

# COMMUNICATION SKILLS



# Communication Skills

Communication skills is the ability to use language and express information

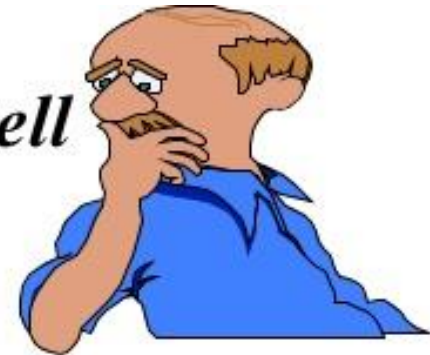
Effective communication skills are a critical element in your career and personal lives

# Communication is a Series of Experiences

*Hearing*



*Smell*



*Seeing*



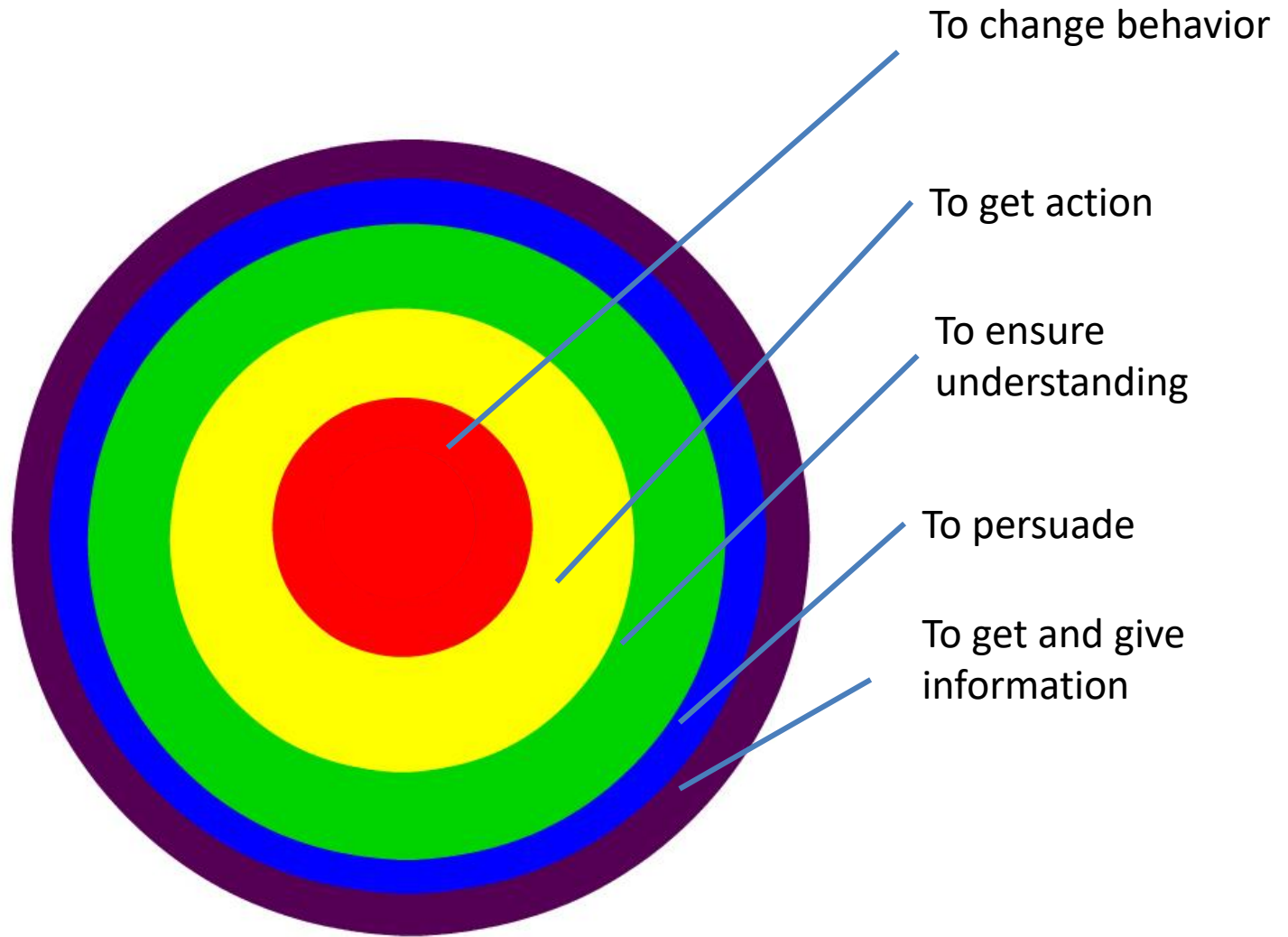
*Taste*



*Touch*



# Communication Goals



# Most Common Ways to communicate

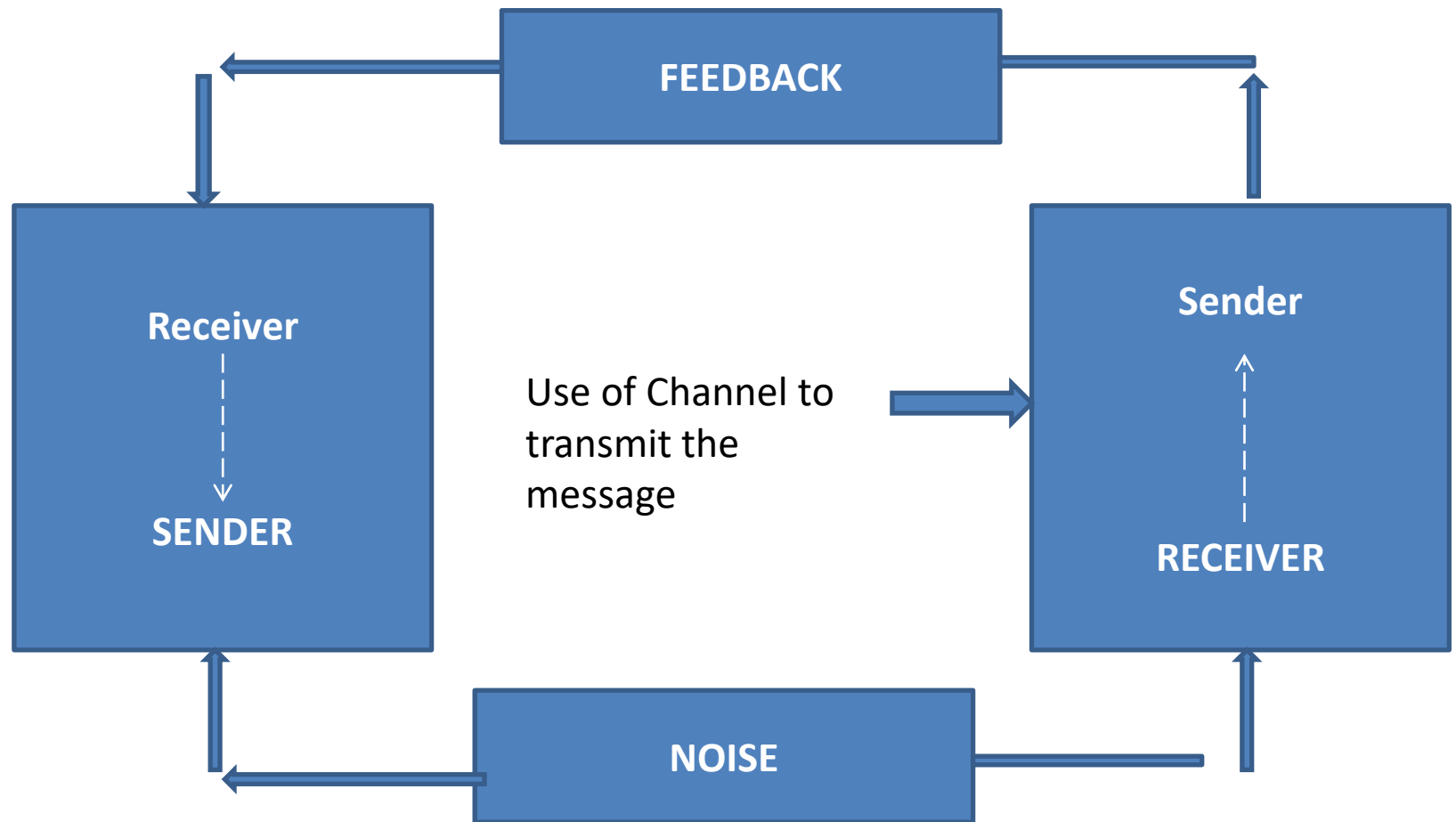


# Types of Communication

- On the basis of organization relationship
