

Improving Communication Skills

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With thanks to Slideshare and
Siliguri Branch of EIRC
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A Rahim

A Thought

A man is seldom better than his conversation

- German Proverb

Communication Skills Overview

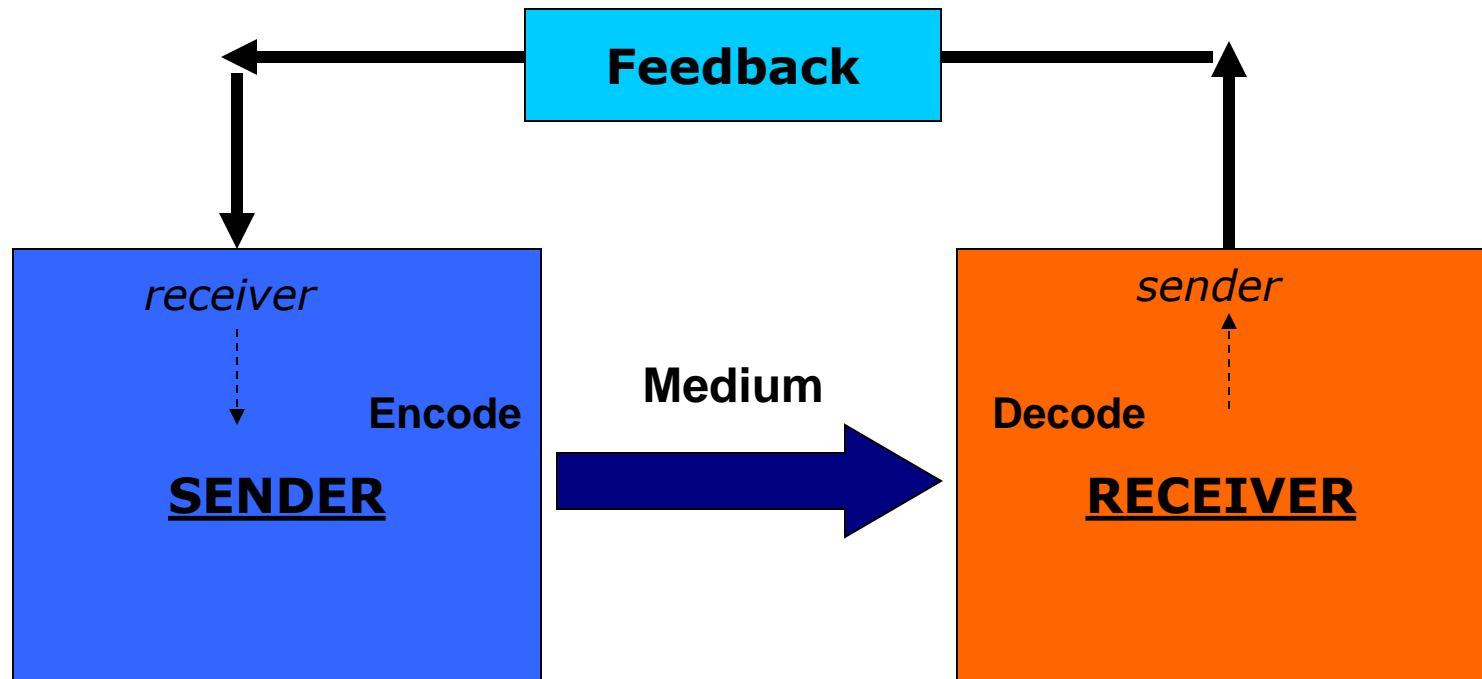


Effective communication skills are a critical element in your career and personal lives.

