

Smart Communication: Work your Way to the Top

*A
Presentation
By
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The Art of Connecting

**Communicate and
Connect**

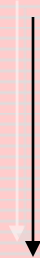
Communication is the lifeline of any relationship.... When you stop communicating.... You start loosing your valuable relationship



**So disturb everyone
everyday.....** Good Morning

Effective Communication is.....

- All about getting your message across people clearly and unambiguously



- Key words:
 - ❖ clearly
 - ❖ unambiguously
-

**SPEAK IN SUCH A WAY
THAT OTHERS LOVE TO
LISTEN TO YOU.**

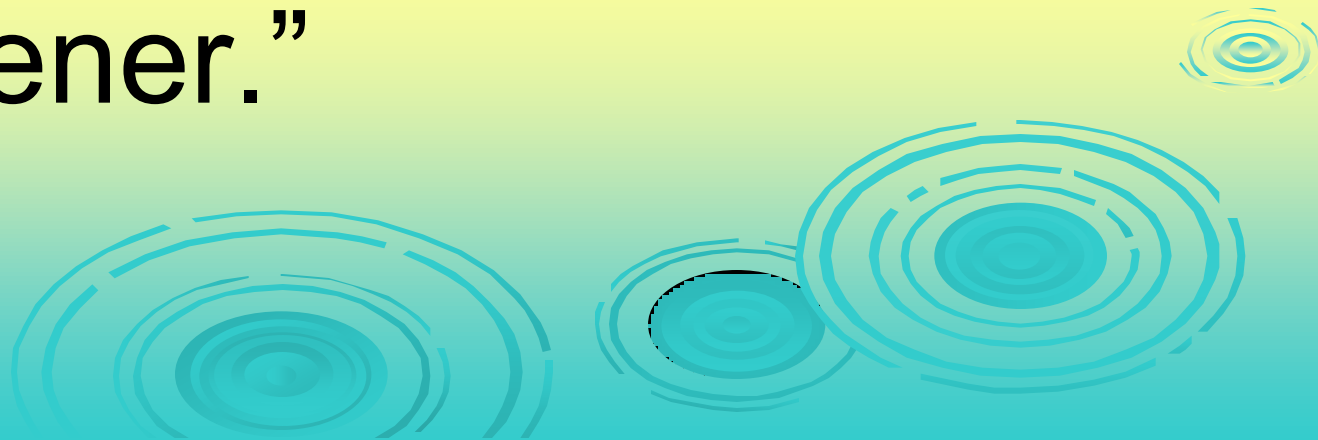
**LISTEN IN SUCH A WAY
THAT OTHERS LOVE
TO SPEAK TO YOU.**

///ANONYMOUS

**“Seek First to
Understand and Then
to be understood”**

Shakespeare said:

- “The success of a jest doesn't lie in the tongue of the teller but in the ear of the listener.”





Shashi Tharoor's Tweets:

- “In politics, what matters is not what we intend to say but what people understand .”

Psychologists say...

Communication takes place ...

✓ 5% through words

✓ 33% through tone of voice

✓ 62 % through body language

- Good communication is stimulating like **black coffee**

What is ...

- Worst sort of communication?

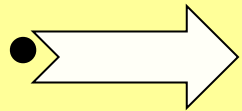
Argument is...

Worst sort of communication

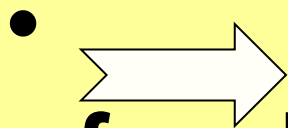
Definition

- Communication is the ability to use language (Receptivity) and express (expressivity)

What is communication?

