



Seminar on Communication skill
Development
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Communication skill Development

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Communication skill Development



- The process of communication is what allows us to interact with other people; without it, we would be unable to share knowledge or experience with anything outside of ourselves.

- The fact, is that apart from the basic necessities, one needs to be equipped with habits for good communication skills, as this is what will make them a happy and successful social being.

- Common forms of communication include speaking, writing, gestures, touch and broadcasting.

Meaning and Definition

Effective communication is a two way process – sending the right message and to the right person.

“Effective communication is the communication which produces intended or desired result”

Communication skill in work place



- An Educational Institution has employees and students from different strata of society with different culture, language and backgrounds.
- Considering the diversity, communication becomes a very important tool to achieve the organizational goals.

Uses of Effective communication

It helps to understand a person or situation.

It enables us to solve the differences, build trust and respect in the organization.

Some times our message is misunderstood or we misunderstand the received message, effective communication helps us to resolve problems with both's point of view.

Effective communication helps us to connect well with students, colleagues, boss etc.

It helps us in decision making.

The Communication skills and leadership



**Great communicators
are made and not
born.**



What is common between Mahatma Gandhi and Nelson Mandela?

One - Great leaders

Second - amazing ability to communicate.

It simply means that communication skills are an essential element of leadership and one cannot become an effective leader without possessing the virtue of communication.

Communication skill Development



Without effective communication you
cannot lead...
you end up taking a walk on your own.

The 7 C's of effective Communication

1. Completeness.
2. Conciseness.
3. Consideration.
4. Clarity.
5. Concreteness.
6. Courtesy.
7. Correctness.

The 7 C's of effective Communication

1. Completeness

The information should be complete
resulting in

Better understanding without any doubts.
Helps in decision making.

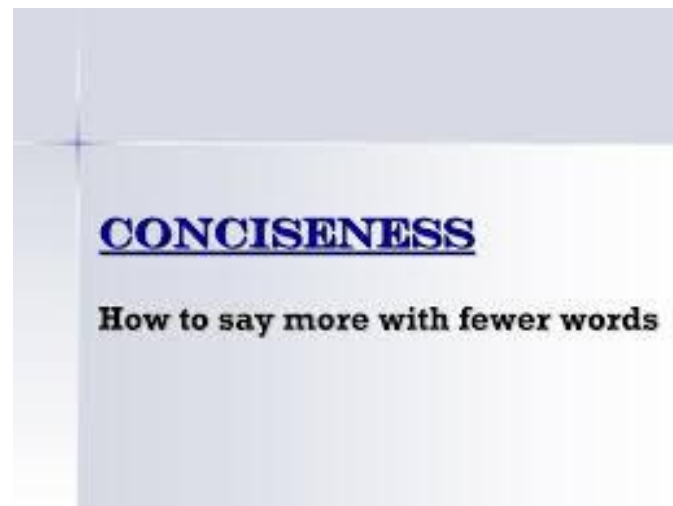


The 7 C's of effective Communication

2. Conciseness.

The information should be communicated in minimum words or short.

Concise message is more appealing and non repetitive in nature.



The 7 C's of effective Communication

3. Consideration.

The information should be communicated by knowing mind set of listener.

We need to consider the needs and requirements of audience.



The 7 C's of effective Communication



4. Clarity.

The information should emphasize the specific goal or objective.

Clarity comes with the use of exact, appropriate and concrete words.

The 7 C's of effective Communication



5. Concreteness.

The information should imply clear target to be achieved.

Concreteness reduces the misinterpretations.

The 7 C's of effective Communication

6. Courtesy.

It means being polite, kind, judicious, enthusiastic and convincing.

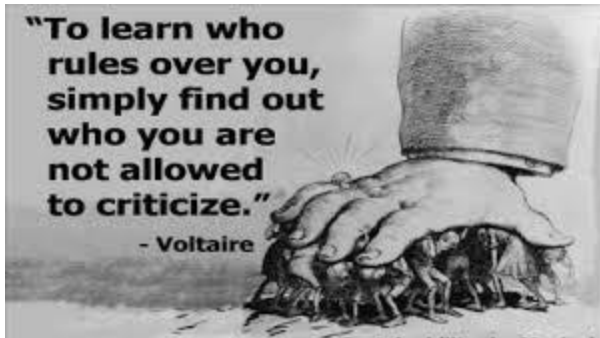
Courtesy reflects the nature and character of the sender.



