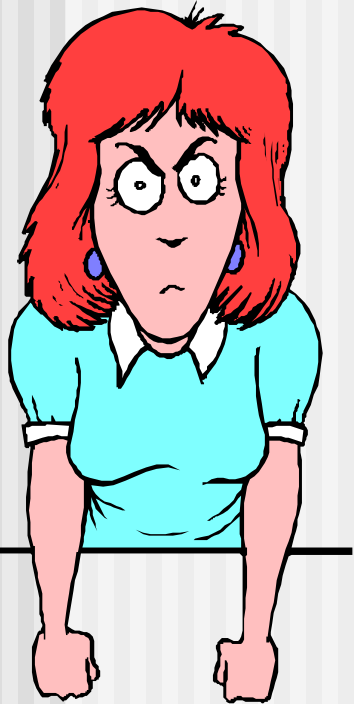


Who Is Responsible?

- The Communicator.



How Much Is The
Communicator Responsible?



- 60 Percent!

Communication

Communication

is the process of sending and receiving messages



Elements of Communication

Encoding

Perception & Interpretation

Message

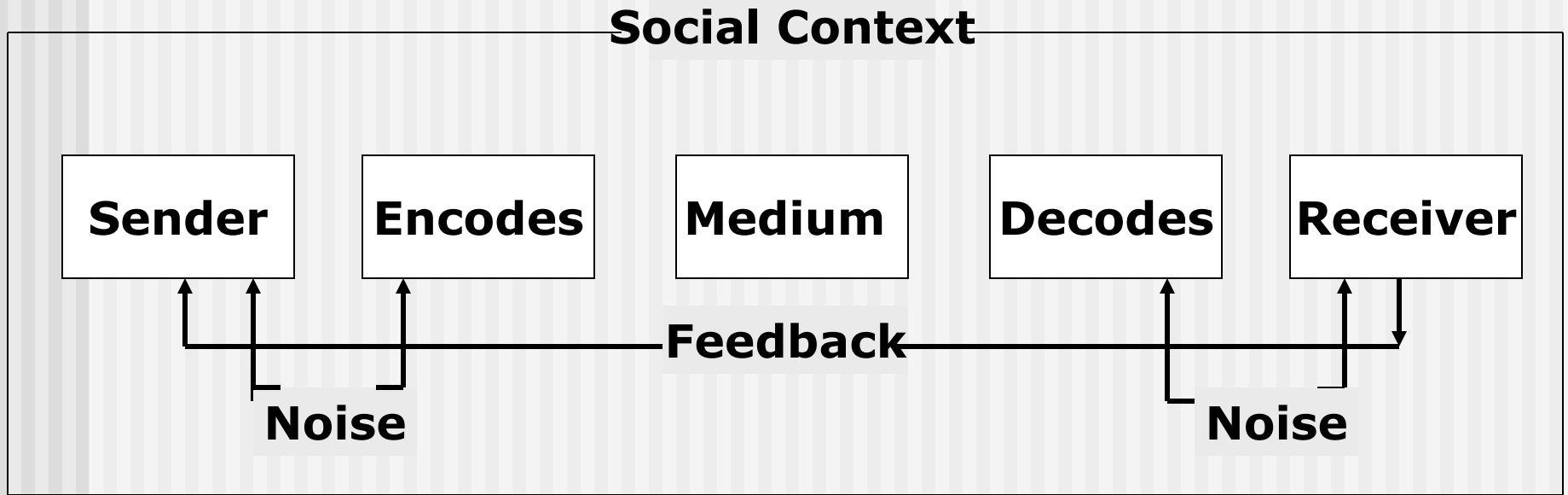
Channel



Communicator

Nonverbal Communications

Communication Process



Basic Element in Communication Process

Verbal Communication

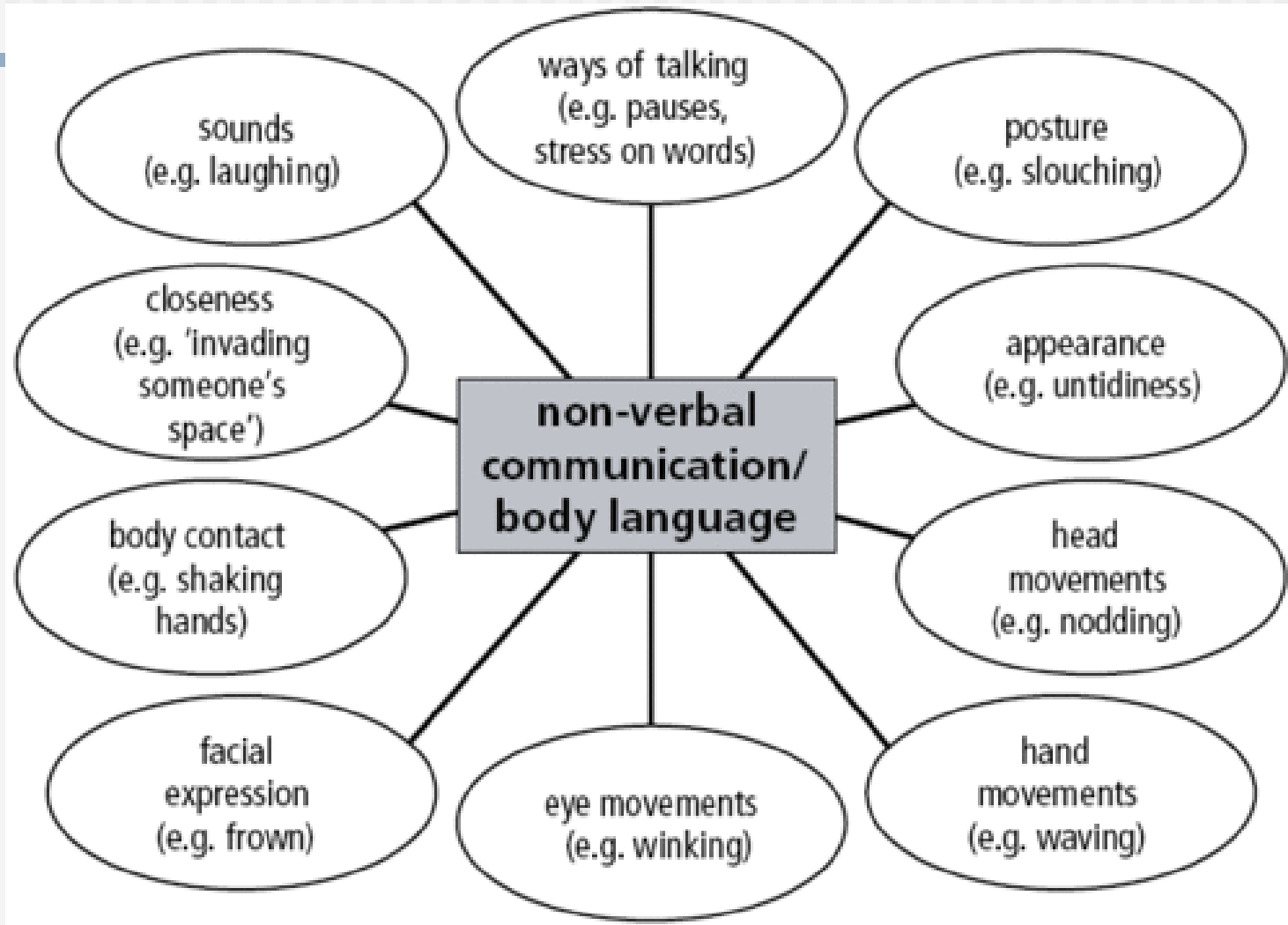


Verbal Communication

Dynamics

Words Are Empty Vessels. You Pour The Meaning Into Them.