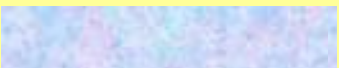


- **Communication is the foundation of all human interaction**

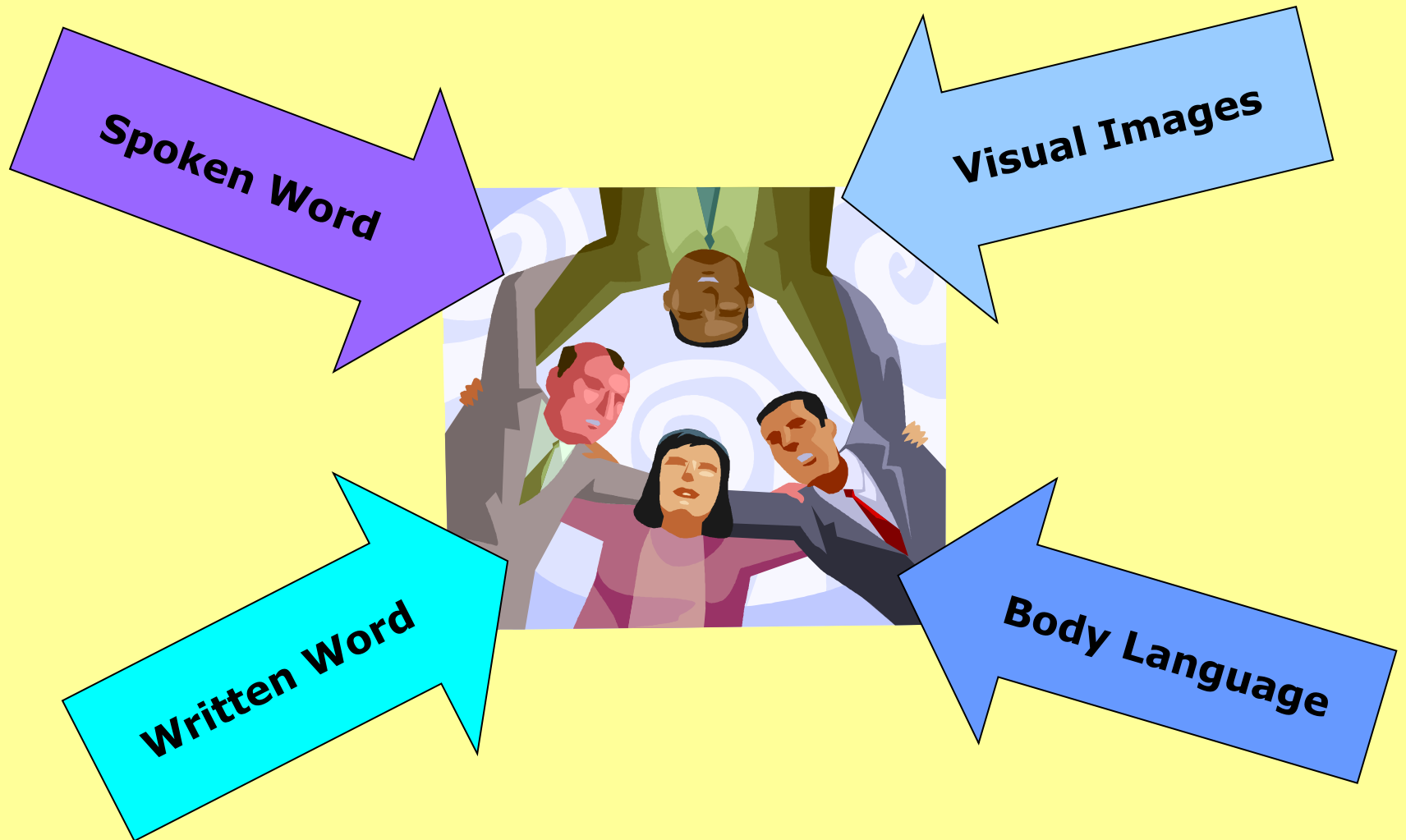


- **Communication is a fundamental skill**

Functions of Communication



How do we Communicate?



*All communication methods are important
but.....*

70 % of all our communication efforts are:

**misunderstood, misinterpreted, rejected,
disliked, distorted, or not heard (in the
same language, same culture)!**

70%

I stopped explaining
myself when I realized
people only understand
from their level of
perception.

