

Understanding Communication Skills

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UrbanPro Awards 2024 – Top 100 Tutors in India | Top 10 in Spoken English | Top 10 in Communication Skills | Top 10 in Personality Development | Top 10 in Soft Skills

What are Communication Skills?

Communication Skills go beyond just speaking English. They involve how you listen, speak, present, respond, and connect with people in different situations.

It includes:

- Choosing the right tone for the right situation
- Using effective body language
- Listening actively, not passively
- Structuring your thoughts before speaking
- Giving clear and respectful responses
- Being aware of your audience, timing, and delivery

These skills are needed not just for public speaking—but for everyday communication, interviews, teamwork, leadership, and even difficult conversations.

Communication Skills vs. Spoken English

Communication Skills	Spoken English
Expressing thoughts clearly	Using correct English
Involves tone, gesture, listening, feedback	Involves grammar, pronunciation, fluency
Adaptable to context and audience	Focuses on sentence accuracy
Builds connection and trust	Builds fluency and confidence

Example:

Spoken English helps you say, “I will get it done.”

Communication Skills help you say it politely, confidently, at the right time, and with the right tone and facial expression.

Why Communication Skills Matter

- Improve your presence in meetings, interviews, and conversations
- Help you respond clearly and calmly under pressure
- Build stronger relationships with clients, colleagues, or teams
- Improve your ability to influence, lead, and present ideas
- Help you sound more professional, confident, and thoughtful

What I Focus On in Communication Skills Training

- Listening actively and asking thoughtful questions
- Speaking with clarity, tone, and structure
- Using body language, gestures, and expressions effectively
- Managing voice modulation, pace, and volume
- Engaging others during group discussions or presentations
- Handling disagreement or conflict with maturity
- Practising real-life scenarios with roleplay and feedback
- Improving confidence through intentional communication habits

Communication is not about talking more.

It is about connecting better—with clarity, control, and confidence.

— Arjun Lyngdoh

UrbanPro Certified Trainer, 2024