

AIDCOC & FDCA

Workshop on Improving Inspection and Managerial skills



Communication Skills

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Effective Communication !



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Most Common Ways to Communicate

Speaking

Writing

**Visual
Image**

**Body
Language**



Communication Skills

Communication skills is the ability to use language (receptive) and express (expressive) information.

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

Effective
communication

Language &
Expression



DEFINING EFFECTIVE COMMUNICATION

- Communication is more than merely imparting meaning – it must also be **understood**.
- Fundamental definition of **effective communication** is when the **intended** message of the sender is correctly **interpreted, understood and acted upon** by the recipient/listener.
- Communication is the **lifeblood of teams**. No team or organization can exist without communication i.e. **the transference of meaning among its team members**.
- It is only through **transmitting meaning** from one person to another that information and ideas can be conveyed.

The Components of Communication

1. Appearance
2. Facial Expression
3. Eye Contact
4. Gestures
5. Physical Proximity
6. Body Posture
7. Body Contact
8. Tone & Volume
9. Style of Speech
10. Words



Components of Communication

❖ **Listening Skill**

❖ **Speaking Skill**

❖ **Reading Skill**

❖ **Writing Skill**

Communication can be broken into two main types:

- **Verbal** communication requires the spoken word.
- **Nonverbal** communication involves communicating without speaking, such as in writing or body language.



Communication Involves Three Components

- **Verbal Messages** - the words we choose
- **Paraverbal Messages** - how we say the words
- **Nonverbal Messages** - our body language

These Three Components Are Used To

- Send Clear, Concise Messages
 - Receive and Correctly Understand Messages Sent to Us
-

Verbal Communication



SENDING MESSAGES

Effective Verbal Messages



- Are brief, succinct, and organized
- Are free of jargon
- Do not create resistance in the listener

Verbal Communication Skills –

- **Tone**
- **Volume**
- **Word Choice**
- **Speed**



Tone of Voice

- The pitch and timbre (distinctive tone) show the true feelings

- "Oh" can mean...
 - ◆ "You surprised me."
 - ◆ "I made a mistake."
 - ◆ "You're a pain in the neck!"
 - ◆ "You made me so happy!"
 - ◆ "I'm bored."
 - ◆ "I'm fascinated."
 - ◆ "I don't understand."



Paraverbal Messages

Paraverbal communication refers to the messages that we transmit through the tone, pitch, and pacing of our voices.

"I didn't **SAY** you were stupid."

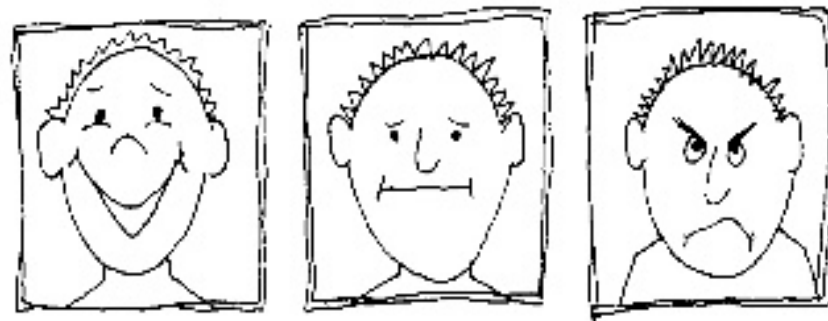
"I didn't say **YOU** were stupid."

"I didn't say you were **STUPID**."