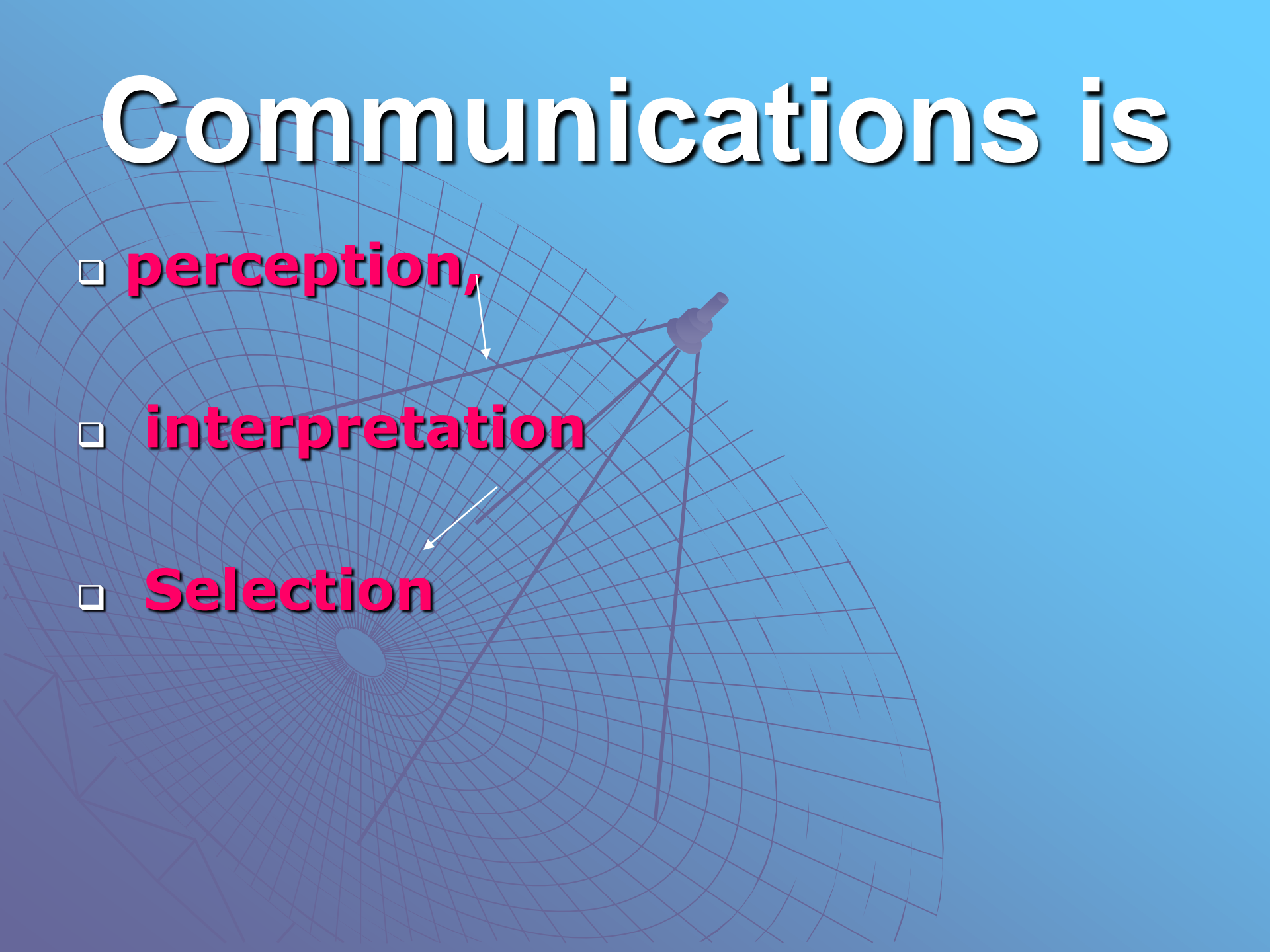
Types of communication:

- Verbal
- Technological
- Mediated
- Participatory
- Non-verbal
- Non-technological
- Non-mediated
- Non-participatory

Contd...

- Intra-personal
- Inter-personal Focused interaction
- Un-focused interaction

Communications is

- ❑ **perception,**
 - ❑ **interpretation**
 - ❑ **Selection**
- 

Why Communication?

We all have thoughts floating in our minds which we want to communicate.

How to be effective?

- Be aware of communication process
- Dig below the surface
- Clarity of thought
- Listening emphatically
- Assert respectfully
- Conflict resolution

More definitions

Communication is:

- **exchange of facts, ideas, opinions or emotions by two or more persons.**
- **The process of passing information**
- **Bridge between two or more people**
- **A systematic and continuous process by which understanding is reached**

