Welcome

“With Great Power Comes Great Responsibility.”

* Need for Communication Skills-
* Need for Communication skills in English

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Resource Persons
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Importance of Effective Communication

- No matter how brilliant and invaluable your idea, it is worthless unless you can share it with others.
- Effective communication is crucial at every level of an organization.
- To effectively communicate a complex idea, requires skills beyond elementary conversation.
- Communication is a two-way process involving an exchange of ideas.
- Communication is Effective if the message received is the same as message sent.

No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

“If you just communicate, you can get by. But if you communicate skillfully, you can work miracles.”
Jim Rohn
**Telephone Skills**
Thinking through in advance what you want to say. Keeping business calls to the point.

**Presenting**

**Giving & Accepting Criticism**
Saying sorry in an assertive, not passive way. Allowing disagreements to be brought into the open. Using the praise sandwich when criticising.

**Motivating & supporting**
Giving praise. Giving encouragement. Giving thanks for praise or help. Working well in a team.

**SPOKEN COMMUNICATION**
Bruce Woodcock, bw@kent.ac.uk University of Kent Careers

**Persuading & Negotiating**
Getting an agreement acceptable to both sides: win:win. Backing up points with logic. Showing tact to those you disagree with.

**Gathering Information**
Asking open & probing questions to understand views & feelings of others. Clarifying & summarising what they are saying.

**Listening**
Accurately hearing what people are saying & expressing interest. Showing empathy.

**Body Language**
Using it yourself & being sensitive to its use by others: eye contact, gestures, head nodding, smiling, open posture.
How we use our Verbal, Para-verbal and Non-verbal abilities decides ‘How we communicate’. 
Verbal and Non-Verbal Communication

Contexts:
- Providing Information - report etc
- Receiving Information/assessing
- Instructions
- Clarification/problem solving...
- Feedback
- Brainstorming/discussion in teams
- Informal...

With Superiors
With Equals
Subordinates
Public
Media

Different Strokes!
Let us know the ingredients in good communication

Please note down the important ingredients as stated in the video clip
Task: Here you have a few statements on what Interpersonal communication (IPC) is “NOT”. Take 2 minutes time and jot down what IPC “IS”

<table>
<thead>
<tr>
<th>IS NOT:</th>
<th></th>
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<tbody>
<tr>
<td>One-way communication</td>
<td></td>
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<tr>
<td>Memorized</td>
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<tr>
<td>Only asking (all) the questions</td>
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<tr>
<td>Strict turn taking</td>
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<tr>
<td>Ignoring your partner; waiting to say something</td>
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<td>Overly concerned about accuracy</td>
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<td>Giving up when you don’t understand</td>
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<td>IS NOT:</td>
<td>IS:</td>
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<td>-----------------------------</td>
<td>----------------------------------------------------</td>
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<tr>
<td>One-way communication</td>
<td>Two-way exchange</td>
</tr>
<tr>
<td>Memorized</td>
<td>Spontaneous (and unpredictable)</td>
</tr>
<tr>
<td>Only asking (all) the questions</td>
<td>Helping each other</td>
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<tr>
<td>Strict turn taking</td>
<td>Following-up and reacting; maintaining the conversation</td>
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<tr>
<td>Ignoring your partner; waiting to say something</td>
<td>Indicating interest: interactive body language; eye contact</td>
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<tr>
<td>Overly concerned about accuracy</td>
<td>Focusing on the message (fluency)</td>
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<tr>
<td>Giving up when you don’t understand</td>
<td>If communication fails/falters, asking for clarification</td>
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BARRIERS TO COMMUNICATION

- Filtering
- Selective Perception
- Information Overload
- Emotions
- Language
- Silence
- Communication Apprehension
  / Social Anxiety
- Complex organizational structure
How Much Time Do You Spend?

- Up to 70% of waking time spent communicating
- Nearly 45% of communication time spent listening
- Conclusion: Listening is a key component to every aspect of our lives
Active listening is the process of paying full and careful attention to a speaker’s message.

Listening actively is not hearing. It is the process of listening to the whole person—verbal and non-verbal (body) content of messages.

By active listening we are picking up more complex messages.