Non Verbal



Non - Verbal

Appearance

Clothing, Hair Style, Choice of Colors

Para-linguistics

Tone of voice, pitch, loudness

Eye Contact

Movement of eyes, Blinking

Non-verbal
Communication

Gestures

Hand Movements, Winking, Nodding

Facial Expression

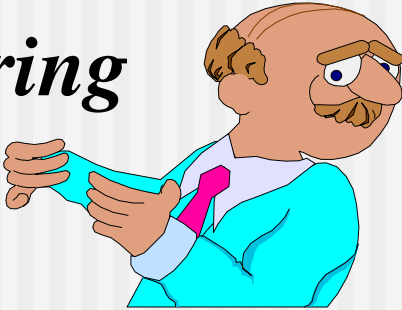
Smile, Frown

Postures

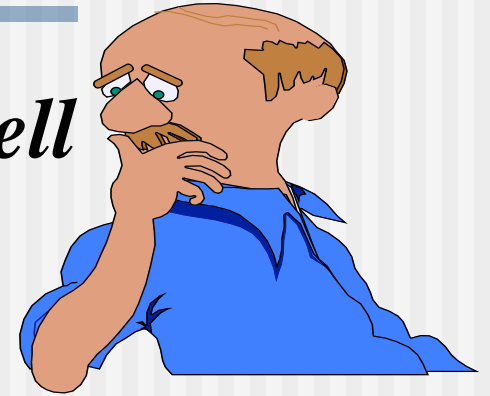
Arm Crossing, Leg Crossing, Seating Position