The 7 C's of effective Communication

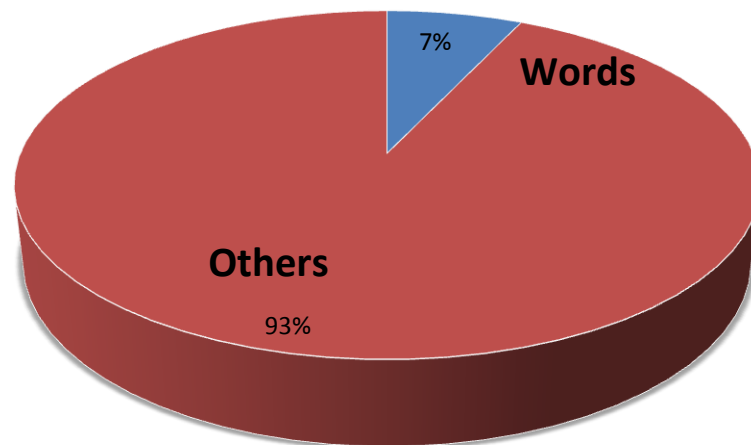
7. Correctness.

It means the level of accuracy and precision needed in information.



The Communication skills

- Many people assume that communication is all about words but that is a misleading notion.
- Surprisingly, words just constitute 7% of the effective communication whereas rest of the 93% is contributed by other constituents.



The Communication skills

7% WORDS

Words are only labels and the listeners put their own interpretation on speakers words

38% PARALINGUISTIC

The way in which something is said - the accent, tone and voice modulation is important to the listener.

55% BODY LANGUAGE

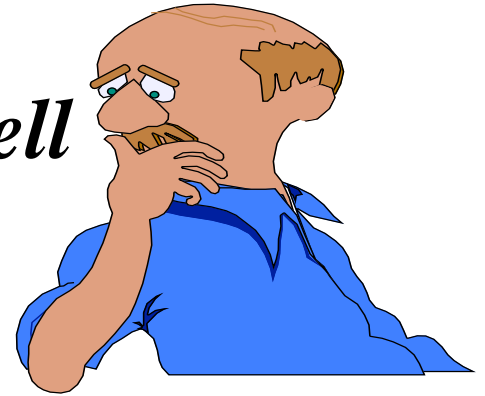
What a speaker looks like while delivering a message affects the listener's understanding most.

Other Communication is a Series of Experiences of

Listening



Smell



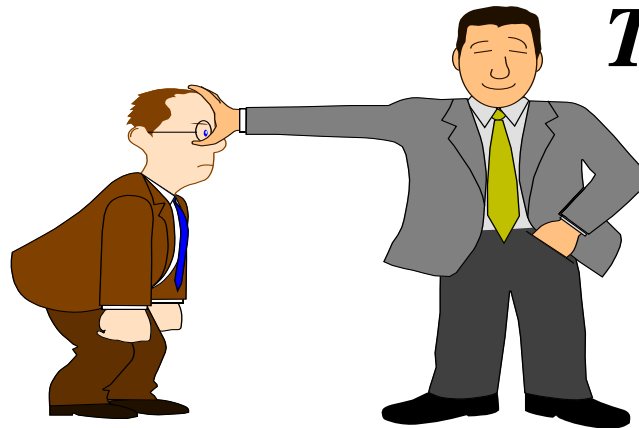
Seeing



Taste



Touch



The Communication skills



- To master the art of effective communication, one needs to be a listener first.
- Listening is an art which most often is ignored by people.

The Communication skills



5 Basic reasons we Do Not Listen Listening is

- Hard Work
- Competition
- The Rush for Action
- Speed differences (120 wpm v/s 360 wpm)
- Lack of Training.

The Communication skills



4 Levels of Listening

- The Non-Listener
- The Marginal Listener
- The Evaluative Listener
- The Active Listener



Stages of the Listening Process

- Hearing
- Focusing on the message
- Comprehending and interpreting
- Analyzing and Evaluating
- Responding
- Remembering



Improving Listening Skills

- By not being Preoccupied
- Being Open Minded & Non Defensive
- Minimizing Interruptions
- Effective Listening is: Hearing, interpreting when necessary, understanding the message and relating to it.
- By Asking Questions

**THANKS
FOR
LISTENING**



Verbal Presentation skills

Voice: This implies the tone :
sarcastic or sincere;
warm or cold;
rich and expressive;
or dull and flat.



Volume
shouting,
barely audible or medium volume.



Speech pattern:
slow, hesitant, fast, jerky, abrupt or even-steady pace.

Verbal Communication

Words

- ❖ Use simple language
- ❖ Grammatically correct
- ❖ Avoid slag
- ❖ Be precise

Ex: I didn't **SAY** you are the best.

