

Communication Skills



**Communication is a connection
between people. It is the
exchange of information and
feelings that leads to
understanding**



Why we communicate

- We communicate to:
 - Share our ideas and opinions
 - Provide feedback to others
 - Get information from others
 - Gain power and influence
 - Develop social relationships
 - Maintain self-expression and our culture



PEOPLE DO NOT GET ALONG

BECAUSE THEY FEAR EACH OTHER.

THEY FEAR EACH OTHER

BECAUSE THEY DO NOT KNOW EACH OTHER.

THEY DO NOT KNOW EACH OTHER

BECAUSE THEY HAVE NOT COMMUNICATED

WITH EACH OTHER.

--- DR MARTIN LUTHER KING



Your effectiveness depends on your ability to reach others through the spoken or written word.

-- Peter Drucker



How do we spend our communications time?

Approximately what percentage of time do you spend at your workplace for

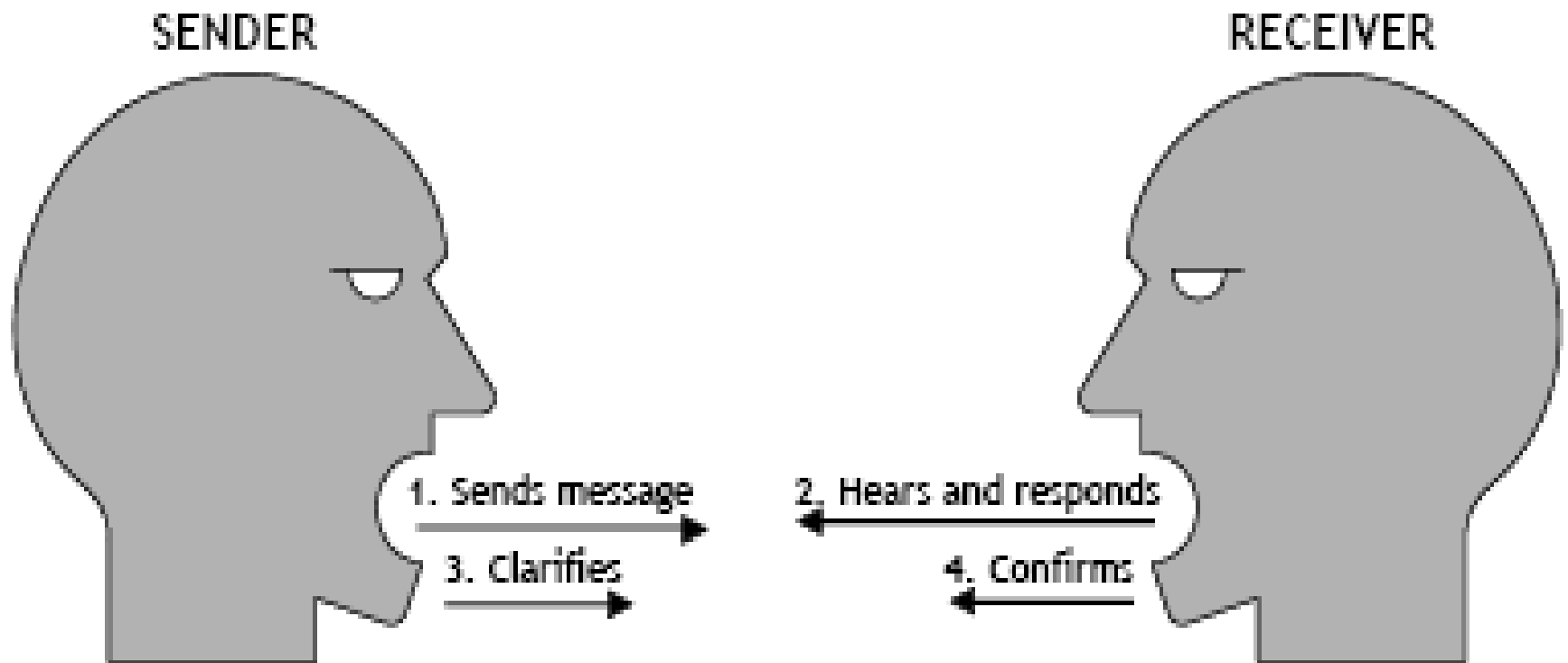
- reading,
- writing,
- talking and
- listening?