Communication is a Series of Experiences of

Hearing



Smell



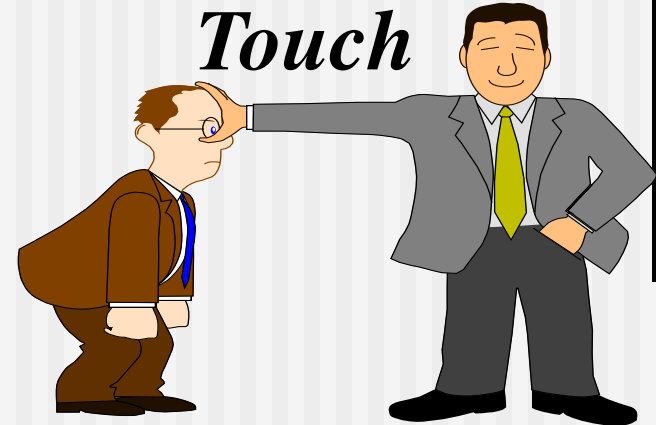
Seeing



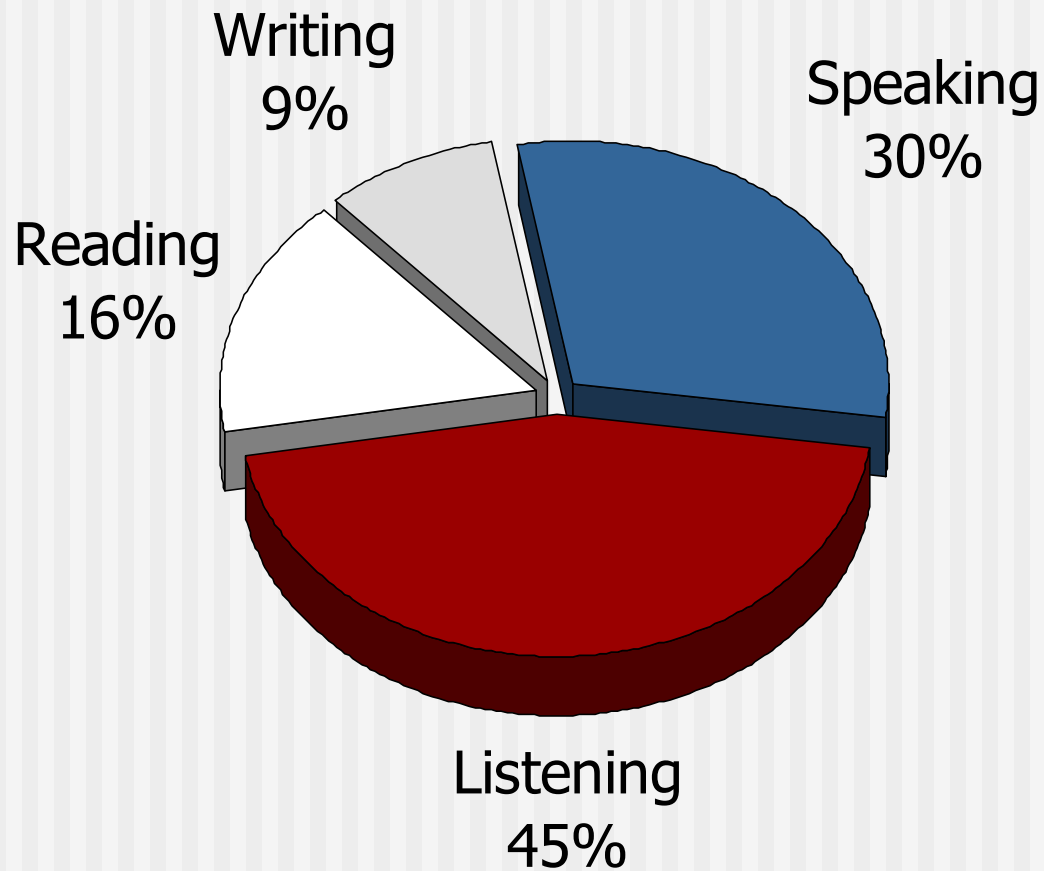
Taste



Touch



TOTAL COMMUNICATION PROCESS



TYPES OF BODY LANGUAGE

Remember that you are dealing with "PEOPLE"

- **(P)OSTURES & GESTURES**
 - How do you use hand gestures? Stance?
- **(E)YE CONTACT**
 - How's your "Lighthouse"?
- **(O)RIENTATION**
 - How do you position yourself?
- **(P)RESENTATION**
 - How do you deliver your message?
- **(L)OOKS**
 - Are your looks, appearance, dress important?
- **(E)PRESSIONS OF EMOTION**
 - Are you using facial expressions to express emotion?

Improving Body Language - Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Be aware - people may give false cues
- Maintain eye contact
- Smile genuinely



Barriers to Effective Communication



Barriers in Communication

(that have to do with the **COMMUNICATOR**)

- Unwillingness to say things differently
- Unwillingness to relate to others differently
- Unwillingness to learn new approaches
- Lack of Self-Confidence
- Lack of Enthusiasm
- Voice quality
- Prejudice

Barriers in Communication

(that have to do with the **COMMUNICATOR**)

- Disagreement between verbal and non-verbal messages
- Negative Self Image
- Lack of Feedback
- Lack of Motivation and Training
- Language and Vocabulary Level
- Lack of Self Awareness

Barriers in Communication

(that have to do with the **RECEIVER**)

- Selective Perception
- Unwillingness to Change
- Lack of Interest in the Topic/Subject
- Prejudice & Belief System
- Rebuttal Instincts
- Personal Value System
- Here-and-Now internal & external factors

External Barriers in Communication

- Environment
 - The venue
 - The effect of noise
 - Temperature in the room
- Other People – Status, Education
- Time