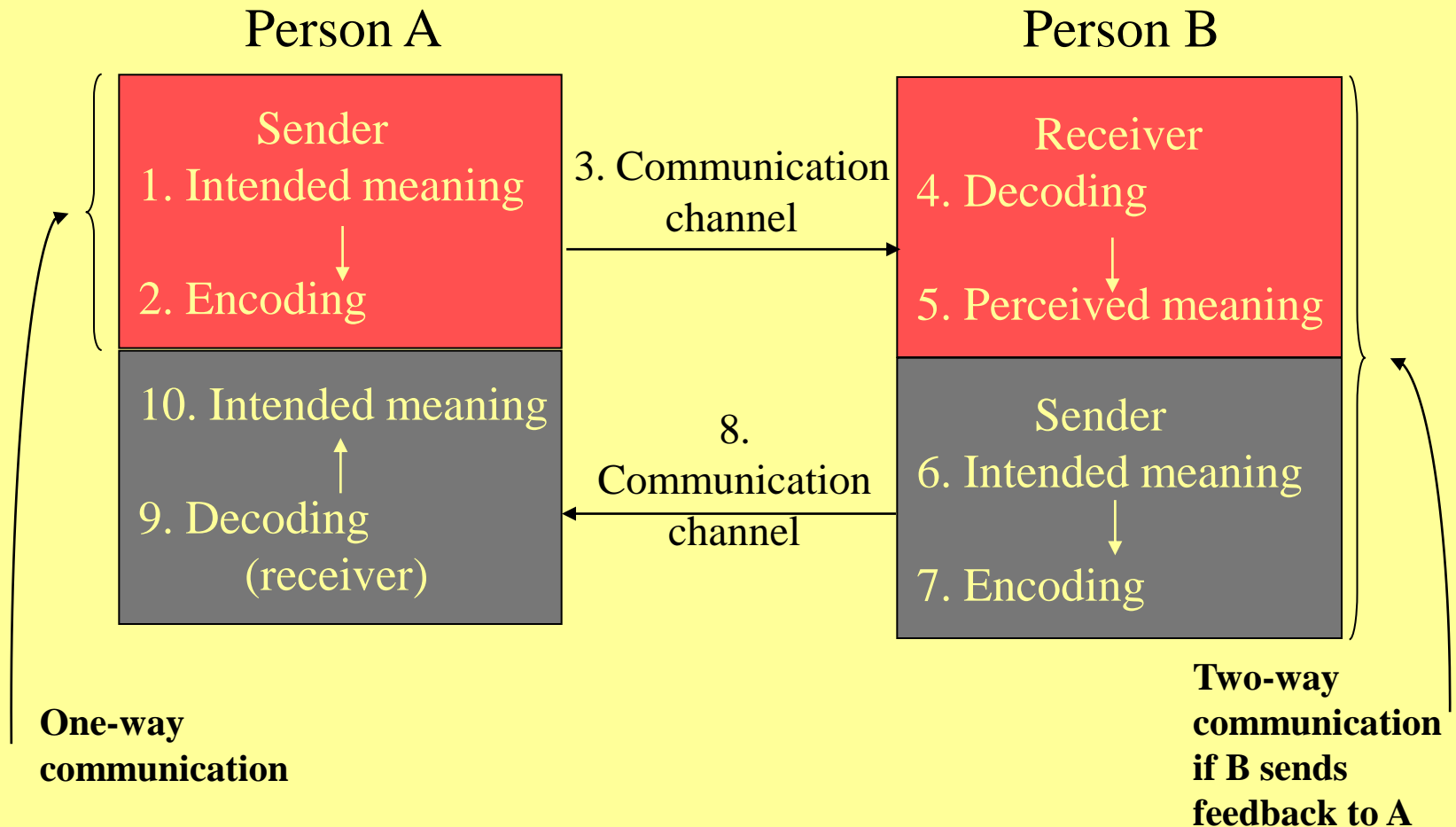
These facts reveal that
communication is—

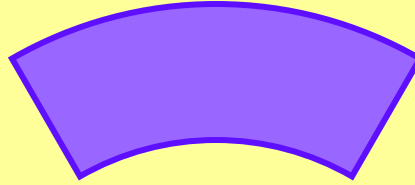
- ✓ **unavoidable**
- ✓ **continuous process**
- ✓ **two way traffic**
- ✓ **universal**
- ✓ **social process**

How it works?