Communications Model

- The process of Effective communication

- In your opinion what actually needs to occur for effective communications to exist?

An Effective Communications Model



VERBAL AND NONVERBAL

Information
Feelings
Emotions
Attitudes

Are
Communicated

Verbally

7%

Nonverbally

- Vocal Cues
- Expression
- Body Language
- Actions

93%

Factors Affecting Communication

- Age
- Gender
- Language
- Culture
- Status/Position
- Perception
- Trustful Relationship

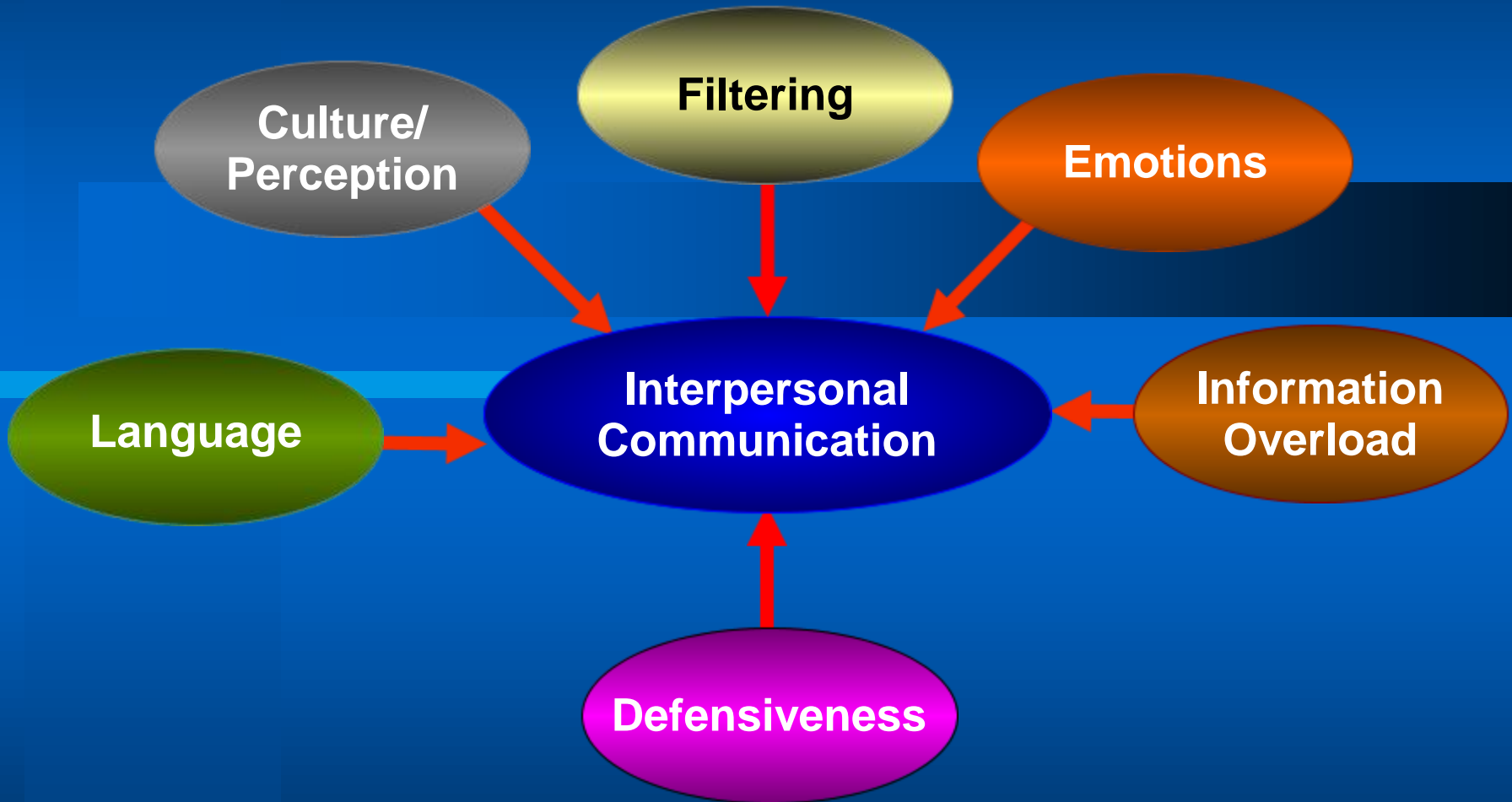
Three basic communication styles:

- * Aggressive

- * Passive

- * Assertive

Communication Barriers



HOW TO OVERCOME BARRIERS:

1. LISTENING SKILLS
2. READING SKILLS
3. USE EMPATHY
4. USE FEEDBACK
5. CONSTRAIN EMOTIONS
6. OBSERVATION

The Laws of Remembering

- **Recency:** We remember best what we heard last.
- **Frequency:** We remember what we hear most often.
- **Impact:** We remember most the things that are presented dramatically.
- **Application:** We remember most the things we have a use for.
- Organisation/ association

Shannon's Law

Every additional node in a communication chain reduces the meaning by *half* and *doubles* the noise

5 Levels of Listening

- Not listening
- Pretend listening
- Partially listening
- Attentive listening:
- Empathetic listening

Listening Tips


- **Paraphrase** the message to the speaker in order to confirm your understanding.
- **Repeat** the message to help you remember what was said.
- **Probe** for missing information.
- **Clarify** any points that you might not completely understand.
- **Remember** the important points of the message for future application.

Listening Bad Habits

Check the following 10 bad habits of listening. Be honest with yourself!

- I interrupt often or try to finish the other person's sentences.
- I jump to conclusions.
- I am often overly parental and answer with advice (un asked for).
- I make up my mind before I have all the information.
- I am a compulsive note taker.
- I don't give any response afterward, even if I say I will.
- I am impatient.
- I lose my temper when hearing things I don't agree with.
- I try to change the subject to something that relates to my own experiences.
- I think more about my reply while the other person is speaking.

EFFECTIVE USE OF MEDIA AND CHANNELS OF COMMUNICATION

MEDIA	CHARACTERISTICS		Best for Communications that are:
	Feedback	Cues and CHANNELS	
Face-to-face	Immediate	Audio and visual	Ambiguous, emotional, divergent in background  Clear, rational, similar in background
Telephone	Rapid	Audio	
Addressed documents	Slow	Limited Visual	
Unaddressed documents	Slowest	Limited visual	

FORMAL AND INFORMAL COMMUNICATION

- ❖ **Vertical Communication**
 - * Downward Communication
 - * Upward Communication

- ❖ **Network Patterns**
 - * Centralized Network
 - * Decentralized Network

- ❖ **Horizontal Communication**

- ❖ **The Grapevine**
 - * Single Strand
 - * Gossip Chain
 - * Probability Chain
 - * Cluster Chain

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Methods of making Upward Communication more effective

- The grievance redressal procedure
- Open-door policy
- Counseling, Attitude Questionnaires & Exit Interviews
- Participative techniques
- By improving listening skills
- Maintaining attention
- Empathizing
- Probing
- Encouraging
- Understanding when to speak & when to let the other p speak

**lack of skill in the WAY that people
communicate with each other may
result in**

a good amount of

- bad feelings,**
- organizational problems,**
- destructive conflict, and**
- inefficiency**

What Is Cooperative Communication?

- **Some ways of communicating increase friction and anger. Other ways of communication tend to cause people to work WITH us, and not against us.**