COMMUNICATION

■ **7% WORDS**

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

■ **38% PARALINGUISTIC**

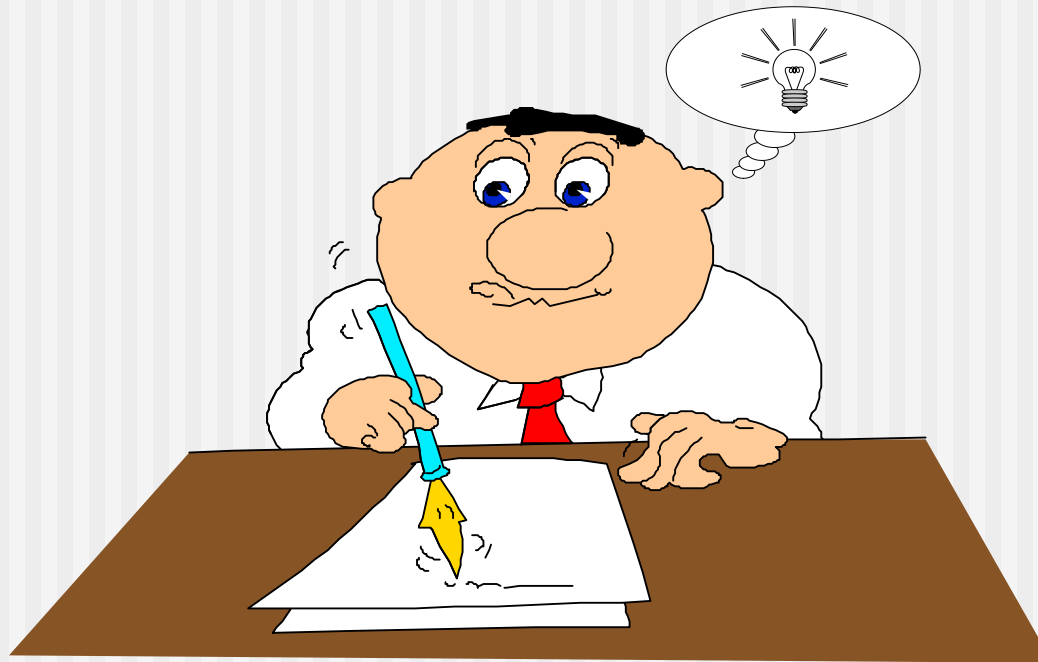
- The way in which something is said - the accent, tone and voice modulation is important to the listener.