- **sender** - initiates the process by conveying information
 - has a **meaning** s/he wishes to communicate
 - **encodes** the meaning into symbols
 - **transmits** the message through some **channel**
- **receiver** - person for whom the message is intended
 - **decodes** the messages
 - attempts to **interpret** the sender's meaning
 - may provide **feedback** by encoding a message in response
- **noise**- interference in the system that blocks understanding

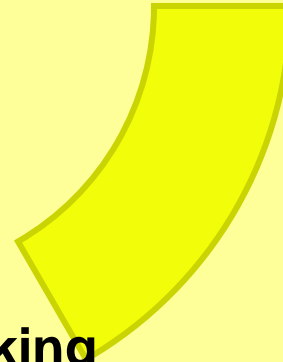
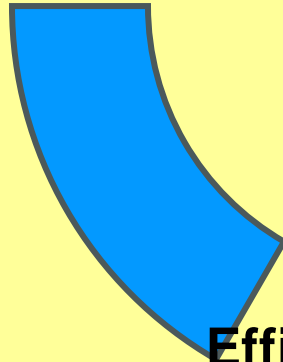
A Model Of The Communication Process





Good communication

Conducive environment



Efficient working

Communication

Pitfalls

- errors can occur in all stages of the communication process
- perceptual and filtering processes create misinterpretation
 - **perception** - process of receiving and interpreting information
 - **filtering** - process of withholding, ignoring, or distorting information
 - cannot assume the other person means what you think s/he means or understands the intended meanings
 - e.g., problems arise because men and women differ in communication style

Efficient work Leads to:

- **Job satisfaction**



- **Happiness and enrichment**

Failure of communication: proves costly because—

- -- affects productivity**
- -- loss of man hours**
- -- low morale among employees**
- -- indirectly creates ill-will**

Barriers to Effective Communication

- *Psychological Barriers:*

Selective perception, attitude, evaluation, poor listening, ego, emotions

Physical Barriers: Noise, improper time, Distance, Inadequate info or overload

- *Personal Barriers:* an individual's communication competence and interpersonal dynamics between people communicating
- *Semantic Barriers:* language, cultural interpretation, Poor vocabulary,

- How we receive message?

Message sent
decode (some error likely)
encoded by receiver
(*some error likely*)
message received

Consider the simple example:

- Terry: "I won't make it to work again tomorrow; this knee keeps me in pain and my doctor says I would not be able to walk without sick."
- Boss: Terry, this is the third day you've missed and your appointments keep backing up; we have to cover for you and this is messing all of us up.

Let us look at another conversation:

- Tourist: Shimla has become too hot and dirty. It is no longer a hill station.
- Local: It is still better than many other hill stations.
- Tourist: You can't compare bad with the bad.
- Local: Do you mean Shimla is bad? Then why do you come and bother us.?
- Tourist: If we don't come you won't get revenue.

Why Problem?

Because:

- **it includes the tone,**
- **the timing of the call,**
- **and the way we express
ourselves.**

The Hearer

- **. A complex communication process in "hearing" the message.**
- **The message that we send has to be decoded and given meaning.**
- **There are many ways to decode the simple message**
- **The way the message is heard will influence the response**

Effective Communication

- → **Two way**
- → **Transfer with understanding**
- → **Taking essential contents**
- → **Creation of desired impact on the receiver**

How to make Effective communication?

- ❖ **Clear instructions.**
- ❖ **Complete**
- ❖ **Correct and free from error**
- ❖ **Concise/brief**

- Impact of

Positive Attitude for
effective
Communication

- Impact of.....

Negative attitude in
forestalling good
communication

Negative

- Jealousy, hatred, inferiority complex, illusions Hamper communication
- Use of hard and negative words
- Hiding inferiority complex – aggressive
- Reactive attitude = conflict

Positive attitude

- Soothing, cool, communication = congenial
- Listens objectively
- Cool mind = clear thoughts
- Eloquent
- pleasant body language
- Respected and hence message is received well




**I looked at the rising
Sun and asked,
"What have you to
teach me today?"
I heard a voice
which said,
"Always generate
more light than heat".
GOOD MORNING**



"अच्छे लोगो की सबसे बड़ी खूबी यह होती है कि उन्हें याद रखना नहीं पड़ता, वो याद रह जाते है।"

"The biggest quality of good human beings is that we don't need to remember them, they remain alive in our memories."

Developing positive attitude

- ◆ Think of yourself as a successful man
 - ◆ Will power
 - ◆ Avoid vague fears
 - ◆ Follow your own convictions
 - ◆ Voice a positive thought when feeling low
 - ◆ Look at the brighter side
 - ◆ Work in harmony
- 

SWOT Analysis:

- **S=** strength eloquence, power of persuasion, clarity
- **W=** weaknesses. (What are your weaknesses?)
Aggressiveness, anger, reactions, inability to read body language
- **O=** opportunities. Negotiations, persuasion, motivation
- **T=** threats, Language barriers, cultural difference.

