Communication Skills

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Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life.

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Brian Tracy
Communication

?????????
Basic communicative skills

- Predominantly verbal
  - questions and appeals
  - explanation
  - summaries
  - interpretation
  - demonstration of understanding

- Predominantly non-verbal
  - observation
  - listening
  - empathy
  - demonstration of interest
  - respect
Communication Skills
What is essential or very important in communication?
Listening. Being a good listener is one of the best ways to be a good communicator. ...

Why should we listen?
One of the most sincere forms of respect is actually listening to what another has to say.

Apart from respect.... What more?
7 HABITS OF HIGHLY EFFECTIVE PEOPLE

BE PROACTIVE

BEGIN WITH THE END IN MIND

PUT FIRST THINGS FIRST

THINK WIN-WIN

SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD

SYNERGIZE

COMBINE THE STRENGTHS OF YOUR TEAM

sharpen the saw

(continue your education)
Why People Don’t Listen?

• People are distracted, preoccupied or forgetful a full 75 percent of the time.
• We usually recall just 50 percent of what was said immediately after we talk.
• We spend just 45 percent of our time listening.
• We remember just 20 percent of what we hear.
• Only 2 percent of us have had formal educational experience with listening.
Communication is the most important skill in life. You spend years learning how to read and write, and years learning how to speak. But what about listening? What training have you had that enables you to listen so you really, deeply understand another human being? Probably none, right?....( We haven’t learnt this cycling !)
Listening is not easy.......

- **Hearing**: Requires least expenditure of energy.
- **Listening to understand content**: Requires least expenditure of energy.
- **Listening to retain content**: Requires greatest expenditure of energy.
- **Listening to analyze and evaluate content**: Requires greatest expenditure of energy.
- **Listening to help others (active and empathetic listening)**: Requires greatest expenditure of energy.
4 types of autobiographical listening:

Evaluating: judge and then either agree or disagree.

Probing: ask questions from our own frame of reference.

Advising: give counsel, advice, and solutions to problems.

Interpreting: analyze others' motives and behaviors based on our own experiences.

There is internal noise which obstructs our listening.
INTERNAL NOISE

- Attitudes
- Beliefs
- Feelings
- Opinions that influence our ability to send and receive messages
5 different types of listening styles. Generally, we only use one of the first four, however the 5th is the one that we should be using:

- Ignoring
- Pretending
- Selective
- Attentive
- Empathic
Active Listening

- Use of open & closed questioning
- Clarify
- Summarise
- Show interest
- Listen for feelings
- Signal encouragement
- Reflect
- Probe
- Observe non-verbal behaviour
- Avoid prejudice
- Avoid interruption & distraction
<table>
<thead>
<tr>
<th><strong>ATTENTION</strong></th>
<th>Listen to learn about coworkers. Focus by engaging and evaluating their unique talents.</th>
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<td><em>Helps Coworkers Feel Respected and Understood</em></td>
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<td><strong>ACCEPTANCE</strong></td>
<td>Show approval by being agreeable, supportive and welcoming. Create an environment for expression, free from judgment.</td>
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<td><em>Helps Coworkers Feel Safe to Express Themselves and Their Ideas</em></td>
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<td><strong>APPRECIATION</strong></td>
<td>Have an “attitude of gratitude.” Exhibit gestures of kindness and acknowledge achievement.</td>
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<td><em>Helps Coworkers Feel Like They Are a Valued Part of the Team</em></td>
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<td><strong>AFFECTION</strong></td>
<td>Be available to your coworkers when they need you. Show compassion and express encouragement through thoughtful actions and words.</td>
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<td><em>Helps Coworkers Feel Genuinely Liked</em></td>
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<td><strong>ALLOWING</strong></td>
<td>Empower your coworkers by allowing them the flexibility to express their talents and leadership.</td>
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<td><em>Helps Coworkers to feel trusted and free to be their unique selves.</em></td>
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You Receive the Five A’s by Giving the Five A’s


“The 5 A’s” from David Richo’s book “How to Be an Adult in Relationships”
The "third ear," refers to the practice of listening for the deeper layers of meaning in order to glean what has not been said outright. It means perceiving the emotional underpinnings conveyed when someone is speaking to you. Developing this ability is a powerful tool, if we set out to develop our third ear, it helps us appreciate what's driving other people and aids in making better decisions.
Listen and silent are spelled with the same letters. Think about it.
Words, once they are printed, have a life of their own.

