

Commissionerate of Collegiate Education, AP

APHRDI, Bapatla

3-Day Training Programme for JKC-Mentors (FT)

Communication Skills Business Correspondence

**(with focus on Formal Language,
Report Writing, Telephone Etiquette
and e-correspondence)**

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CHODAVARAM

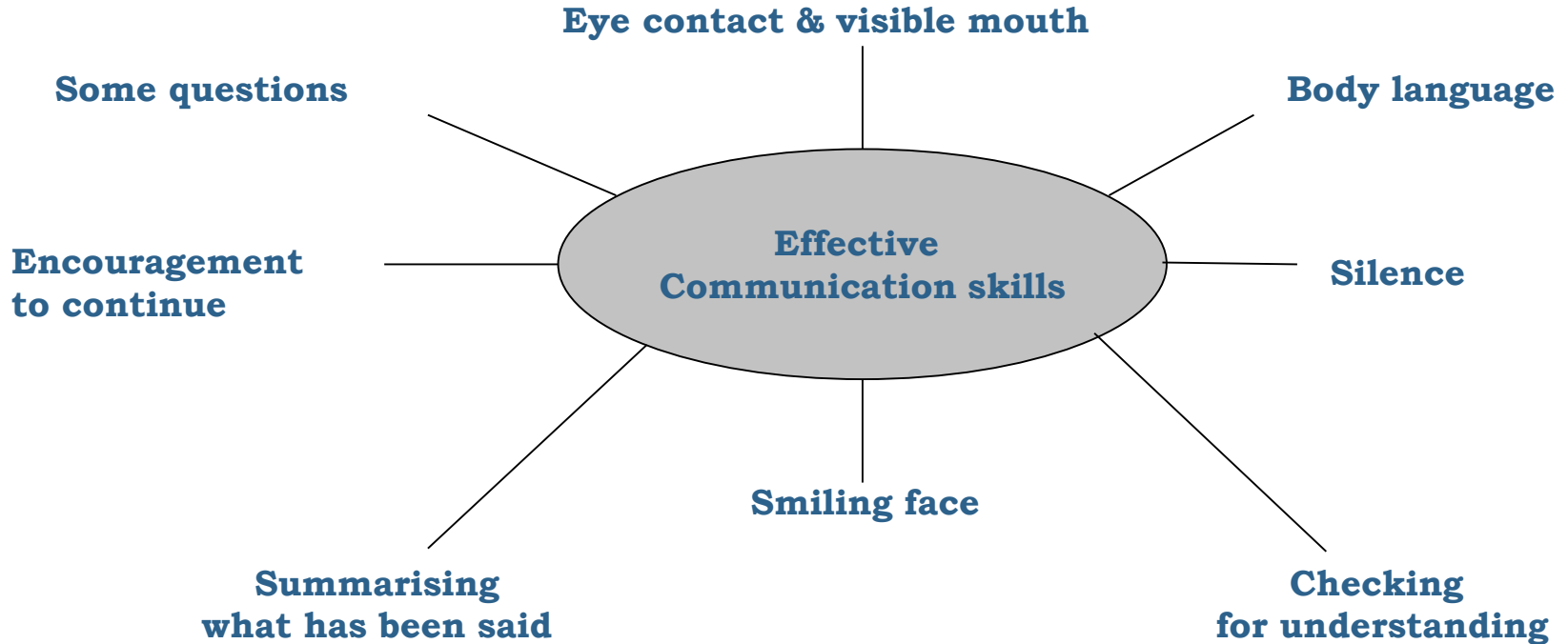
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Objectives

- Define and understand communication and the communication process
- List and overcome the barriers in a communication process
- Practice active listening
- Tips to improve verbal communication

Effective Communication Skills



What is Communication?



ITS ESSENCE:

- ❖ PERSONAL PROCESS
- ❖ OCCURS BETWEEN PEOPLE
- ❖ INVOLVES CHANGE IN BEHAVIOUR
- ❖ MEANS TO INFLUENCE OTHERS
- ❖ EXPRESSION OF THOUGHTS AND
EMOTIONS THROUGH WORDS & ACTIONS.
- ❖ TOOLS FOR CONTROLLING AND MOTIVATING PEOPLE.
- ❖ IT IS A SOCIAL AND EMOTIONAL PROCESS.

