

# Effective Communication!

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# Communication Skills

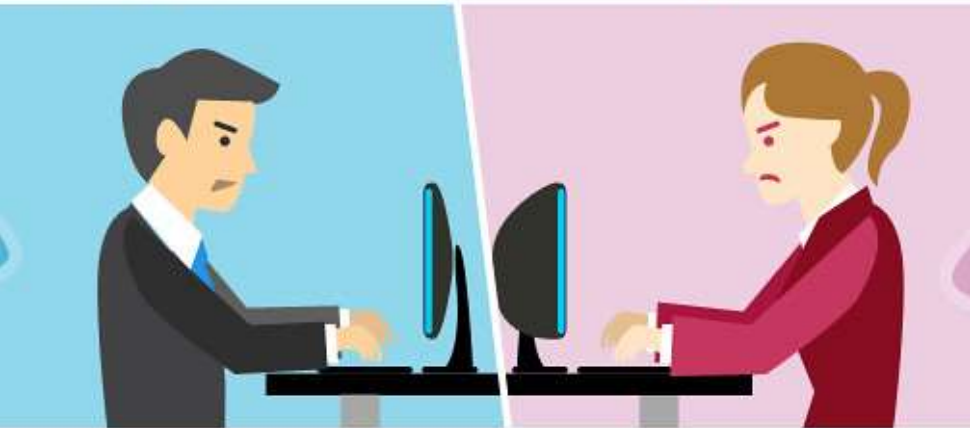
The power of *effective* Communication





# What is communication?

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Communication, at its simplest, is the act of transferring information from one place to another. It may be vocally (using voice), written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice). It is often a combination of several of these.



Being able to communicate effectively is perhaps the most important of all life skills. It is what enables us to pass information to other people, and to understand what is said to us. Good communication skills can enhance the quality of our lives in all aspects!



# The importance of good communication!

- Developing your communication skills can help all aspects of your life, from your professional life to social gatherings and everything in between.
- The ability to communicate information accurately, clearly and as intended, is a vital life skill, which helps you improve your quality of life.
- Good communication skills can ease interactions and ensure that you are able to get your point across calmly and clearly, and also take on board the responses.
- In your personal life, good communication skills can improve your personal relationships by helping you to understand others, and to be understood.



# The importance of good communication!

- Professionally, if you are applying for jobs or looking for a promotion with your current employer, you will almost certainly need to demonstrate good communication skills.
- Communication skills are needed to speak appropriately with a wide variety of people whilst maintaining good eye contact, demonstrate a varied vocabulary and tailor your language to your audience, listen effectively, present your ideas appropriately, write clearly and concisely, and work well in a group. Many of these are essential skills that most employers seek.
- Communication skills can also ensure that you are able to manage interactions with businesses and organizations.



# Did you know?

- Verbal communication skills are ranked first among a job candidate's 'must have' skills and qualities. According to a 2018 survey by the National Association of Colleges and Employers (NACE).
- As your career progresses, the importance of communication skills increases; the ability to speak, listen, question and write with clarity and conciseness are essential for most managers and leaders.
- Personal relationships need communication. Failure to talk has been blamed for the breakdown of many partnerships and relationships. Communication is vital in wider family relationships and wider friendship circles.





# Are You Communicating Effectively?



## Communication Basics!

- ✓ When speaking to somebody, address him by his/her name, it displays confidence.
- ✓ While in conversation, use his/her name frequently, it creates familiarity and displays your attentiveness.
- ✓ Always introduce yourself first, in a confident manner. A strong voice buys instant trust.

# Communication- The Essentials!

- Speak with a smile, a pleasant personality always attracts people.
- Speaking loudly and clearly is important. We do not want to waste time and hear the other person constantly saying- come again, I did not hear you!
- Speaking too fast does not only make us incomprehensible but also displays nervousness. We can also emphasize on things with a slower pace. A moderate rate of speech is a good idea.





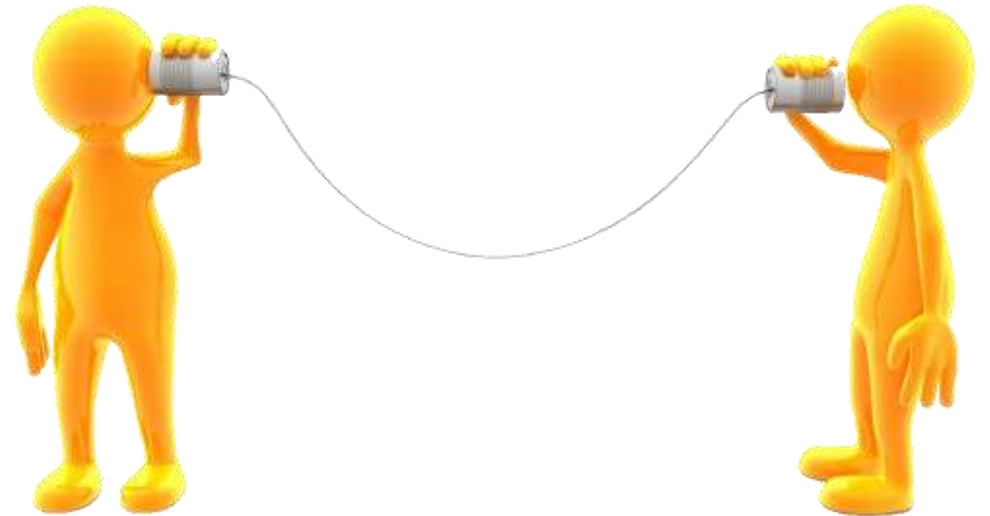
# Communication Basics!

- ✓ A deep voice instantly commands our attention as we associate depth with power. Silky and smooth voices attract us.
- ✓ Maintain a moderate pitch while talking. A high-pitched voice is a real turn off.
- ✓ Some people are natural screamers. Do not scream while engaged in a talk, volume control is essential.



# Communication- The Essentials!

- No repetitions. While in a conversation, do not get repetitive and keep repeating the same words again and again.
- We often take the support of fillers while speaking. The “uummm’s” and the “uuuhhh’s” are not value add’s.
- Try making a connection. In order to communicate well or have a great conversation, one must connect with the other person.



# Communication Basics!

- ✓ Use conversational threading to connect.
- ✓ Try finding a common ground to connect on.
- ✓ Throw out enough topics, which can help in branching out, hence helping in establishing a connection.
- ✓ Volunteering information can help connect.
- ✓ Let your guard down.





# Communication- The Essentials!


Making the other person comfortable is essential in being a great conversation starter.




Give out positive information about yourself.



Upon being questioned, do not give one-word answers. Elaboration is a good technique to follow.



Do not be in an interview mode, asking someone question after question is not what you call a conversation.



Use ice breakers to establish a rapport.

# Communication Basics!

- Statements based on observations could also build a rapport.
- Listening is very important while communicating. Interrupting constantly while the other person is talking is a conversation killer.
- While in conversation, one should know when to pause. Giving the right pause at the right time can convey a lot.



**Stage 1**  
Receiving



**Stage 2**  
Understanding



**Stage 2**  
Remembering



**Stage 2**  
Evaluating



**Stage 5**  
Feedback

**Good  
Communication  
Skills Lead  
To Great  
Success**



**THANKYOU!**