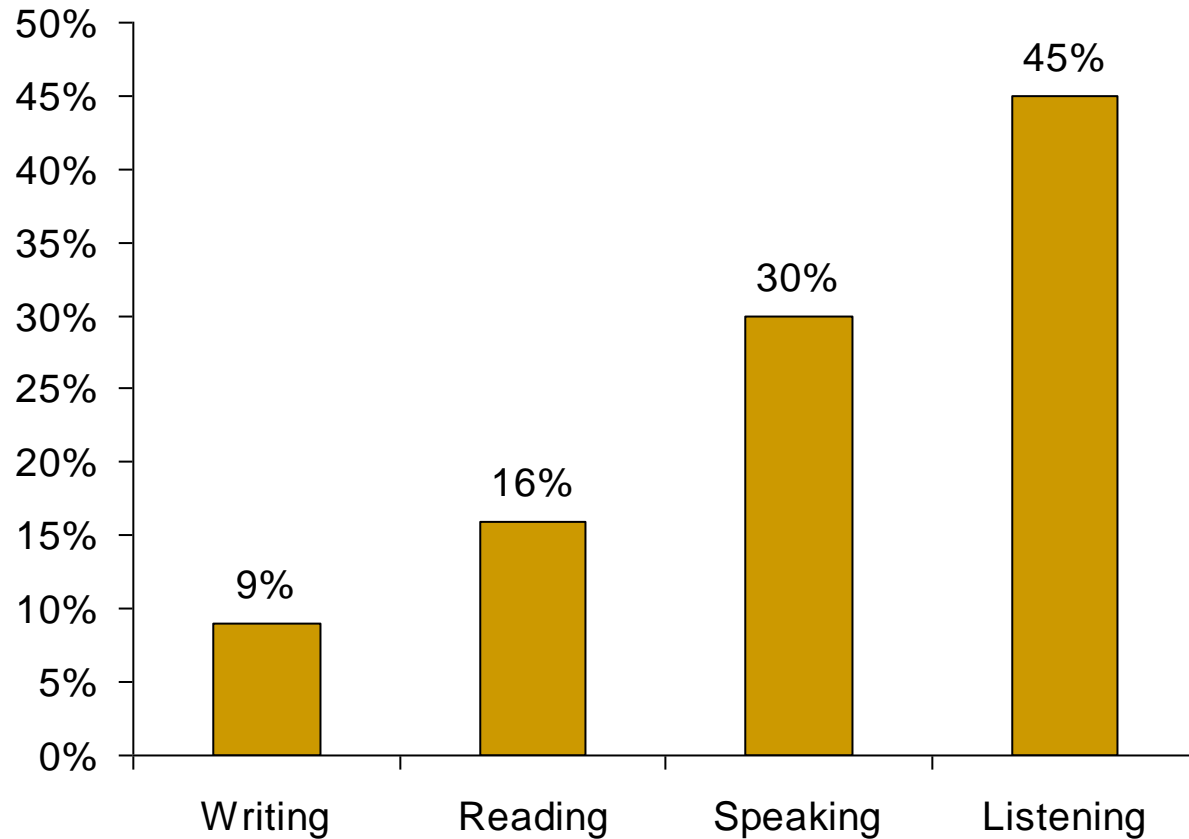
Motivation



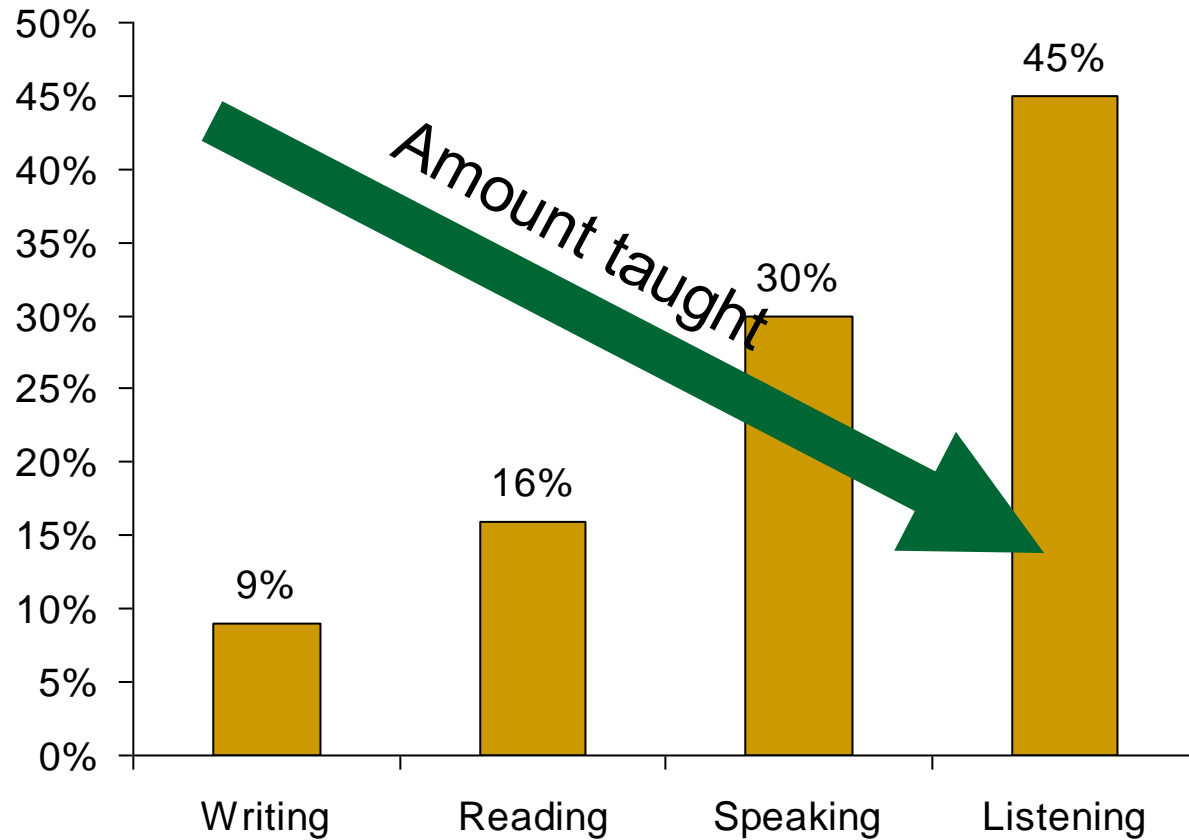
Be An Active Listener



Listening and Speaking are used a lot...



... But not taught enough



Listening is needed everywhere...

- Listening skills form the basis of:
 - Continued learning
 - Teamwork skills
 - Management skills
 - Negotiation skills
 - Emotional intelligence

... But not practiced effectively

- 70% of all communication is
 - Misunderstood
 - Misinterpreted
 - Rejected
 - Distorted
 - Not heard

Source: CGAP Direct

Part 2

How to Listen





or listener."

What if communication were not possible?





Frustration and Chaos!