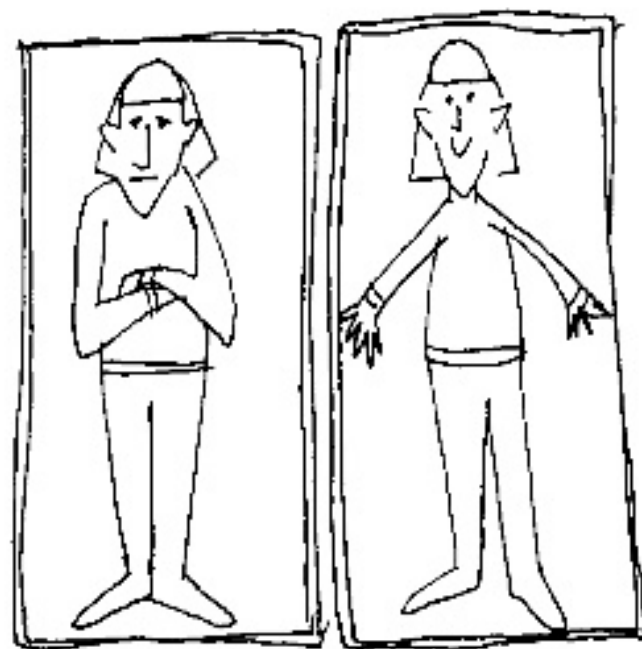
Non- Verbal Communication

Nonverbal Messages

Nonverbal messages are the primary way that we communicate emotions



Facial Expression



Postures and Gestures

Barriers In Nonverbal Communication

- ⊙ Lack of eye contact.
- ⊙ Facial expressions are incongruent with verbal expressions.
- ⊙ Body position.
- ⊙ Tone of voice.
- ⊙ Closeness of position.

*How
to Improve
Nonverbal
Communication
Skills*

Maintain eye contact

*Nod your head
to convey that you agree*

Smile and show interest

*Lean forward to show
speaker your interest*

*Use tone of voice that
matches your message*

Communication Skills

Listening :

The Most Important Component

Communication



**The biggest
communication problem
is we do not listen to
understand.**

We listen to reply.

Pre decided
reply.....!!



RECEIVING MESSAGES

Listening

- *Requires concentration and energy*
- *Involves a psychological connection with the speaker*
- *Includes a desire and willingness to try and see things from another's perspective*
- *Requires that we suspend judgment and evaluation*



Communication Skills

Formal / Official Communication



“You don't hear things that are bad about your company unless you ask. It is easy to hear good tidings, but you have to scratch to get the bad news.”

- Thomas J. Watson

Types of Communication

➤ **On the basis of organization relationship**

- Formal
- Informal

➤ **On the basis of Flow**

- Vertical
- Crosswise/Diagonal
- Horizontal

➤ **On the basis of Expression**

- Oral
- Written
- Gesture

Organization Barriers

- Organizational policy
 - Organization rules & regulation
 - Status relation
 - Complexity in organization
-

Communication Skills

Written Communication



Language barrier





OMG !

**PSYCHO
THE
RAPIST**

**PSYCHOTHERAPIST
IS ONE WORD!
ONE WORD !!!**

Language barrier

- Due to a language barrier, it is more difficult to obtain and interpret research data in international marketing.
- Promotional messages needs to consider numerous cultural differences between different countries. This includes the differences in languages, expressions, habits, gestures, ideologies and more.

Language barrier

74 English-speaking nations a word with the same meaning can differ greatly from each other

- **Bar:** pub (Britain), hotel (Australia), boozer (Australia, Britain, New Zealand)
- **Bathroom:** Loo (Britain), Dunny (Australia)
- **Ghost or monster:** Wendigo (Canada), Duppy (Caribbean), Taniwha (New Zealand)
- **Truck:** Lorry (Britain and Australia)
- **Sweater:** Jumper (England)
- **French fries:** Chips (Britain)
- **Soccer:** Football (the rest of the world)

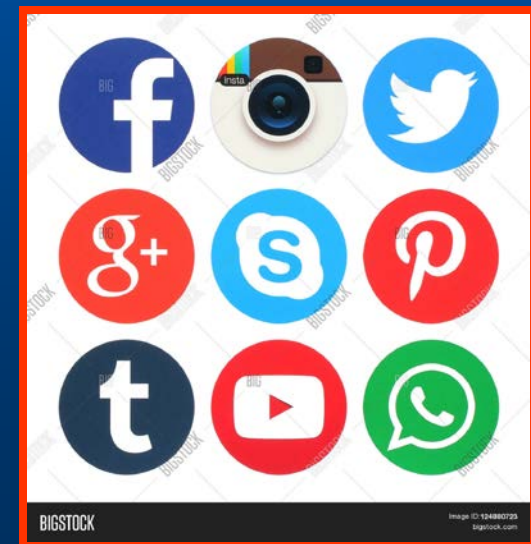
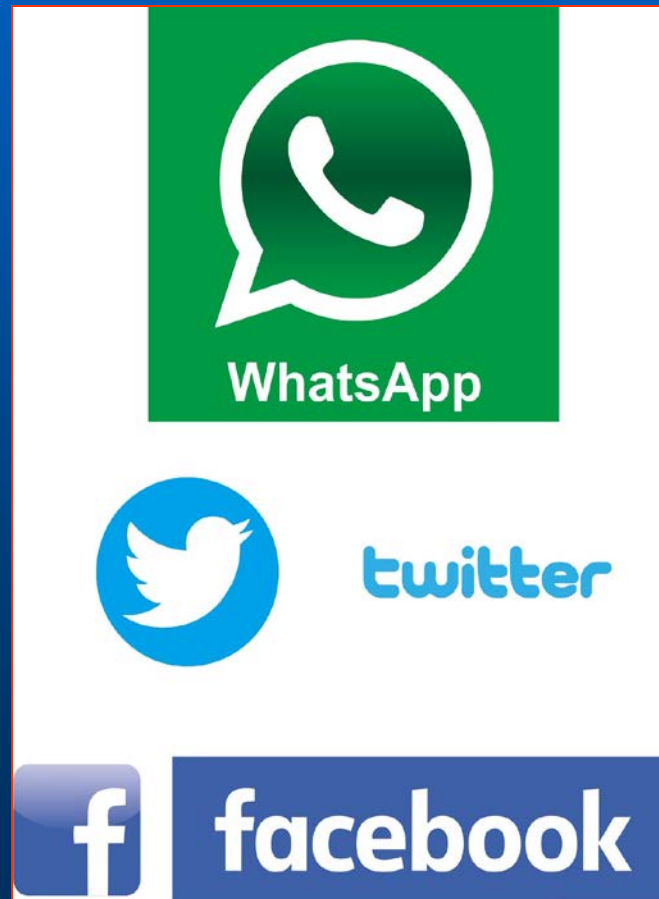
Language barrier: Misinterpretation