  - Formal
  - Informal
- On the basis of Flow
  - Vertical
  - Crosswise/Diagonal
  - Horizontal
- On the basis of Expression
  - Oral
  - Written
  - Gesture

# Communication Process

Communication is the process of sending and receiving information among people....

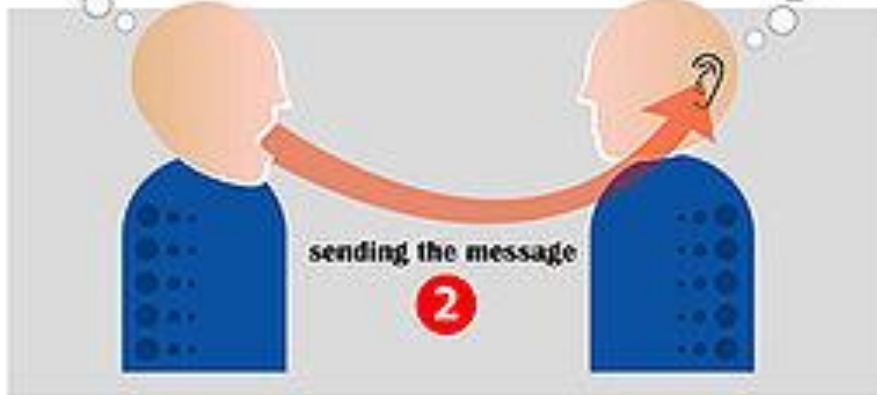


# Communication code scheme

## 1 codifying



## 3 decodifying



## Speaker

- Needs to communicate the message
- Alters the languages repeating  
Elaborating and clarifying depending on the listener's responses