Relationships never die a natural death.
They are always murdered by



Master Key to excellent communication:

- 1. Observe**
- 2. Listen**
- 3. Analyze**
- 4. Plan**
- 5. Communicate**

- सौ गुना बढ़ जाती है खूबसूरती,
महज़ मुस्कराने से,
फर भी बाज नहीं आते लोग,
मुँह फुलाने से ।

- जिन्दगी एक हसीन ख़्वाब है ,
जिसमें जीने की चाहत होनी चाहिये,
ग़म खुद ही ख़ुशी में बदल जायेंगे,
सर्फ़ मुस्कुराने की आदत होनी चाहिये...

Other helpful techniques to foster communication

(both verbal and non-verbal)...

Nod Your Head

Repeat the last word or two of the prior speaker

Maintain eye contact

Keep an open body position

Make encouraging statements

Repeat a sentence or part of one

Habits of Good Communicators

Good communicators use

- **eye contact,**
- **make observations prior to communicating,**
- **listen to partners,**
- **take turns,**
- **speak clearly,**
- **remain on topic, and**
- **use a polite tone of voice.**

Role of Listening:

- Why do we listen?
 - ❖ ... **to obtain information**
 - ❖ ... **to understand**
 - ❖ ... **for enjoyment**
 - ❖ ... **to learn**

How to Listen?

Pay attention:

- 1. Eye contact**
- 2. No distraction**
- 3. Avoid Being distracted**
- 4. Listen to body language**
- 5. No side-conversation**

Listening and Turn Taking

- habits of good listeners (e.g., commenting and acting interested, nodding head, using eye contact, asking questions,