- *On a sign in a Bucharest hotel lobby:*
 - The lift is being fixed for the next day. During that time, we regret that you will be unbearable.
- *From a Japanese information booklet about using a hotel air conditioner:*
 - Cooles and Heates: If you want just condition of warming your room, please control yourself.

Communication Skills

Written Communication

in the Era of Mobiles & Internet



Heyy dad.... no affence but change ur profile pic.. loose some wait n you will look justt like u did when i was little... n thatt was 12 years ago... haha. (: but seriously.. the bald head i mean i no thats from when you where in your car accident n u had a cut soo u had to shave but really? (: okay... well justt a lil advice.

March 15 at 7:34am · Comment · Like · See Wall-to-Wall

The dictionary is on the desk in my office.

March 15 at 3:10pm

Write a comment...

← Dad

Hi! How RU? Y not C a film together? TOM at my place?

SRY, but TOM I've lots 2 do. THX, anyway. BTW, RU free L8TR 2NITE? Fancy a drink?

GR8! I'll wait 4 U at DA Odeon. Don't B L8.

I'll come ASAP. CU, then.



Disadvantages of SMS Language

- Spoils spelling.
- High chances of developing grammatical errors.
- Communication misunderstanding.
- Paucity of clearance of the sentence.

Advantages of SMS Language

- Saves the text space and money.
- Saves the time.
- Easier to type.
- Avoid the off topics.
- Compresses the sentence.
- Private chat (code language).
- Smiley and emotions

To Conclude . . .

Effective Communication . . .

It is two way.

It involves active listening.