Barriers to Communication

- Noise
- Inappropriate medium
- Assumptions/Misconceptions
- Emotions
- Language differences
- Poor listening skills
- Distractions



Communication Skills

We are right.....

But only 50% right.

Because....

Verbal Communication has another very important part.....

“LISTENING”.

“Speaking” + “Listening” = “Verbal Communication.”

Hearing Vs Listening



Hearing – Physical process, natural, passive

Listening – Physical as well as mental process, active, learned process, a skill

Listening is hard.

You must choose to participate in the process of listening.



“If we were supposed to talk more than listen, we would have been given two mouths and one ear.”

-Mark Twain

Listening Skills

- Active Listening
- Responding
- Paraphrasing
- Asking questions for clarification
- Mirroring the other person's language

Benefits of Effective Listening



- Listening to others is an elegant art.
- Good listening reflects courtesy and good manners.
- Listening carefully to the instructions of superiors improve competence and performance.
- The result of poor listening skill could be disastrous in business, employment and social relations.
- Good listening can eliminate a number of imaginary grievances of employees.
- Good listening skill can improve social relations and conversation.
- Listening is a positive activity rather than a passive or negative activity.

Speaking consists of two parts...

1) What to Speak

and

2) How to Speak

Why do we get Nervous?

**Nervousness does not cause as much
Forgetting as.....
Forgetting causes Nervousness.**

In other words, **we would not get nervous
if we knew for certain that we would
not forget...our lines.**

2) “How to Speak.”

Guidelines...

- Speed
- Clarity
- Punctuation
- Pronunciation
- Familiarity
- Fluency
- Expression

Speed/Pace

Speed....number of words per minute.

- While Most Indians speak at **170 to 180 wpm**, their foreign counterparts speak at **110 to 120 wpm.**
- **Slowing down on rate of speech** is the first step towards better speech.

Clarity

Clarity...if audible & free of distortion.

- Speech should be **loud** enough to carry to all the listeners.
- Voice **Clarity** can be mastered with regular practice.

Pronunciation

Pronunciation....

- Always remember that English is not "**phonetic**". That means that we do not always say a word the same way that we spell it.
- Use a Good **Dictionary** or work with your **Trainer** to Correct **pronunciation.**

Punctuation

Punctuation...use of various kinds of pauses.

- **Pause.spotS lluF ta**
- **Pause.sammoC ta**
- **Pause.snoloc imeS ta**
- **Pause.skram noitcejretnI ta**
- **Pause.skram noitseuQ ta**

Familiarity (*Vocabulary*)

Familiarity with words used.

- Learning new words...
- Using known words in new contexts...
- Understanding contexts and situations before reading again..

Fluency

Fluency...Able to express easily.

- Developing **Fluency** is a matter of having all the other parameters in place
- **Fluency** elbatrofmoc a taht setacidni neeb sah egaugnol eht htiw ytiliba gnikrow dehsilbatse

Expression

Expression...transforming of ideas into words

Expression htiw sgnileef tnereffid fo dna hctip ,enot ,sserts drow,sdrow .noitcelfni

How to Improve Communication Skills

- ❖ IMPROVE LANGUAGE.
- ❖ IMPROVE PRONUNCIATION.
- ❖ WORK ON VOICE MODULATION.
- ❖ WORK ON BODY LANGUAGE.
- ❖ READ MORE....
- ❖ LISTEN MORE....

How to Improve Communication Skills

- ❖ INTERACT WITH QUALITATIVE PEOPLE.
- ❖ IMPROVE ON YOU TOPIC OF DISCUSSION,
- ❖ PRACTICE MEDITATION & GOOD THOUGHTS.
- ❖ THINK AND SPEAK.
- ❖ USE SIMPLE VOCABULARY.
- ❖ LOOK PRESENTABLE AND CONFIDENT.
- ❖ DO NOT SPEAK TOO FAST.
- ❖ DO NOT SPEAK ONLY TO IMPRESS SOMEONE.

Communication Skills

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Communication Skills

THANK YOU!