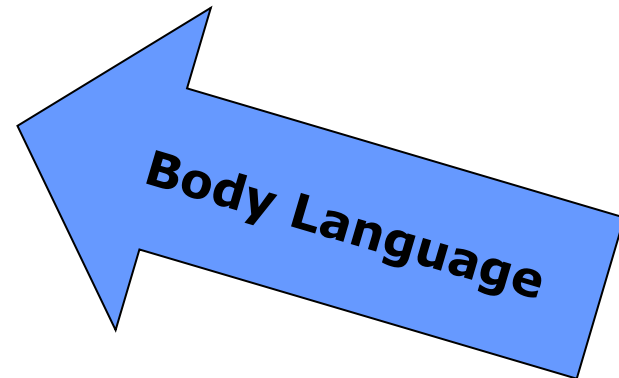
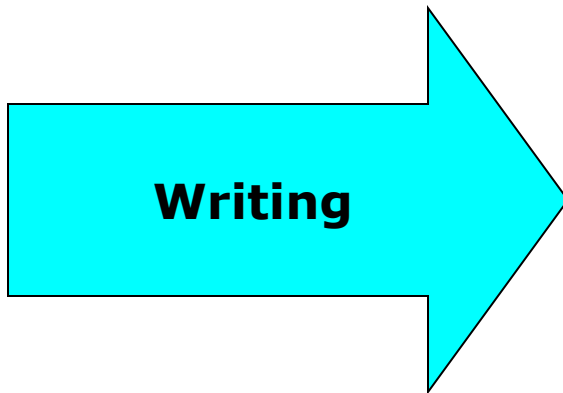
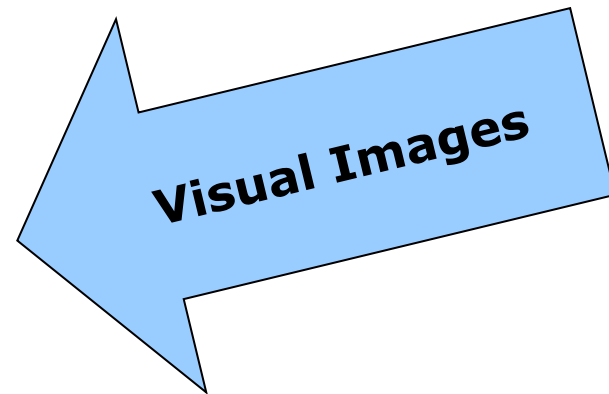
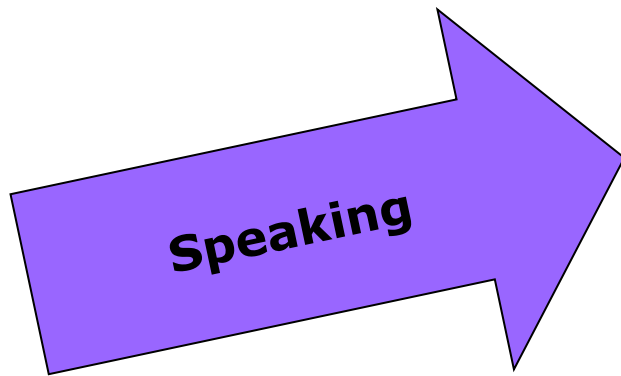
We all must use a variety of communication techniques to both understand and be understood.

What is Communication?