■ **55% BODY LANGUAGE**

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

Challenge

EFFECTIVE COMMUNICATION



Effective Communication Skills

**Eye Contact &
Visible mouth**

Some questions

**Body
language**

**Encouragement
to continue**

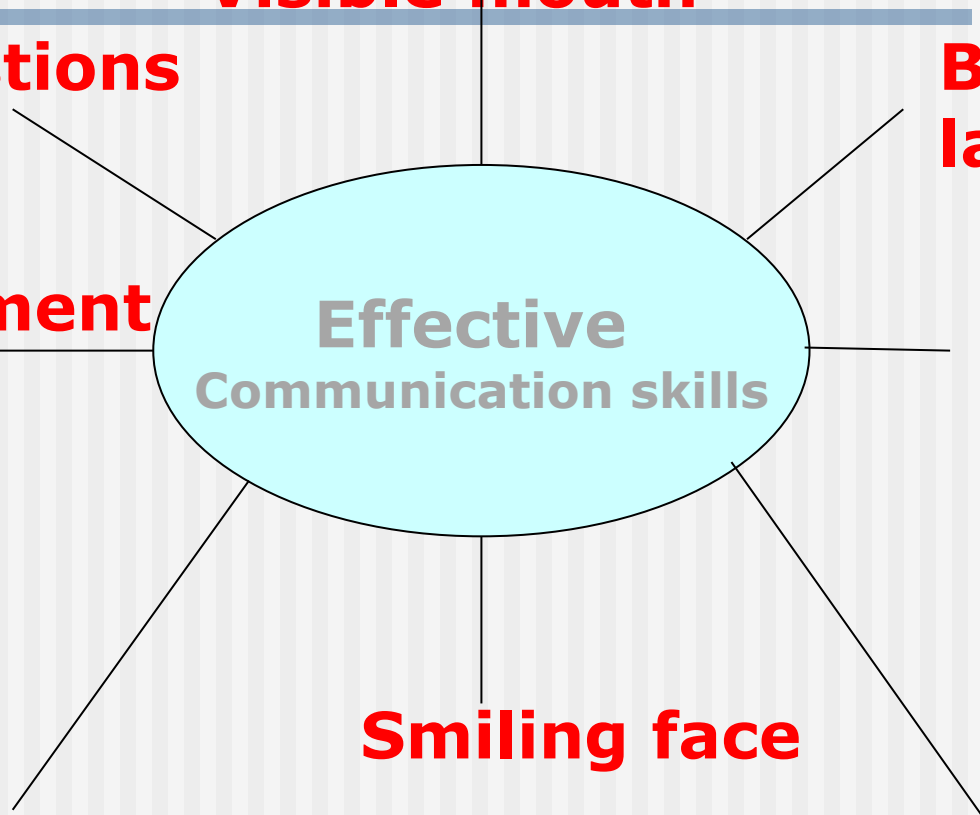
**Effective
Communication skills**

Silence

Smiling face

**Summarising
what has been said**

**Checking
for understanding**



ESSENTIALS OF COMMUNICATION

Dos

- ★ Always think ahead about what you are going to say.
- ★ Use simple words and phrases that are understood by every body.
- ★ Increase your knowledge on all subjects you are required to speak.
- ★ Speak clearly and audibly.
- ★ Check twice with the listener whether you have been understood accurately or not
- ★ In case of an interruption, always do a little recap of what has been already said.
- ★ Always pay undivided attention to the speaker while listening.
- ★ While listening, always make notes of important points.
- ★ Always ask for clarification if you have failed to grasp other's point of view.
- ★ Repeat what the speaker has said to check whether you have understood accurately.

ESSENTIALS OF COMMUNICATION

DON'Ts

- ★ Do not instantly react and mutter something in anger.
- ★ Do not use technical terms & terminologies not understood by majority of people.
- ★ Do not speak too fast or too slow.
- ★ Do not speak in inaudible surroundings, as you won't be heard.
- ★ Do not assume that every body understands you.
- ★ While listening do not glance here and there as it might distract the speaker.
- ★ Do not interrupt the speaker.
- ★ Do not jump to the conclusion that you have understood every thing.

How to Improve Existing Level of COMMUNICATION?



- ★ IMPROVE LANGUAGE.
- ★ IMPROVE PRONUNCIATION.
- ★ WORK ON VOICE MODULATION.
- ★ WORK ON BODY LANGUAGE.
- ★ READ MORE AND LISTEN MORE
- ★ AVOID READING OR WATCHING OR LISTENING UNWANTED LITERATURE, GOSSIP, MEDIA PRESENTATION ETC.
- ★ INTERACT WITH QUALITATIVE PEOPLE.
- ★ IMPROVE ON YOU TOPIC OF DISCUSSION,
- ★ PRACTICE MEDITATION & GOOD THOUGHTS.
- ★ DO NOT SPEAK TOO FAST.
- ★ USE SIMPLE VOCABULARY.
- ★ DO NOT SPEAK ONLY TO IMPRESS SOMEONE.
- ★ LOOK PRESENTABLE AND CONFIDENT.

WITH EFFECTIVE COMMUNICATION SKILLS

**PEOPLE ARE INFLUENCED,
PROBLEMS ARE SOLVED,
CHANGES ARE FACILITATED,
EXCELLENT RELATIONSHIPS ARE DEVELOPED,
DESIRED RESULTS ARE ACHIEVED, AND**

SUCCESS IS ENSURED.

**GET MOTIVATED
TO IMPROVE**

YOUR COMMUNICATION SKILLS

**IMPROVE BOTH
INTERNAL & EXTERNAL COMMUNICATION**

Success for YOU...

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



A close-up photograph of a liquid drop falling from a glass surface. The drop is captured in mid-fall, creating a long, thin neck of liquid. The background is a blurred, colorful bokeh of green, red, and blue. A white rectangular box is overlaid on the center of the image, containing the text "Thank You" in a bold, grey, sans-serif font.

Thank You