I didn't say **YOU** are the best.

I didn't say you are the **BEST**.



Tips in voice modulation



- 1 **Breathe from your diaphragm.** When you speak, use breath to punctuate your point.
- 2 **Use pitch.** Lower pitches generally are more soothing to hear.
- 3 **Moderate your volume.** Find out if you speak too loudly or too softly. When you begin speaking, ask your audience how your volume is.
- 4 **Moderate your pace.** If you speak too quickly, people can't keep up. If you speak too slowly, people will lose interest.
5. **Articulate.** Try exaggerating your lip movement to reduce mumbling.

Non verbal communication

BODY LANGUAGE

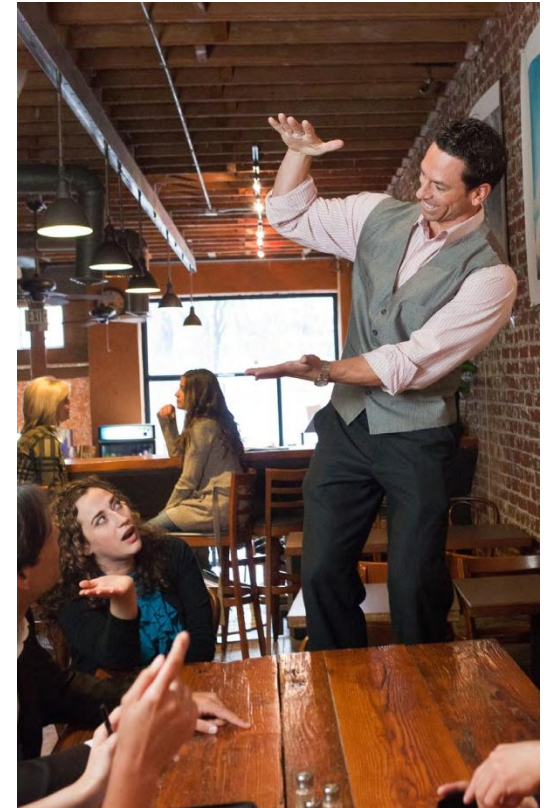


Non verbal communication

GESTURES: YOUR BODY SPEAKS

When you present a speech, you send two kinds of messages to your audience.

While your voice transmits a verbal message, a vast amount of information is being visually conveyed by your appearance, your manner, and your physical behavior.



Non verbal communication

FIVE WAYS TO MAKE YOUR BODY SPEAK EFFECTIVELY

1. Eliminate Distracting Mannerisms.

The commonly plague inexperienced or ineffective speakers include

- gripping or leaning on the black board or wall lecture table
- tapping the fingers
- biting or licking the lips
- jingling pocket change
- adjusting hair or clothing



2. Be Natural, Spontaneous, and Conversational.

3. Let Your Body Mirror Your Feelings.

4. Build Self-Confidence through Preparation.

5. Use Your Club as a Learning Laboratory.

Non verbal communication

Speaking Posture

How you position your body when you speak communicates its own set of visual messages to an audience.

More than anything, it reflects your attitude, telling your listeners whether you're confident, alert, and in command of yourself and the speaking situation.



Non verbal communication

Speaking Posture

Stand straight but not rigid, with your feet about six to 12 inches apart.

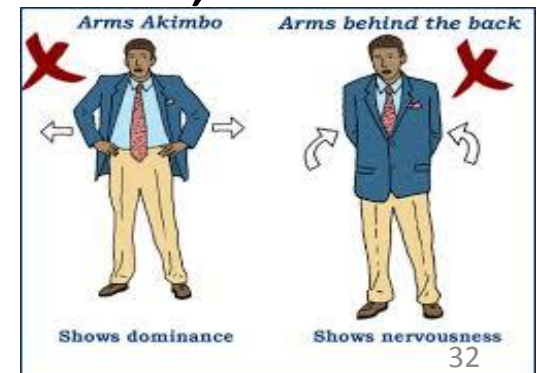
Balance your weight evenly on your feet.

Your knees should be straight but not locked.

Relax your shoulders, but don't let them droop.

Your head should be erect.

Let your arms hang naturally at your sides, with your fingers slightly curled.



Non verbal communication

Movement

Do not maintain the same position throughout a presentation.

But when you move from one spot to another, perform a gesture or vary your stance, be sure to balance your body once your movement is concl



Non verbal communication

Facial Expressions

When you speak, your face communicates your attitudes, feelings, and emotions more clearly than any other part of your body.