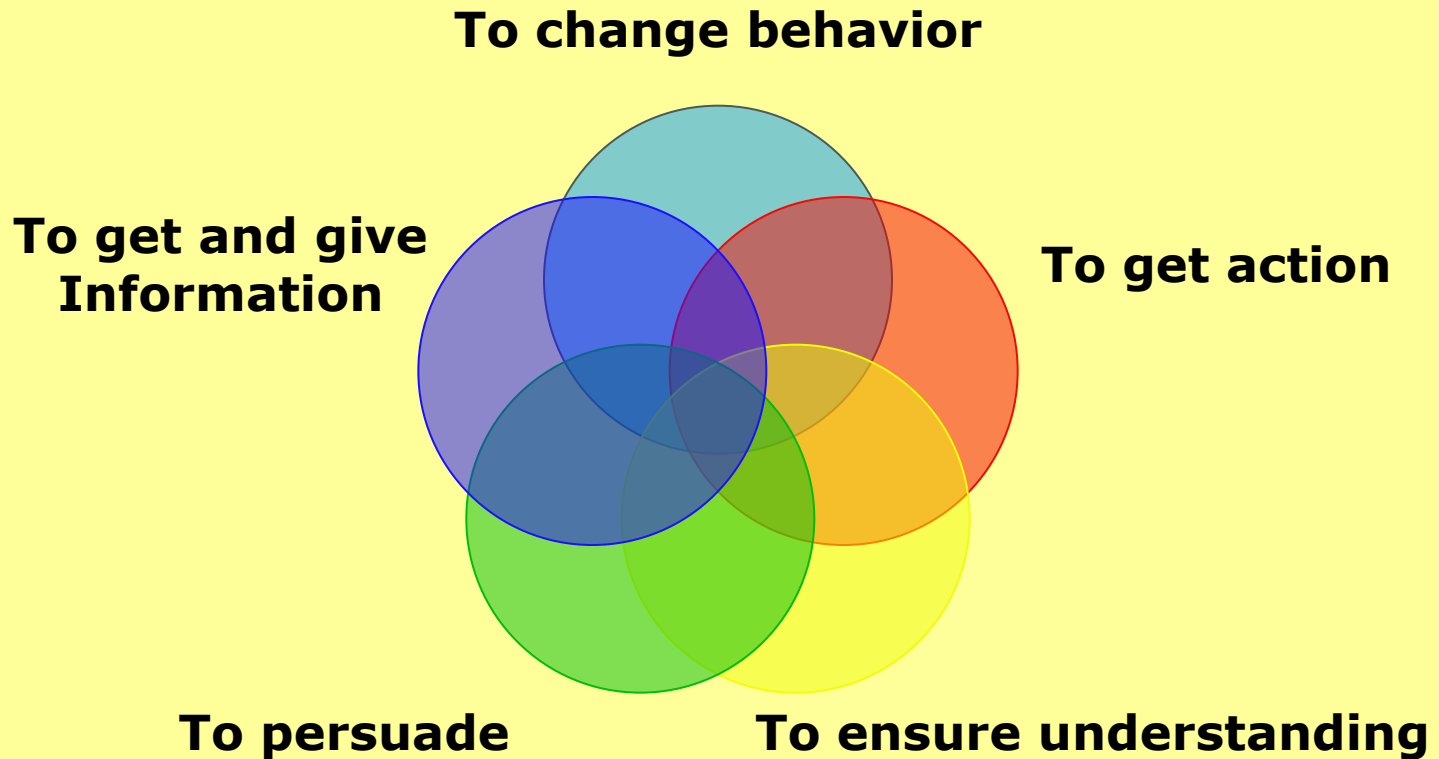
Cooperative learning

- facilitate learning during group work/projects

Show that you are listening

- **Nod**
- **Smile**
- **Facial expression**
- **Posture**
- **Encourage speaker**

The Goals of Training in Communication



Provide Feedback

- Say polite things
- Ask questions
- Summarize

More Tips....

- Don't Interrupt

Is it True that...

- I. We communicate only when we want to communicate**
- II. Words mean the same to the speaker and the listener**
- III. We communicate chiefly through words**
- IV. Non-verbal communication is silent**

Contd...

- V. Communication is one-way street**
- VI. The message we send is the one the listener receives**
- VII. There is no such thing as too much information**

Developing speaking skills

- Activities in the class

How to begin?

Exchange between teacher and student

Pronunciation skills

Guided Speaking

Free oral reproduction

Use of rhymes

Developing Reading skills

- Objectives:
- Make the learners progressively autonomous readers
- Read to the students
- Ask them to read

Speaking involves

- Thinking → mind
- Expressing → tongue/language >> skill to speak >>>> Voice>>>Tone

Co-ordination between
The above

Reading requires...

Skills to decipher language

- Involves....

Eyes >>> tongue >>> brain



Co-ordination

Writing Requires

- Involvement of

Eyes

Brain

Hands



Co-ordination

The diagram consists of three text labels on the left: 'Eyes', 'Brain', and 'Hands', stacked vertically. Three black arrows originate from the right side of each label and converge towards a single point on the right. This point is the left edge of a white oval with a black border. Inside the oval, the word 'Co-ordination' is written in a large, bold, black sans-serif font.

Types of reading

- Reading aloud
- Silent reading
- Extensive reading
- Intensive reading

Writing Skills

- Require.....

Ability to read, decipher language,
understand

- Involves...
- Eyes, Brain, hands

Developing Writing skills

- What is writing?

It is formal communication

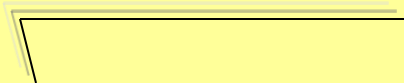
- How to teach writing?

Guided writing through

- ✓ Small structured sentences
- ✓ Interpreting a picture
- ✓ Describing feelings
- ✓ Story-writing

Team Work

- Most important point to remember: Your team has to achieve.

 For achieving goal

1. Team building
2. Ensure participation of all
3. Members must feel part of the team
4. Ask opinion – value their opinion
5. Keep them informed

Team Building

- Good communication
- Motivation
- Getting to know each other
- Thinking on th same line
- Helping team members to learn more about themselves

Team can have Boss or Leader

Boss



"Smedley, what's this nonsense about 63% of our employees not knowing how to do simple arithmetic? Good Lord, man! That's almost *half*!"

- Leader



BOSS

- Commands
- Evokes fear
- Works in exclusion
- Supervises
- Head of the team
- Power in center
- Focus on problem

LEADER

- Leads
- Evokes confidence
- Works in inclusion
- Guides
- Part of the team
- Power with workers
- Focus on solution

Leader



The 3 C's of life:
CHOICES, CHANCES, CHANGES.

You must make a
choice to take a chance
or your life will never change.

G'Mrning, Have a great time ahead

**How can You "SM_LE"
without "I"**

**How can You be "F_NE"
without "I"**

**How can You "W_SH"
without "I"**

**How can You be "FR_END"
without "I"**

"I" am very Important !