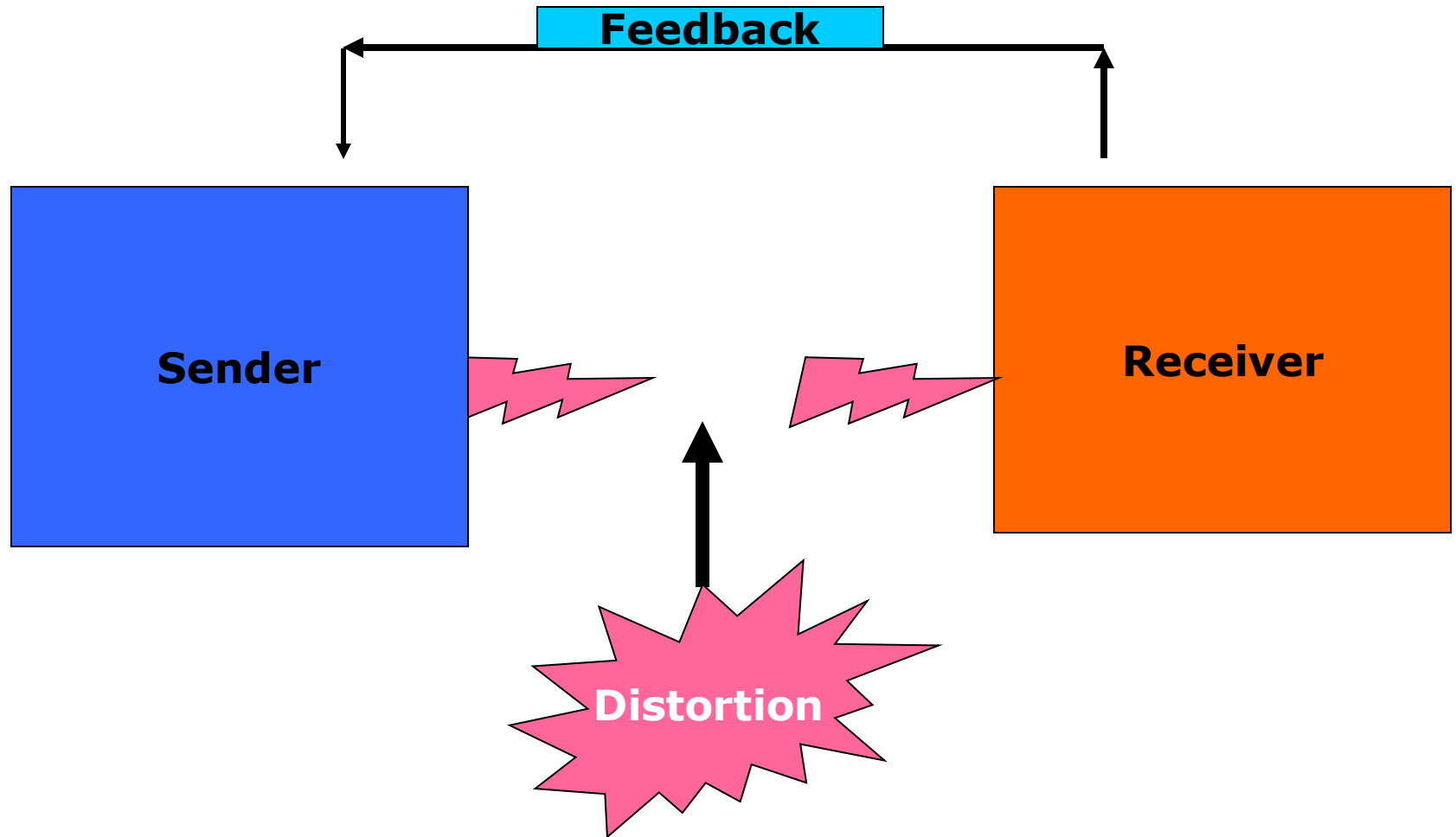
Both children want the orange



But without good listening, neither gets what they want...



Messages not delivered due to “distortion”



What causes distortion?

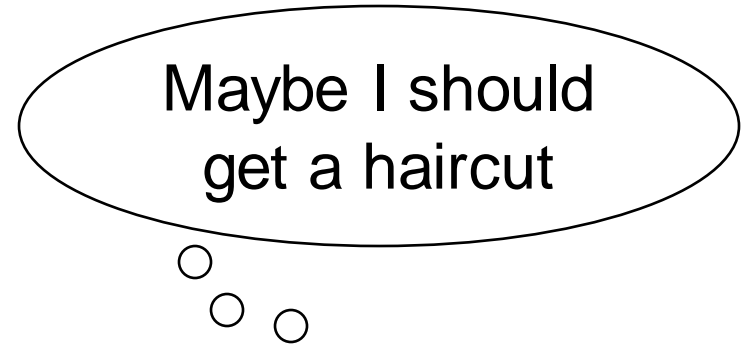
■ Speaker

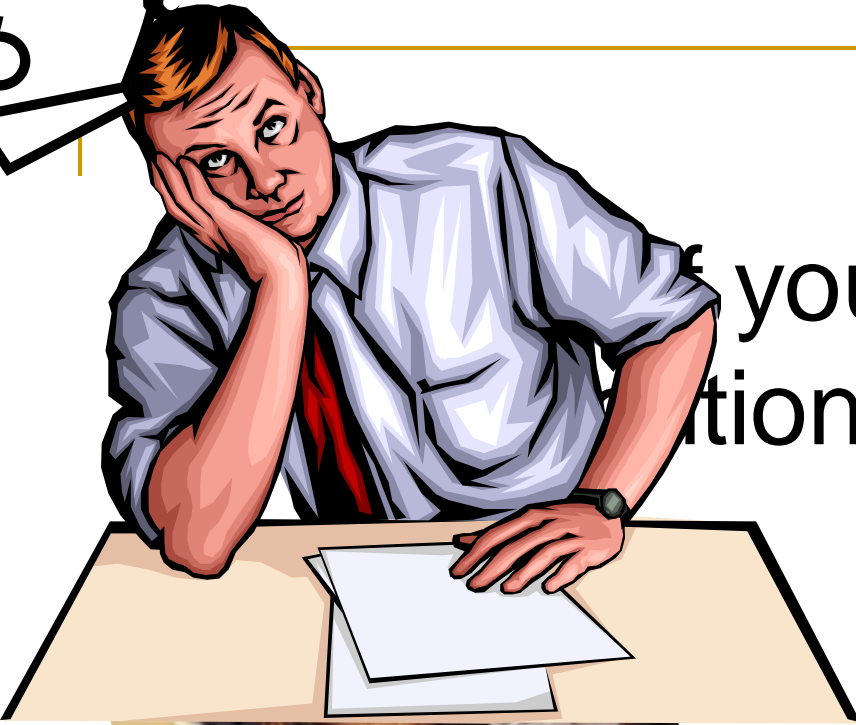
- Language
- Wordiness
- Semantics
- Emotions
- Inflections

■ Listener

- Perceptions
- Preconceived notions/expectations
- Physical hearing problem
- Speed of thought
- Personal interests
- Emotions
- Attention span
- **No active listening!**

What you think about?



