

Communication Skill

Communication is simply a two way process of exchanging ideas, information or transmitting verbal and non-verbal messages.

We communicate to...

Get information

Motivate

Praise

Sell

Get feedback

Greet

Sell

Etc.

Communication Skill

Impediments to Good Communication

- Inattentive
- Poor listening skills
- Selective listening
- Stereotyped attitude
- Pre conceived assumption
- Generalizing others opinion
- Premature evaluation
- Fixed ideas
- Ignoring information contrary to own belief

Essential 7c's Of Communication

CONSIDERATE

CONCRETE

CONCISE

COURTEOUS

CLEAR

COMPLETE

CURRENT

Do's in case of conversation/interview/GD/presentation

- **Actively listen the receiver/interviewer/audience**
- **Use precise, memorable and powerful but popular words**
- **Give examples in support of you**
- **Make Eye contact**
- **Keep it short and simple answer/conversation**
- **Avoid interrupting while other side speaks**
- **Make appropriate facial expressions**
- **Exhibit affirmative head nods**

In case of projector presentation

Support your words with visual aids and Paraphrase

Don'ts in case of conversation/interview/GD/presentation

- ❖ Do not use technical terms and terminologies not understood by majority of people
- ❖ Do not speak too fast or too slow
- ❖ Do not speak in inaudible surroundings as you wont be heard
- ❖ Do not assume that everybody understands you
- ❖ Do not interrupt the speaker.

Communication Skill

Ask yourself

- ❖ What is the main purpose/aim?
- ❖ Who will receive it?
- ❖ What is the likely attitude of the listener?
- ❖ How much does he need to know?
- ❖ Is my timing right?
- ❖ What is the main subject?
- ❖ Are the major points clear?
- ❖ Is there any ambiguity?