Empathic Listening

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”
Your Communication Skills depend on:

THE ICEBERG OF SUCCESS & HAPPINESS

IQ

EQ
“The void created by the failure to communicate is soon filled with poison, drivel and misrepresentation.”
— C. Northcote Parkinson

EXPLAIN YOUR ANGER INSTEAD OF EXPRESSING IT, AND YOU WILL FIND SOLUTIONS INSTEAD OF ARGUMENTS.

10% of conflict is due to difference in opinion and 90% is due to delivery & tone of voice.
“Raise your words, not voice. It is rain that grows flowers, not thunder.”

~Rumi
7 Truths About Effective Communication

1. Earn Trust - be honest; don’t exaggerate, distort or deceive.
2. Really Listen - you can’t change another’s opinion until you truly understand it.
3. Be Open - if you want to change another’s mind, show yours is open; be willing to make the first concession.
4. Show Respect for the opinion you want to change and the person who owns it - insults and sarcasm only fuel resentment and fortify resistance.
5. Discuss, Don’t Debate - success is agreement, not surrender.
6. Don’t Be Self-righteous - the depth of your convictions shows your sincerity, but to the other person, your truths are just opinions.
7. Be Satisfied With the Best Possible Result - even if it’s not all you wanted.

- Michael Josephson
Let us recall

Memory Game
Phase II

Body Language ---
Culture driven gestures
Attitude
Redefining Workplace Etiquette
73% of what we communicate to other people is through our body language and facial expressions. We may say one thing, but “project” a different message. Learn the art of body language...
Cross-cultural Communication
An Example of Different Meanings of the Same Gesture

UK & USA = O.K.
JAPAN = MONEY
RUSSIA = ZERO
BRAZIL = INSULT
It is what you ‘are’ that counts
More than the words you use!

What counts: Your nature/character/empathy/openness/positivity
-either the presence or the absence of......
Situations act like a touch-stone...’What are You truly?’
Communication must be HOT. Honest, Open and Two-way.

― Dan Oswald
Here are some good communication skills you absolutely must know:
Body language. Your body language speaks volumes before you ever open your mouth.

... Active listening. ...
Conflict resolution. ...
Authenticity. ...
Emotional intelligence. ...
Articulation and tone of voice. ...
Mirroring. ...
Asking great questions.

*We need to know a language before we can..................
Global Communication - Global Language
Need For Communication Skills in English

As a global language, English opens doors for everyone to access a wealth of knowledge, a huge network, and numerous business opportunities
WHY ENGLISH?
Mother tongue influence
Very little exposure and practice opportunities
Acceptability of ‘Indian English ‘ by many
Less importance to: pronunciation/ spelling/
grammar/right vocabulary/sentence structure.....
Result:
Ineffective or poor Communication
- misunderstanding/conflicts
Loss of Confidence
Hesitation
Loss of respect/control
WHEN ENGLISH IS NOT YOUR NATIVE LANGUAGE

READING IN ENGLISH
EASY
HA HA SO FUNNY

WATCHING A MOVIE IN ENGLISH
IT'S OK, EVEN WITHOUT SUBTITLES
IT'S AN IMPOSSIBLE PUZZLE AND I LOVE PUZZLES!

LISTENING TO AN ENGLISH PODCAST

SPEAKING ENGLISH
I DON'T LIKE STARBUCKS ANYMORE, 'CAUSE YOU GO THERE AND THEY DON'T CARE ANYMORE...

THI...THANQUE IOU...VERIEUH MEUTCHE...FOURE...
Five tips to improve English Speaking Skills

1. Don’t worry about making mistakes because you will and be patient. This is not a one day process.

2. Talk slowly and carefully. Restrict yourself to simple sentences until you gain confidence.

3. Watch English movies and shows. Carefully observe how proficient speakers of the language pronounce words and frame their sentences.

4. Communicate with your friends, relatives and anyone with regularity. Many online sites offer you the opportunity to voice chat with another user. This is an effective way to practice. The more you communicate in English, the better your speaking skills will be.

5. Read article, books and magazines of your choice. Learn new words everyday. When you hear a new word, try to find its usage, synonyms and antonyms.
Open your Window to the World

&

Your success will be directly proportional
To your communicative competence!