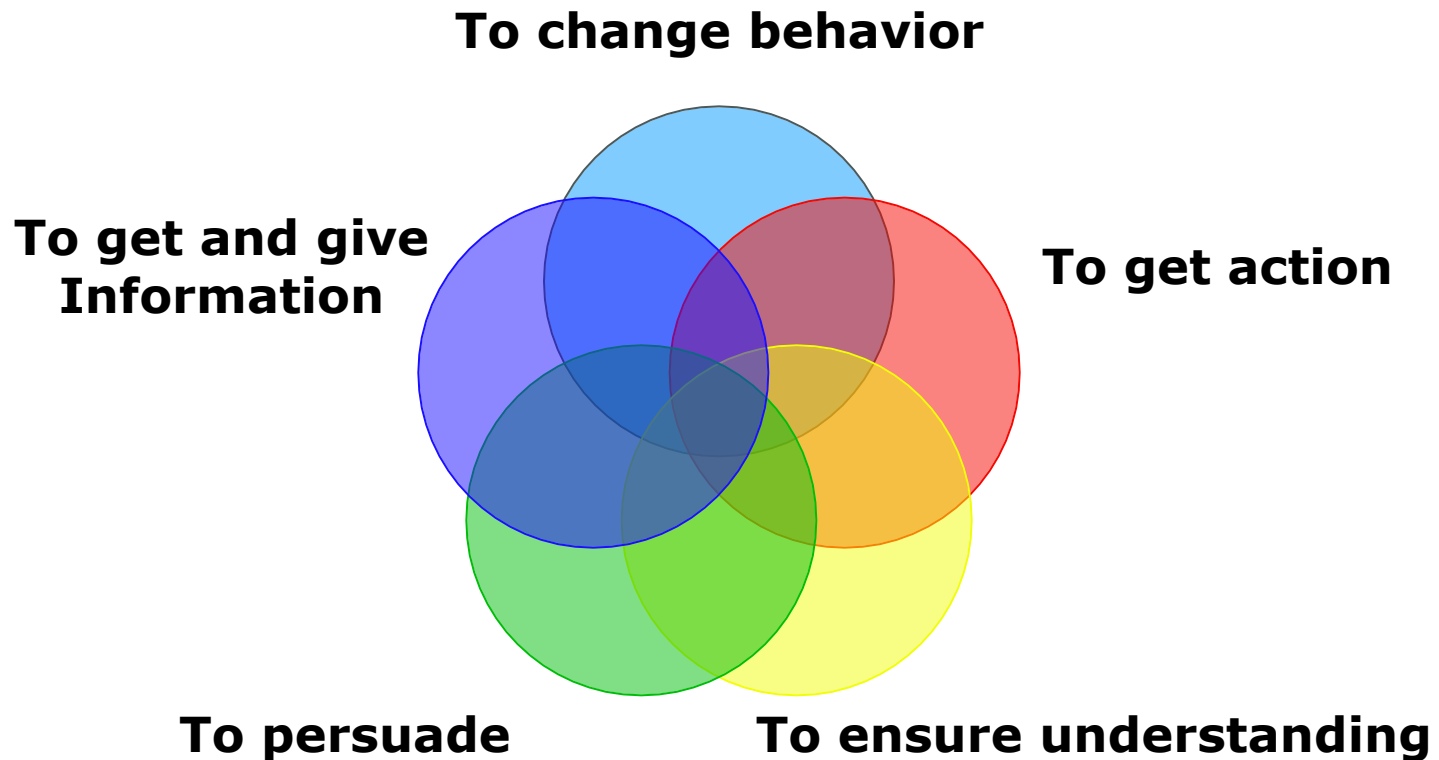
Communication is the process of sending and receiving information among people...