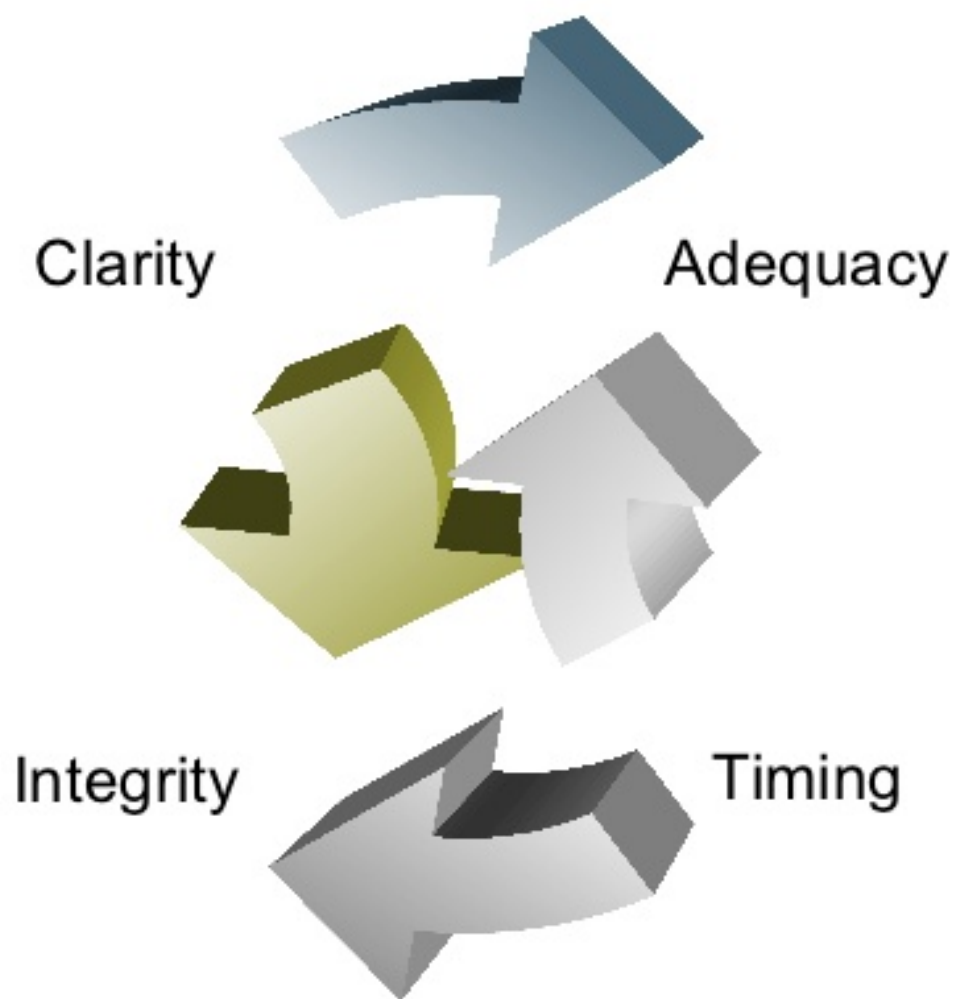
It reflects the accountability of speaker and listener.

It utilizes feedback.

It is free of stress.

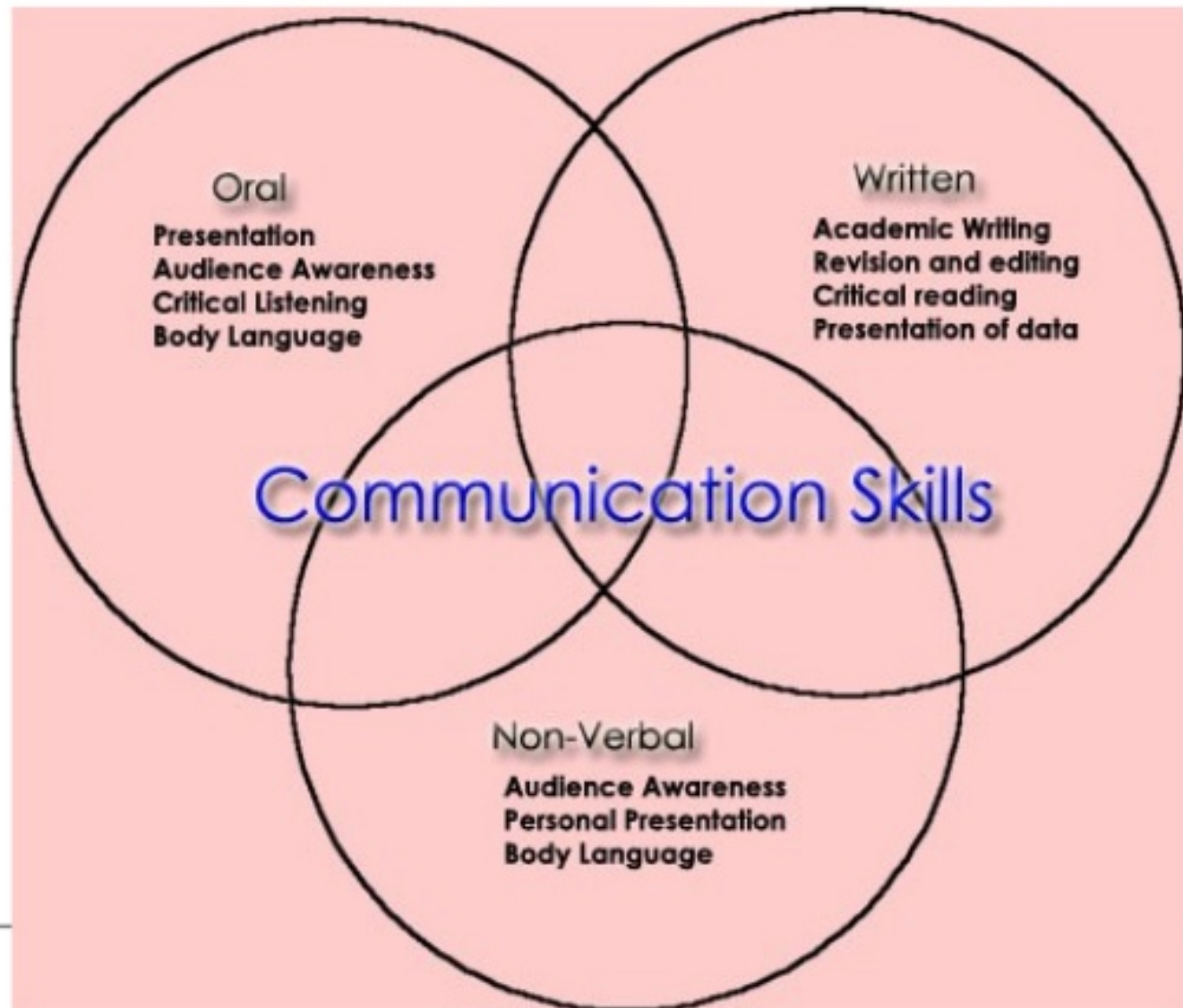
It is clear.