## Listener

- Uses his body to communicate to the speaker if he is listening
- Taking cues from the listener, the speaker modifies his speaking – pausing, repeating, elaborating



# Communication involves three Components

- **Verbal Messages** – the words we choose
- **Paraverbal Messages** – how we say the words
- **Nonverbal Messages** – our body language

## **These three Components are used to**

- Send clear, concise Messages
- Receive and correctly understand messages sent to us

# SENDING MESSAGES

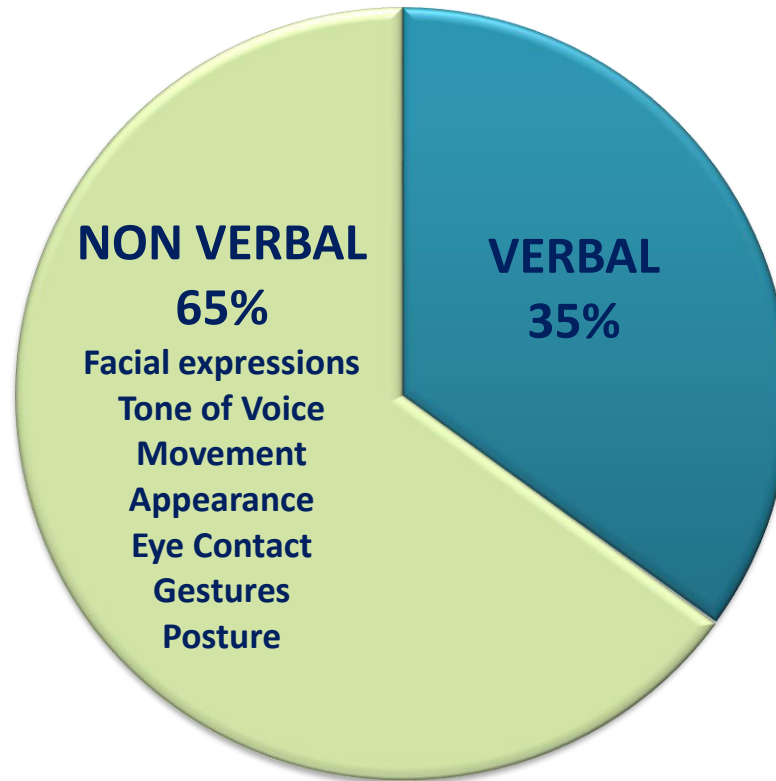
## **Effective verbal Messages**

- Are brief, succinct, and organized
- Are free jargon
- Do not create resistance in the listener

## **Non Verbal Messages**

- Are the primary way that we communicate

# Verbal And Non Verbal Communication



# Para Verbal Messages

- Paraverbal communication refers to the messages that we transmit through the tone, pitch, and pacing of our voices

“ I didn't **SAY** you were stupid.”

“ I didn't say **YOU** were stupid.”

“ I didn't say you were **STUPID**.”

90% of the problems, are due to the tone of voice.

It is not what you say, but how you say, that creates the problem

# Barriers to Communication

- Semantic Barriers
- Emotional or Psychological Barriers
- Organizational Barriers
- Personal Barriers

# Semantic Barriers

- Symbols with different meaning
- Badly expressed message
- Faculty translation
- Unclarified assumption
- Specialist 's languages

Affect written communication

# Emotional or Psychological Barriers

- Premature evolution
- Inattention
- Loss of transmission & poor retention
- Undue reliance on the written word
- Distrust of communication
- Failure to communicate

Breaks down spoken and nonverbal communication

# Organization Barriers

- Organizational policy
- Organizational rules & regulation
- Status relation
- Complexity on organization

Reduce efficiency and effectiveness in  
performance



# Personal Barriers

- Barriers in Superior
    - Attitude of superior
    - Fear of challenge of authority
    - Lack of time
    - Lack of awareness
  - Barriers in subordinates
    - Unwillingness to communicate
    - Lack of proper incentive
- Breaks down personal motivation levels and interpersonal communication

# Effective Communication Requires

- Active listening
- Clear thought, ideas and expressions
- Speaking/saying, adequate
- Timing or knowing when to say what
- Integrity of sincerity in communication
- Awareness of others gestures, emotions and expressions

Do you have any questions?

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