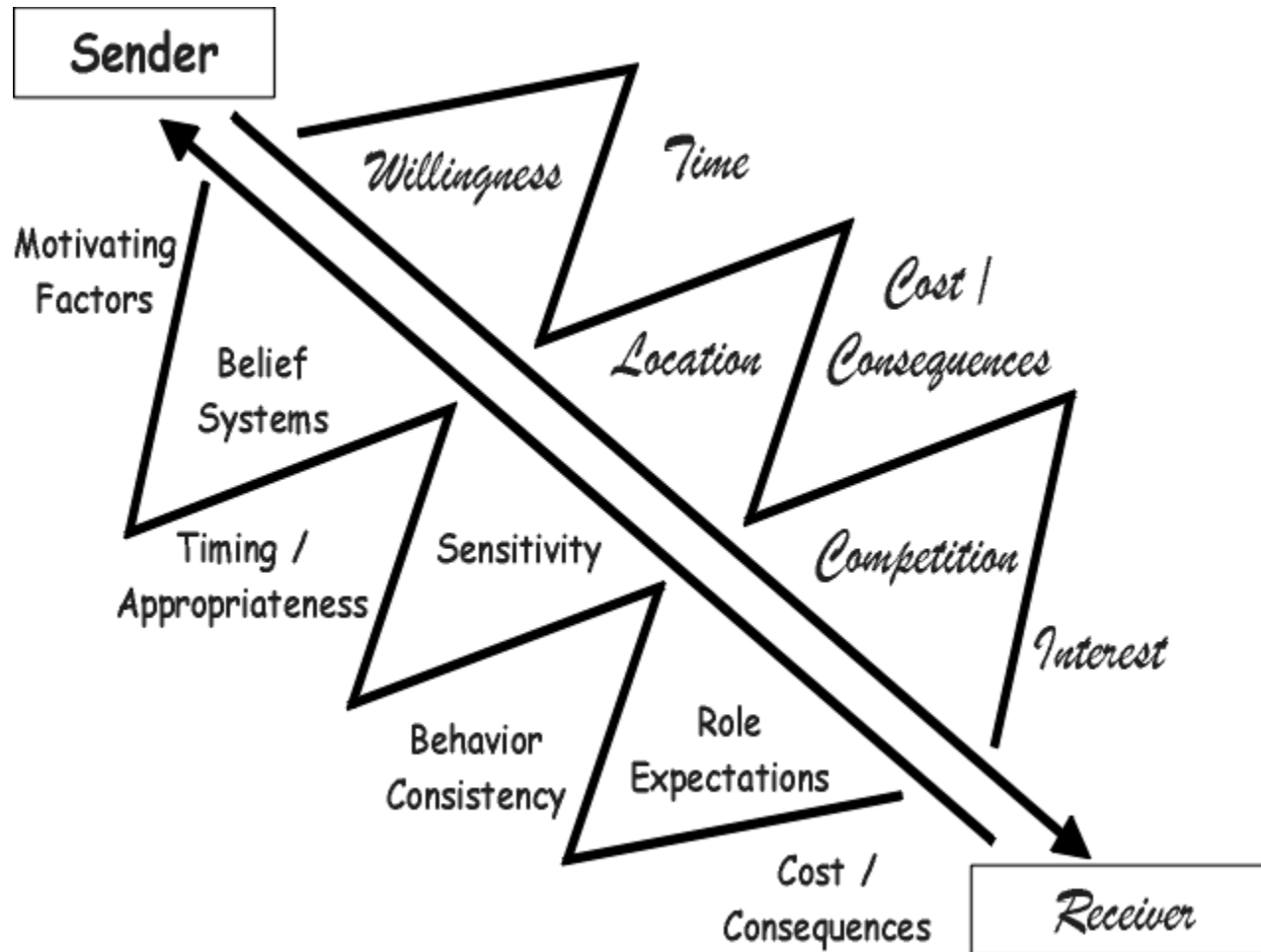
Most common ways to communicate



Communication Goals



Distortions in Communication



We need to improve communication... as

70 % of our communication efforts are:

- misunderstood
- misinterpreted
- rejected
- distorted or
- not heard

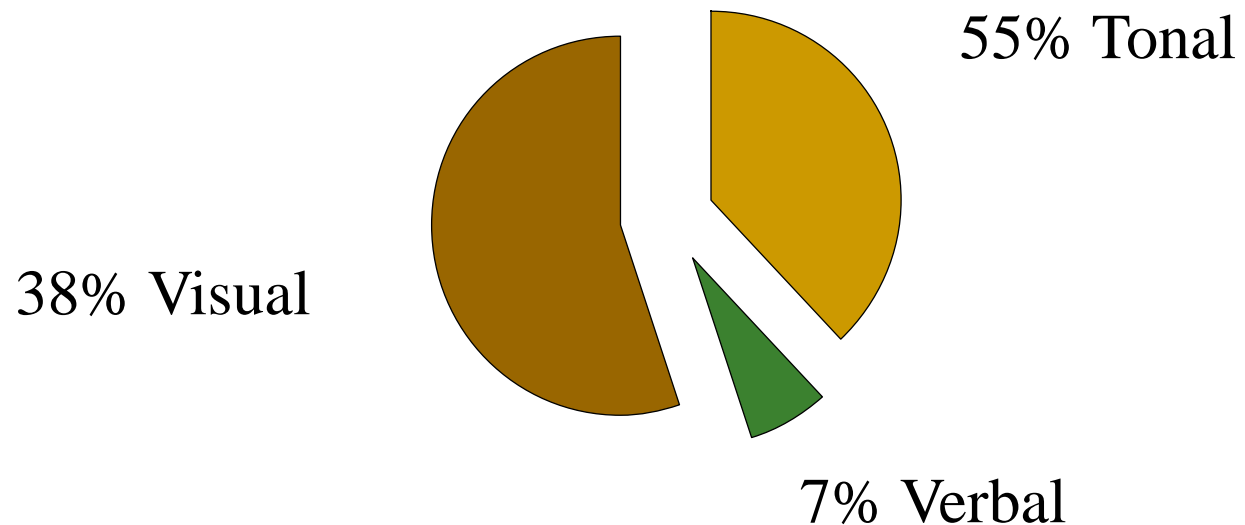


70%

6 people talking in a 2 people conversation!!