According to behavioral psychologists, people can easily recognize – simply by observing a speaker's facial expressions – such distinct feelings as surprise, fear, happiness, confusion, disgust, interest, disbelief, anger, and sadness.



Non verbal communication

Facial Expressions

1. Happiness.
2. Sadness.
3. Anger.
4. Disgust.
5. Surprise.
6. Fear.



Non verbal communication

Facial Expressions: Happiness.



“Whoever is happy will make others happy too”
- Mark Twain

Non verbal communication

Facial Expressions: Sadness.



“Sadness dulls the heart more than the grossest sin”
- Author Unknown

Non verbal communication

Facial Expressions: Anger.



“Anger is one letter short of danger**”**

- Author Unknown

Non verbal communication

Facial Expressions: Disgust.



“A disgusting expression on the face is considered negative and should be avoided in classrooms”

Non verbal communication

Facial Expressions: Fear.



“There is nothing to fear, but fear itself”
- Author Unknown

Non verbal communication

Facial Expressions: Surprise.



“The eye-brows and the eyes are most affected in an expression of surprise” - Author Unknown

Non verbal communication



Eye Contact.

When you speak, you involve your listeners with your eyes, making your presentation direct, personal, and conversational.

How to Use Your Eyes Effectively

1. Know Your Material.
2. Establish a Bond.
3. Monitor Visual Feedback.



Non verbal communication

Eye Contact.

Good eye contact helps the audience develop the interest in the speaker.

Eye contact helps regulate the flow of communication and reflects interest in others.



Johari Window



The Johari Window model

The Johari Window model was devised by American psychologists **Joseph Luft** and **Harry Ingham** in 1955, while researching group dynamics at the University of California Los Angeles.

The Johari Window concept is particularly helpful to understanding employee/employer relationships within the psychological Contract.

The Johari Window model

1. The "open" quadrant represents things that both I know about myself, and that you know about me.

What is known by the person about him/herself and is also known by others - **open area, open self, free area, free self, or 'the arena'.**

The Johari Window model

2. The "blind" quadrant represents things that you know about me, but that I am unaware of.

What is unknown by the person about him/herself but which others know - **blind area, blind self, or 'blindspot'.**

The Johari Window model

3. The "hidden" quadrant represents things that I know about myself, that you do not know.

What the person knows about him/herself that others do not know - **hidden area, hidden self, avoided area, avoided self or 'facade'**

The Johari Window model

4. The "unknown" quadrant represents things that neither I know about myself, nor you know about me.

What is unknown by the person about him/herself and is also unknown by others - **unknown area or unknown self.**

The Johari Window model



The Johari Window model

Increasing the open area , by reduction of the blind area, which would normally be achieved through the process of asking for and then receiving feedback. The open area can also be developed through the process of disclosure, which reduces the hidden area.