Carol Burnett
Communication - the human connection - is the key to personal and career success.

Paul J. Meyer

Any Telugu quotes or poems?
I bow down to Pārvatī and the Supreme Lord, the world’s parents, who like word and meaning are unified, that I may attain right knowledge of word and sense. (1).
Ingredients in effective communication?
Clarity in purpose
Clarity in thought
Clarity in expression
Clarity in communication

The single most important lesson of effective communication is this: Focus on clarity. Concentrate on precisions. Don’t worry about constructing beautiful sentences. Beauty comes from meaning, not language. Accuracy is the most effective style of all.

— David Gerrold —
21st century ......some outstanding speakers

“EXTEMISTS HAVE SHOWN WHAT FRIGHTENS THEM MOST: A GIRL WITH A BOOK.”
-MALALA YOUSAFZAI.

“The art of communication is the language of leadership.”
- James Humes
Interpersonal x Intrapersonal

Let us identify
Some common qualities in good communication/purposeful communication (irrespective of the Status, gender, nationality....)
Effective, apt vocabulary (can be developed)
A Sense of Appropriate time, location, environment (people skills)
Factors Affecting Communication

- Status/Role
- Cultural Differences
- Choice of communication channels
- Length of Communication
- Use of Language
- Disabilities
- Known or Unknown Receiver
- Individual Perceptions
- Atmosphere/Noise
- Clarity of Message
- Lack of Feedback
Assertive, not aggressive

Protecting your Thoughts, Ideas & Territories while Respecting other’s Rights, Feelings & Thoughts
Give and Take

“Communication must be HOT. That’s Honest, Open, and Two-way.” - Dan Oswald

Inclusive attitude

Develop communication or programme materials that include people with disabilities and are able to be accessed by people with disabilities
INFORMATION OVERLOAD

- Recognize overload in others.
- Recognize overload in self.
- Limit overload situations.
Avoid Sarcasm,
Negative remarks,
Negative body language
Gender insensitivity
Inappropriate jokes...
Inappropriate appearance/dress
Focused & Lively

Supportive anecdotes
References
Stories
Quotes.....
Be trustworthy, Reliable Open Exemplary, to bring value to what you utter. So, attitude, personality, (not mere words) matter.

People may hear your words, but they feel your attitude.

- John C. Maxwell
When a person is open, relaxed, composed, in self-control, Empathetic listening ensues, making communication much More fruitful.
Over coming the barriers of effective communication

- Connecting with The audience
  - Summarizing what has been said
  - Effective Questions
  - Seeking Participation
  - Checking for understanding
  - Simple Words
  - Body language (Smile, Eye contact, Gestures, tone)
  - Cultural Sensitivity
So,...
Developing Better Communication is possible through introspection, self-assessment, accepting feedback, stress busting, listening to yourself... breaking the silence,...
“Leadership is communicating to people their worth and potential so clearly that they come to see it in themselves.”

Stephen Covey, The 8th Habit

Habit 8 : “Finding your voice and helping others find theirs.”

- “Voice” is the unique personal significance each of us offers, and can bring to bear at work.
- The 8th habit is all about moving from effectiveness to greatness.
- Finding our unique voice means fulfilling our innate potential.
- Finding our voice, involves the four elements of a whole person: mind, body, heart and spirit.
- Mind = Vision
  - When the mind is fully developed we gain vision, the ability to discern the highest potential in people, institutions, causes and enterprises.
Shall we recall some important ingredients in effective verbal Communication?

Effective L................
Clarity in.................................................................
Assessment Not partial Or Aggression
Two ............... Liv........................
HOT means..............................................................
Any more points ?.
What about this session?

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