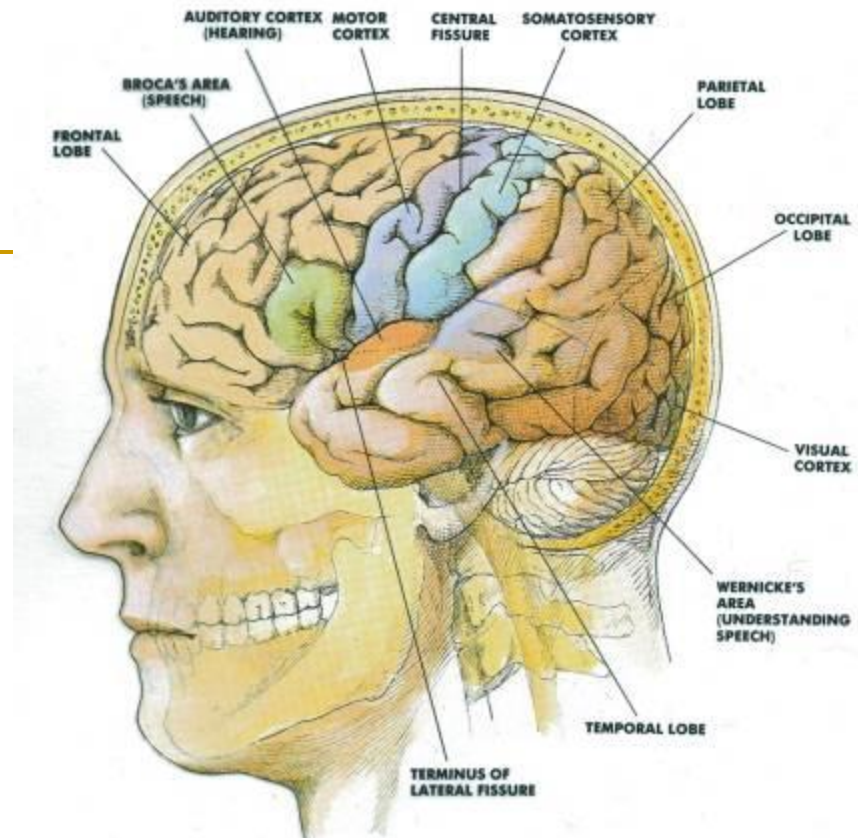


If you aren't paying attention right now!



Game # 3

Perception



GAME # 3 Perception



Guess the Occupation of these two persons

GAME # 3 Perception



Guess the Occupation of these two persons

GAME # 3 Perception



Guess the Occupation of these two persons

Clues that you are not listening

- Are you simply waiting for your turn to talk?
- Are you thinking about your reply before the other person has finished talking?



We need to listen each others



Listening and speaking require energy

- Listening takes. . .
 - concentration and energy
 - curiosity and open-mindedness
 - analysis and understanding
- Speaking requires. . .
 - sharp focus
 - logical thinking
 - clear phrasing
 - crisp delivery


How to be an active listener

- Set the stage
 - Choose an appropriate physical environment
 - Remove distractions
 - Be open and accessible
 - Maintain relaxed, open posture that shows concentration
- Ensure mutual understanding
 - Reflect feelings
 - Offer acknowledgements (say “uh-huh”)
 - Paraphrase main ideas
 - Interrupt to clarify
 - Confirm next steps

How to be an active listener

- Understand body language
 - Observe position and posturing
 - Make eye contact
 - Consider expression and gestures
- Suspend judgment
 - Concentrate
 - Keep an open mind
 - Hear the person out
 - Do not react to emotive words

Active Listening (not!)

- 
- Behavior that is not active listening
 - ❑ Act of distracted (too many things to watch!)
 - ❑ Tell your own story instead of acknowledging theirs
 - ❑ Give a response
 - ❑ Give a late response or negative
 - ❑ Interrupt
 - ❑ Glaze
 - ❑ Assume what was said
 - ❑ Give advice/solutions quickly
 - ❑ Change the subject
 - ❑ Reassure without acknowledgment

SIX WAYS OF USING NON-VERBAL COMMUNICATION SKILLS EFFECTIVELY

Some major areas of nonverbal behaviors to explore are:

- Eye contact
- Facial expressions
- Gestures
- Posture and body orientation
- Proximity
- Paralinguistic

SIX WAYS OF ... (cntd...)