What makes a good communicator?



How do you develop your communication skills?

Explore the related skills



Six Cs of Official Communications

- Clearly state the subject – data driven
- Concisely make the point - data driven
- Courteously deliver the message.
- Consistently reinforce your point- data driven
- Respect Confidentiality at all times.
- Compel the recipient to be receptive.

Good communication skills

- 1-Making eye contact while communicating with people is important because it shows you are listening to them.
- 2-Not swearing and shouting because it can be intimidating
- 3-Not chewing gum while having a conversation with someone
- 4-Not texting while speaking to some one as it will make them think your ignorant
- 5-Always trying to speak clearly and use words everyone can understand
- 6-Make positive facial expressions
- 7-Listening to the person you are speaking to
- 8-Have a relaxed body language
- 9-Don't speak over other people
- 10-Do keep to the point when explaining something



Listen

Be clear

Speak softly

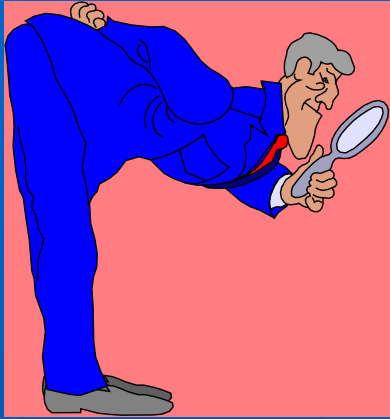
Be courteous

To End . . .

Communication Issues at International Level

A Case Study....





Case Study on Country Specific Communication ..???

Communication Skills : Know the Country

- A disappointed salesman of *Cola* company returns from his Middle East assignment.
- A friend asked, "Why weren't you successful with the Arabs?"
- The salesman explained, ", I had a problem I didn't know **how to speak Arabic**. So, I planned to convey the message through three posters...



First poster-:

A man lying in the hot desert sand...totally exhausted and fainting.

Second poster

man is drinking our Cola.

Third poster:

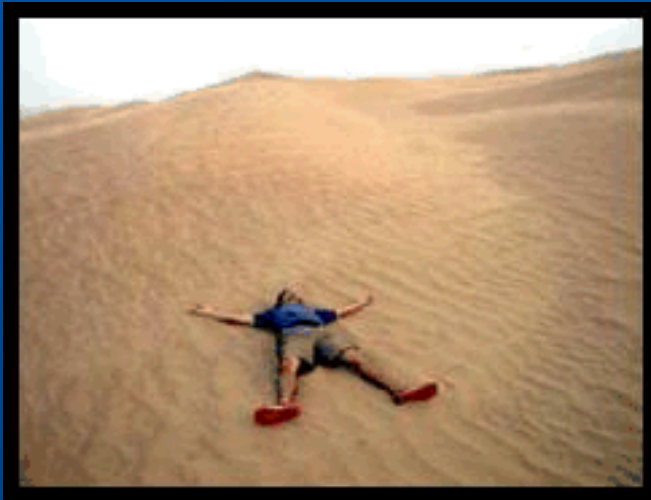
Our man is now totally refreshed.

"That should have worked," ...
said the friend.

Country Specific Communication ...

The salesman replied :

"I didn't realize that Arabs go from right to left...!!!"





THANK YOU....

....Padmin Buch

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