**But this "I" can never
achieve "S_CCESS" without
"U"**

Effective communication Requires...

- Identify the problem



- Solve the Problem



- Reach the Goal

Sum total of effective communication

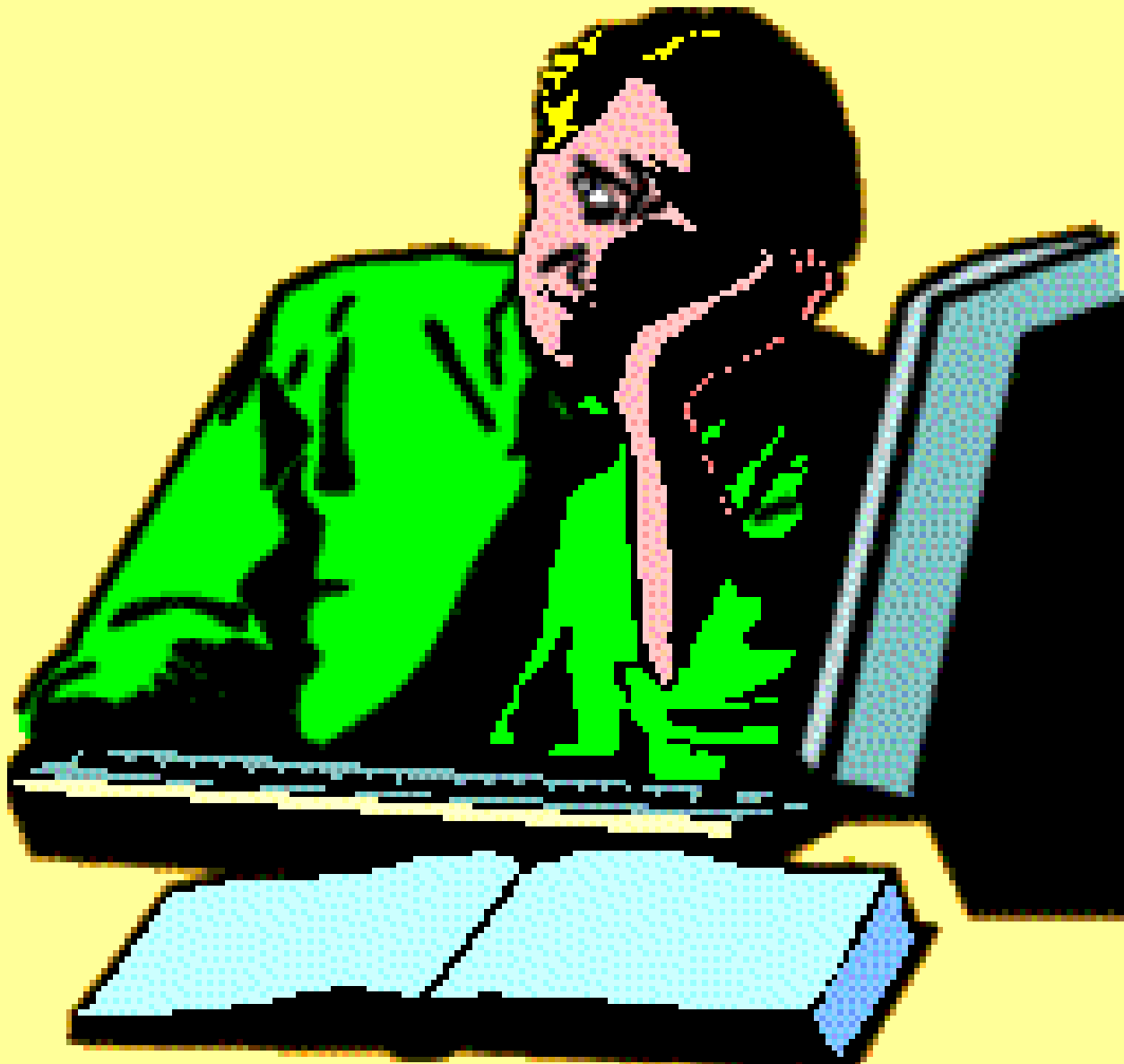
Communication is:

- the art of never appearing a bore,
- of knowing how to say everything interestingly,
- how to entertain with no matter,
- How to be charming with nothing at all.



GOOD MORNING

Keep going.
Each step may get harder,
but don't stop.
The view is beautiful at the top.



When someone touches your phone without your permission...



thank YOU