EYE CONTACT:

Eye is an direct and most expressive part of our body.

Different ways of Eye Contact

- ❑ Direct Eye Contact: (Shows confidence)
- ❑ Looking downwards (Listening carefully or Guilty)
- ❑ Single raised eyebrow (Doubting)
- ❑ Both raised eyebrows (Admiring)
- ❑ Bent eyebrows (Sudden focus)
- ❑ Tears coming out (Emotional either happy or hurt)

.....and many more

SIX WAYS OF ... (cntd...)

■ EYE CONTACT:



PRESERVING EYE CONTACT IS **VERY** IMPORTANT FOR VISUAL COMMUNICATIONS.

SIX WAYS OF ... (cntd...)

FACIAL EXPRESSION:

Smile covers the most part of facial expression:

Smiling is a powerful cue that transmits:

- **Happiness**
- **Friendliness**
- **Warmth**
- **Liking**
- **Affiliation**

FEW FACTS

- You have over **630 muscles** in your body.
- Eye muscles are the busiest muscles in the body. Scientists estimate they may move more than **100,000 times a day**.
- You have over **30 muscles** in your face to help you smile or frown. It takes **17 muscles to smile** and **43 to frown**.
SO SMILE EVERYTIME YOU SEE SOMEONE.
- The strongest muscle in your body is your **tongue**. **USE IT EFFECTIVELY.**
- It takes the interaction of **72 different muscles** to produce human speech.

GAME # 4 Facial Expressions



SIX WAYS OF ... (cntd...)

GESTURES:

- If you fail to gesture while speaking, you may be perceived as boring, stiff and unanimated.
- A lively and animated teaching style captures students' attention, makes the material more interesting, facilitates learning and provides a bit of entertainment.
- Head nods, a form of gestures, communicate positive reinforcement to students and indicate that you are listening.

GAME # 5 Gestures



SIX WAYS OF ... (cntd...)

POSTURE AND BODY ORIENTATION:

- You communicate numerous messages by the way you walk, talk, stand and sit.
- Standing erect, but not rigid, and leaning slightly forward communicates to students that you are approachable, receptive and friendly.
- Furthermore, interpersonal closeness results when you and your students face each other.
- Speaking with your back turned or looking at the floor or ceiling should be avoided; it communicates disinterest to your class.

Posture Analysis



SIX WAYS OF ... (cntd...)

PROXIMITY:

- Cultural norms dictate a comfortable distance for interaction with audience.
- You should look for signals of discomfort caused by invading young audience's space.
- Some of these are:
 - Rocking,
 - Leg swinging,
 - Tapping,
 - Gaze aversion,
- To counteract this, move around the classroom to increase interaction with your students. Increasing proximity enables you to make better eye contact and increases the opportunities for students to speak.



SIX WAYS OF ... (cntd...)

■ **Paralinguistic :**

This facet of nonverbal communication includes such vocal elements as:

- Tone**
- Pitch**
- Rhythm**
- Timbre**
- Loudness**
- Inflection**

Part 3

Paraphrasing, Summarizing and Questioning



Techniques to improve listening skills

PARAPHRASE

**Restate what was
said in your own
words**

SUMMARIZE

**Pull together
the main points
of a speaker**

QUESTION

**Challenge speaker
to think further,
clarifying both your
and their
understanding**

Practice Paraphrasing

- Paraphrasing is simply restating what another person has said in your own words.

- Use phrases such as:
 - In other words...
 - I gather that...
 - If I understand what you are saying...
 - What I hear you saying is...
 - Pardon my interruption, but let me see if I understand you correctly...

Practice Summarizing

- Summarizing pulls important ideas, facts or data together.
 - Useful for emphasizing key points and setting the stage for further discussion.
 - The person summarizing must listen carefully in order to organize the information systematically.
- Try out these summarizing phrases:
 - “If I understand you correctly, your main concerns are...”
 - “These seem to be the key ideas you have expressed...”

Two basic types of questions

1. Closed questions:

- ❑ Get a one-word response and inhibit thought.
- ❑ Questions begin with who, when and which

2. Open-ended questions:

- ❑ Invite unique thought, reflection or an explanation.
- ❑ Questions begin with how, what and how come (not why!).



GAME # 6

- Rephrase the following closed questions to make them open-ended:
 1. Are you feeling tired?
 2. Isn't it a nice day?
 3. Was the last activity useful?
 4. Is there anything bothering you?
 5. So everything is fine, then?

Thank You!