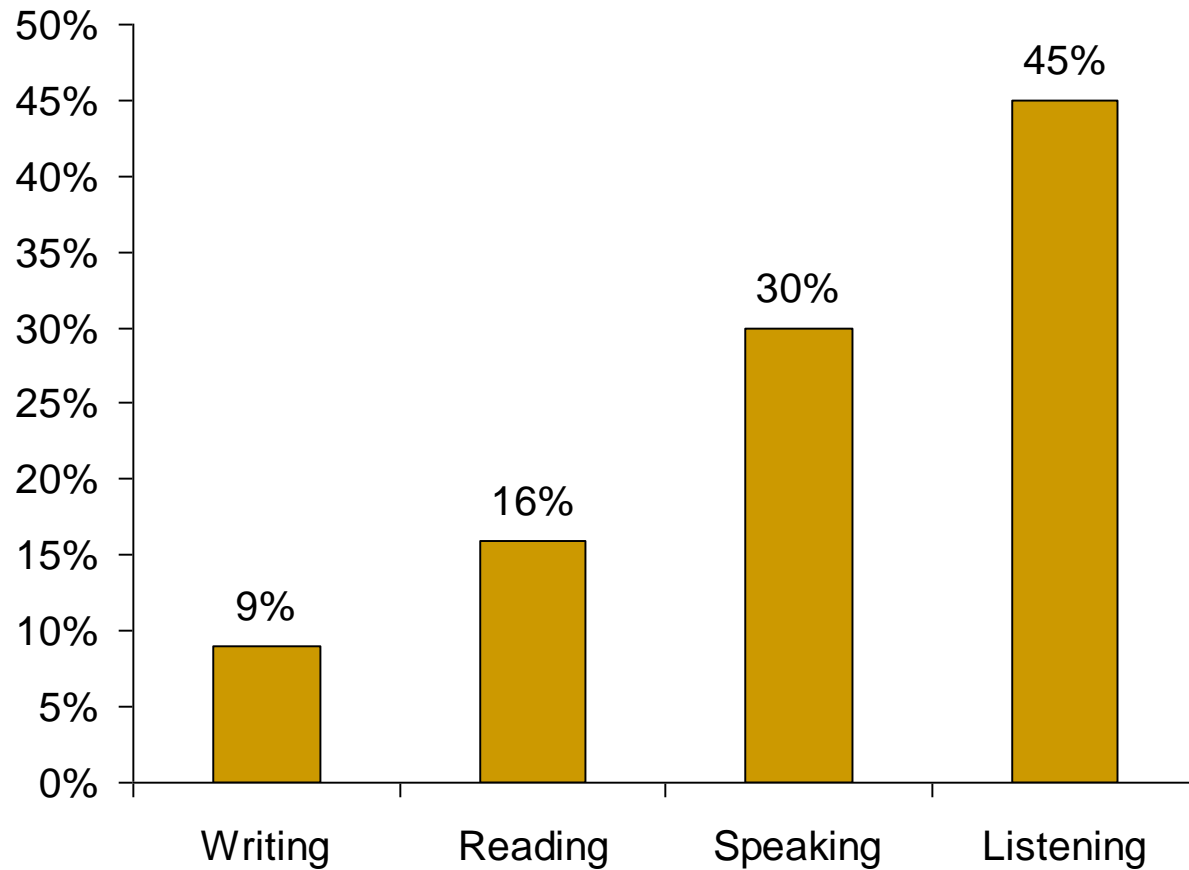
Critical success factor

The majority of your perceived ability comes from how you communicate

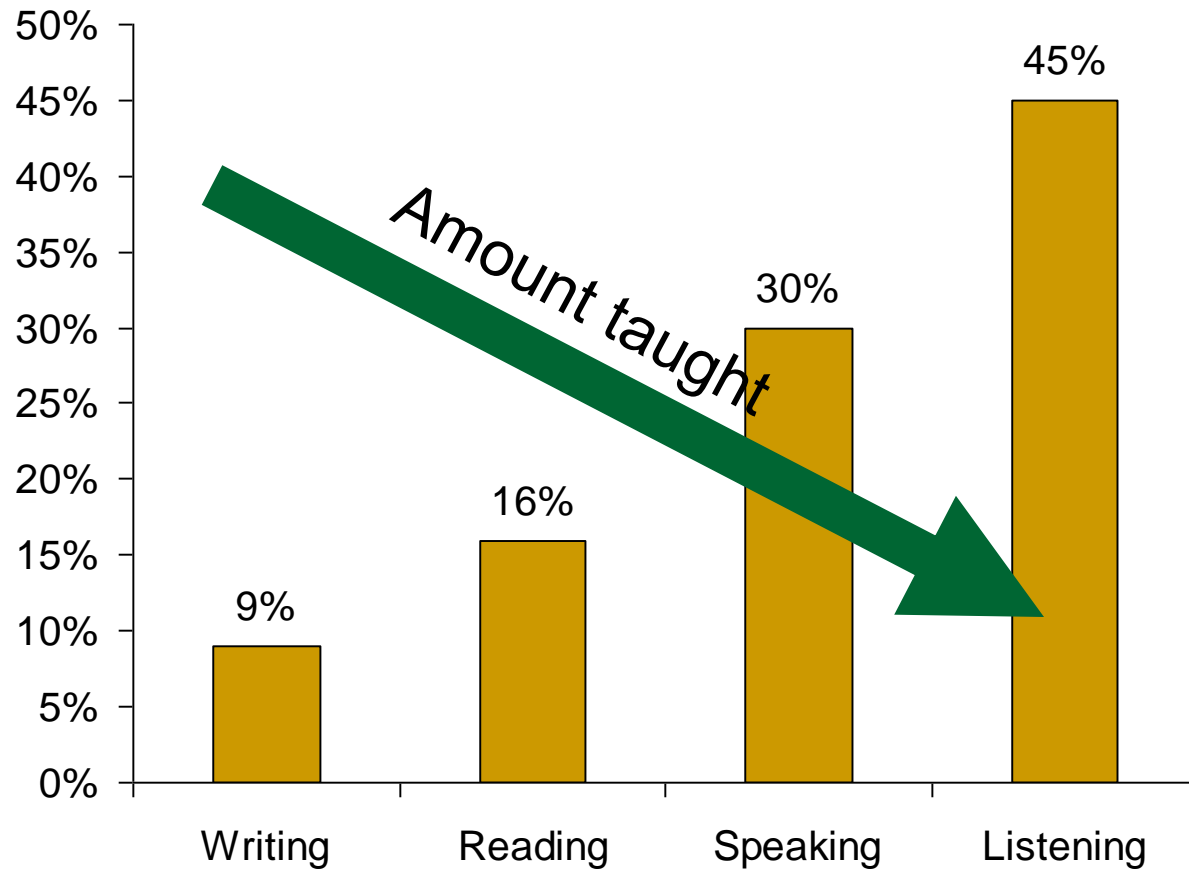


93% of all Communication is non verbal - SKILL

Listening and Speaking are used a lot...



... But not taught enough



Common Communication Errors:

- Finishing other people's sentences
- Preparing a response before someone has finished speaking
- Multitasking while 'listening'
- Filtering content or meaning based on the speaker
- Speaking for others (we...)

A Good Algorithm

Communication is a two way process!

In order to have good communication:

- Listen to understand
- Understand before speaking
- Speak to be understood
- Seek understanding before proceeding
- Repeat

What this course can achieve

- Provide ‘knowledge’ about communication
- Give insight on ‘skills’ needed
- Suggest ways of going about it

What you need to do:

- Learn the tools
- Take every opportunity
- Practice, Practice, Practice!