Life Positions

Figure 3

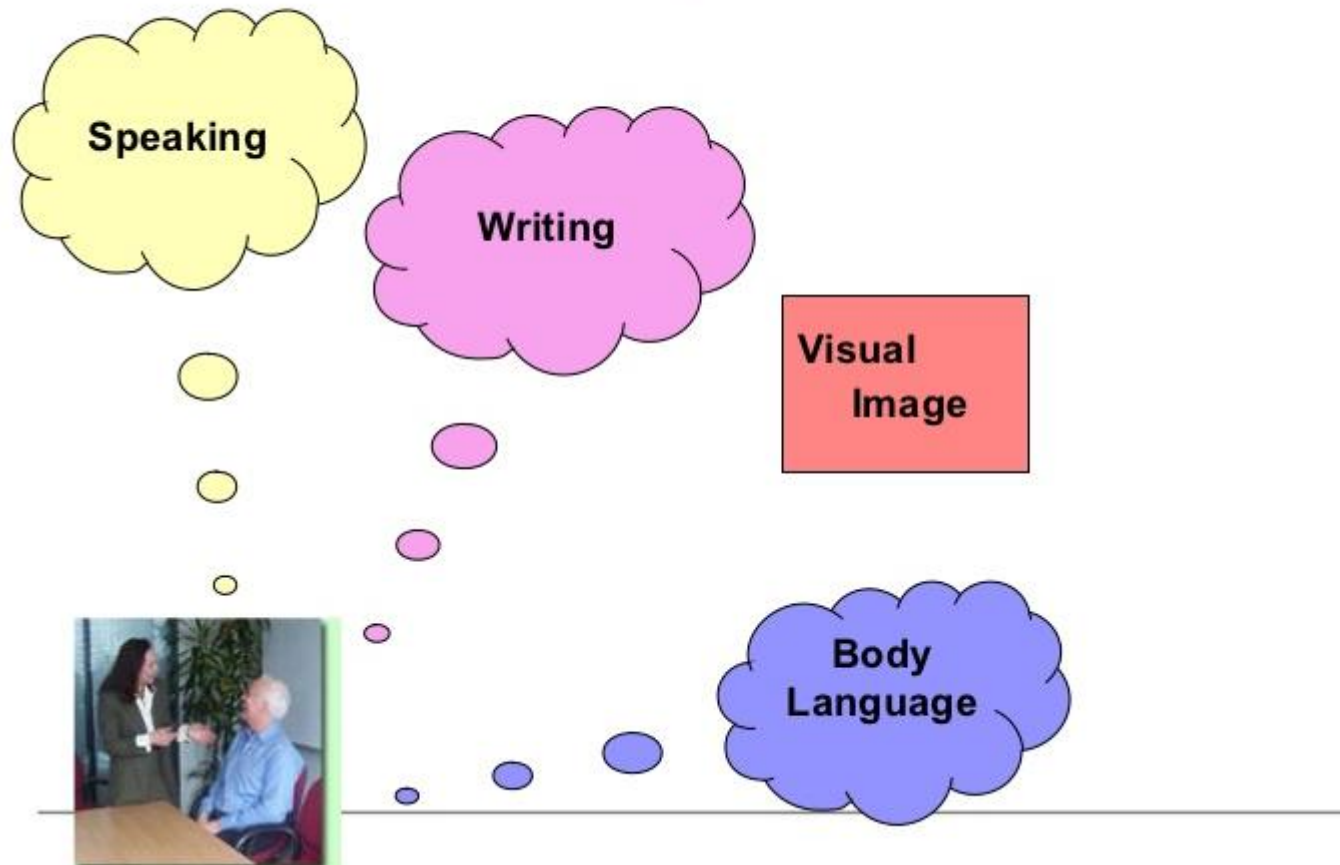
		Your Decision About Others	
		OK	Not-OK
Your Decision About Yourself	OK	1. I'm OK - You're OK	2. I'm OK - You're Not-OK
	Not-OK	3. I'm Not-OK - You're OK	4. I'm Not-OK - You're Not-OK

Communication Goals



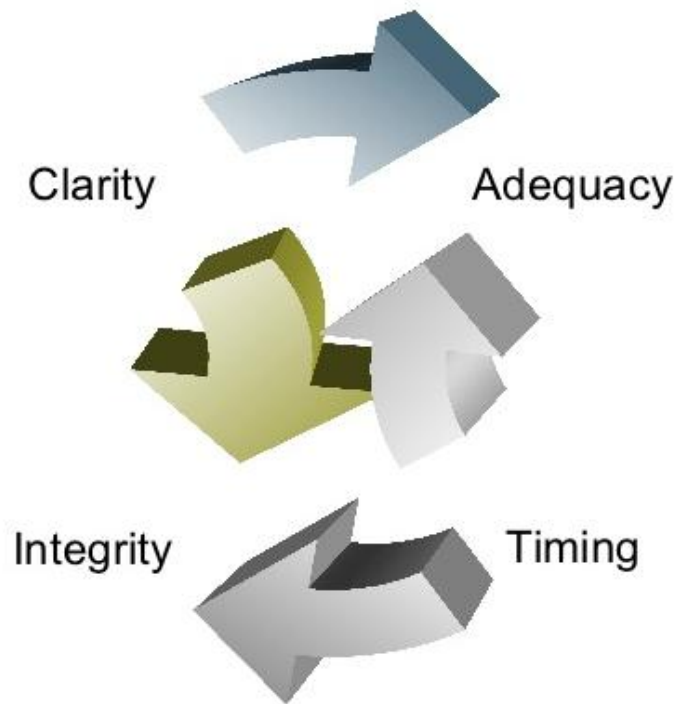
Concluding Remarks

Most Common Ways to Communicate



Concluding Remarks

What makes a good communicator?



Concluding Remarks



Tips to good communication skills

- Maintain eye contact with the audience
- Body awareness
- Gestures and expressions
- Convey one's thoughts
- Practice effective communication skills

Concluding Remarks

Effective communication is the combined harmony of verbal and non verbal actions.

**Winners never quit
Quitters never win**



The Communication skills

Success for YOU...

**...in the new global and diverse
workplace requires
excellent communication skills!**



The Communication skills

You talk, they listen

Build market enthusiasm

