Communication Skills for effective functioning

(Citizen Centric communication for Leaders)
The Focus of this session:
Communication related Barriers and means to overcome
Effective Citizen centric communication strategies

Before we start:
What makes communication effective?
Does the success of a person depend on communication skills? Why?
What are the most common instances of interaction in your workplace?
Relationship building, communication, teamwork, diversity, and integrity are not optional.

“Words can create. And words can destroy. Choose yours well.”
- Robin Sharma
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 the 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
Some Situations where we use communication

Seeking/Offering; one to one/teams/groups:
  Information
  Appreciation
  Persuasion
  Negotiation
  Presentation
  Opinion
  Feedback
  Orders
  Instructions....

Apology
  Motivation
  Support
  Clarification
  Summing
  Explanation
  Criticism
  Advice
  Directions
  Different emotions...

But.....are we always successful?
The seven key attribute areas identified to be a successful leader include: Relationship building, partnering, communications, teamwork, diversity, continuous learning and integrity.

Most of us never obtain these skills as part of our college degrees, certifications and other ongoing training. They are left to our own devices when it comes to developing these talents.
7 C’s Of Communication

- Correct
- Complete
- Concrete
- Concise
- Consideration
- Courteous
- Clear
The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw

Can you name some reasons for the illusion?
BARRIERS TO COMMUNICATION

- Filtering
- Selective Perception
- Information Overload
- Emotions
- Language
- Silence
- Communication Apprehension
  /Social Anxiety
- Complex organizational structure

Poor communication environments impair communication
The 21st century communication scenario is expected to be democratic, equitable, empowering.
A citizen-centric approach is the ultimate way in which governments will not only meet users’ demands but also engage them as decision-makers.
Citizen-centric approach – enabling participation, promoting inclusiveness, creating a holistic approach to service, providing a two-way communications system allow citizens to be aware, understood, and ultimately, participate in the process.

Can we think of some people centric skills that leaders need?
People-Centric Skills: Interpersonal and Communication Skills include:

• Conflict Management
• Coaching and Mentoring
• Building an Effective Team and Team Dynamics
• Team Leadership

• Partnering and Relationship Building
• Effective Meeting Practices
• Brainstorming and Multivoting
• Assessing Corporate Culture
• Active Listening
• Non-verbal Communications
• Consensus Building
9 ways to be ‘EFFECTIVE’ in People/Citizen Centric Communication

*E-Empathetic - Allows to connect
*F-Firm - Being Assertive (not aggressive/not submissive)
*F-Facilitating - Providing details (avoiding incomplete information)
*E-Enabling — Speak less, make others speak (active listening)
*C-Courteous - Be polite
*T-Timely - have appropriate, essential components
*I-Inclusive - Sharing information in an accessible manner, wide coverage
*V-Validated - Truthful, with evidence, trust winning
*E-Encouraging - Safe, open, rewarding, constructive
**Empathy** is the skill of understanding and recognizing others' feelings and perspectives. As a **leader**, that skill is obviously important.

You cannot effectively lead someone you don't understand. ... Daniel Goleman has hailed **empathy** as a core competency of **good leadership**

**Empathic leadership** is the ability of **leaders** to understand, relate to and be sensitive to customers, colleagues and communities.

**Sociopathic leadership**, on the other hand is arrogant, self-centred, insensitive and manipulative.
How to Be an Empathetic Leader

Truly listen. Empathetic leaders don't just listen but truly listen. ...
Don't interrupt. ...
Be fully present. ...
Leave judgment behind. ...
Watch body language. ...
Encourage the quiet ones. ...
Take a personal interest. ...

Lead from within: Empathy is an emotional and thinking muscle that becomes stronger with use.
“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.
To facilitate and enable in a timely manner

Know What Your Users Want
Before-during-after-what,how,when

Use Every Available Channel

Leverage a Network

Present Timely Information
Encourage
1. Make it safe to communicate.
2. Create new approaches to communication. Introduce new ways to communicate throughout your organization. ...
3. Encourage and reward honest and open dialogue.
4. Criticize constructively, not destructively. ...
5. Build team communication.

One of the most sincere forms of respect is actually listening to what another has to say.

Bryant H. McGill
Bring a positive, constructive, attitudinal change towards giving and receiving feedback, through practice.
93% of what we communicate to other people is through our body language and facial expressions and tone. We may say one thing, but “project” a different message. Learn the art of body language...

Attitude is a little thing that makes a big difference

-Winston Churchill
HOW TO IMPROVE YOUR USE OF NON-VERBAL COMMUNICATION

- Gain control of your facial expressions
- Use body language to connect with your staff
- Get your point across with gestures
- Use proxemics and haptics depending on the situation
- Recognize nonverbal signals from other people
## Smile and the World Smiles With You

- There are many characteristics that come across the phone.

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<th>Recall Ability</th>
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6 Communication Skills That Will Make You a Better/Effective Leader

• Know yourself. All good communication starts from a place of self-awareness.
• Know your audience. The best communication arises out of understanding whomever you're speaking to.
• Be direct, specific and clear.
• Pay attention to nonverbal communication.
• Listen more than you speak.
• Be positive and respectful

Recap:

“The art of communication is the language of leadership.”
James Humes
Think Time:
1) Recall some of the good communicators you met so far.
2) Which of the qualities we discussed, do they have?
3) Did we miss any points?
4) What could be the reason for/motivation behind their success?
To listen well is as powerful a means of communication and influence as to talk well.

- John Marshall

Communication works for those who work at it.

- John Powell

Work at your communication skills and be effective leaders!
All the best!