Observe



**PARIS
IN THE
THE SPRING**

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Re-post when you find the mitsake

Why is communication important

- Inspires confidence
- Builds respect in business and social life
- Helps make friends
- Develops a distinct personality
- Reveals your ability to others

Essentials of good communication

- Knowledge
 - Spontaneity in conversation
 - Level of conversation
- Organising your thoughts
- Participating in discussions

Essentials of good communication

- Body Language

- Show vs. tell



- Being a good listener

- Listening vs. hearing



How to be an active listener

- Set the stage
- Ensure mutual understanding
- Understand body language
- Suspend judgment

How to be an active listener

- Behaviors that hinder effective listening
 - ❑ Acting distracted (e.g. looking at your watch!)
 - ❑ Telling your own story without acknowledging theirs
 - ❑ Giving no response
 - ❑ Invalid response, being negative
 - ❑ Interrupting
 - ❑ Criticising

Techniques to improve listening skills

PARAPHRASE

**Restate what was
said in your own
words**

SUMMARIZE

**Pull together
the main points**

QUESTION

**Challenge speaker
to think further,
clarifying both your
and their
understanding**

Two basic types of questions

1. Closed questions:

- ❑ Get a one-word response and inhibit thought.
- ❑ Questions begin with who, when and which

2. Open-ended questions:

- ❑ Invite unique thought, reflection or an explanation.
- ❑ Questions begin with how, what, how come, why.

Practice Questioning

- Rephrase the following closed questions to make them open-ended:
 1. Are you feeling tired?
 2. Isn't it a nice day?
 3. Was the last activity useful?
 4. Is there anything bothering you?
 5. So everything is fine, then?

Adding colour to communication



Cool



Fiery



Green

Adding colour to communication

- Images – Describe, relive
- Show, don't tell
- Use audience's senses
 - Sight
 - Sound
 - Touch
 - Taste
 - Smell



Improving communication

- Don't use clichés
- Brevity
- Sincerity
- Don't praise yourself

Improving communication

- Avoid argument
- Be tactful
- Silence
- Enunciation
 - Clear, loud, syllables. Flexibility of tone

Practice

- For distinct enunciation, every word, every syllable, every sound, must be given its proper form and value.
- Think of the mouth chamber as a mold, in which the correct form is given to every sound.

Practice

- Move your lips.
- The teeth should never be kept closed in speech.
- Through practice, we can learn to speak more rapidly, but still with perfect distinctness

Ways to gain effective conversation

- Good use of English – avoid errors
- Improved vocabulary – overlook vs. oversee
- Avoid out-dated expression

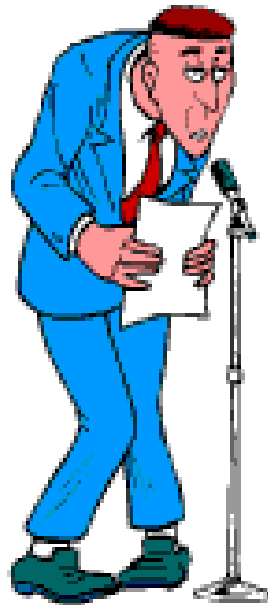
Ways to gain effective conversation

- Use humour – with care!
- Tell stories
- Improve clarity of voice – practice

Public Speaking



What does the graphic tell you about this speaker



The 5-P's

- Prior
- Preparation
- Prevents
- Poor
- Performance

From effective conversation to speech

- Overcoming Fear
 - #1 fear
- Idea of speech
 - Know your subject

From effective conversation to speech

- Know the audience
 - Target their interest
- Organising the speech
 - Tell them...

Developing Your Presentation

- What is your goal?
- Research your topic
- Develop an outline
- Create or locate learning aids



AIDA

Attention



Interest



Desire



Action

POWERFUL opener



CLEAR connector



MAIN BODY



POWERFUL close

AIDA

A ttention



I nterest



D esire



A ction

Establish credentials
(Me, You, What)

Key point

Create +ve expectations
Paint the future benefits
WIFM (what's in it for me)

The facts

⌚ 3

⌚ advantages

⌚ benefits

Me, You, What
is required

Developing Your Presentation

Making the Presentation Interesting

- Informative
- Fun
- Variety
- Energy
- Audience Interaction



Practicing Your Presentation

- Simulate the presentation setting
 - Practice aloud
 - Practice standing up
- Time your presentation



Practicing Your Presentation

- Memorise your opening few sentences
- Watch yourself in a mirror



Presenting

- Stage fright
 - Feelings follow action
- Talk ‘to’, not ‘at’
- Eye contact

Presenting

- Don't judge your audience
- Pause
- Volume
- Pace

Summary

He who fails to prepare,
prepares to fail!