



COMMUNICATION SKILLS

"Communication skills are the lifeblood of a successful life...if you plan on spending any time there..."

-- Doug Firebaugh

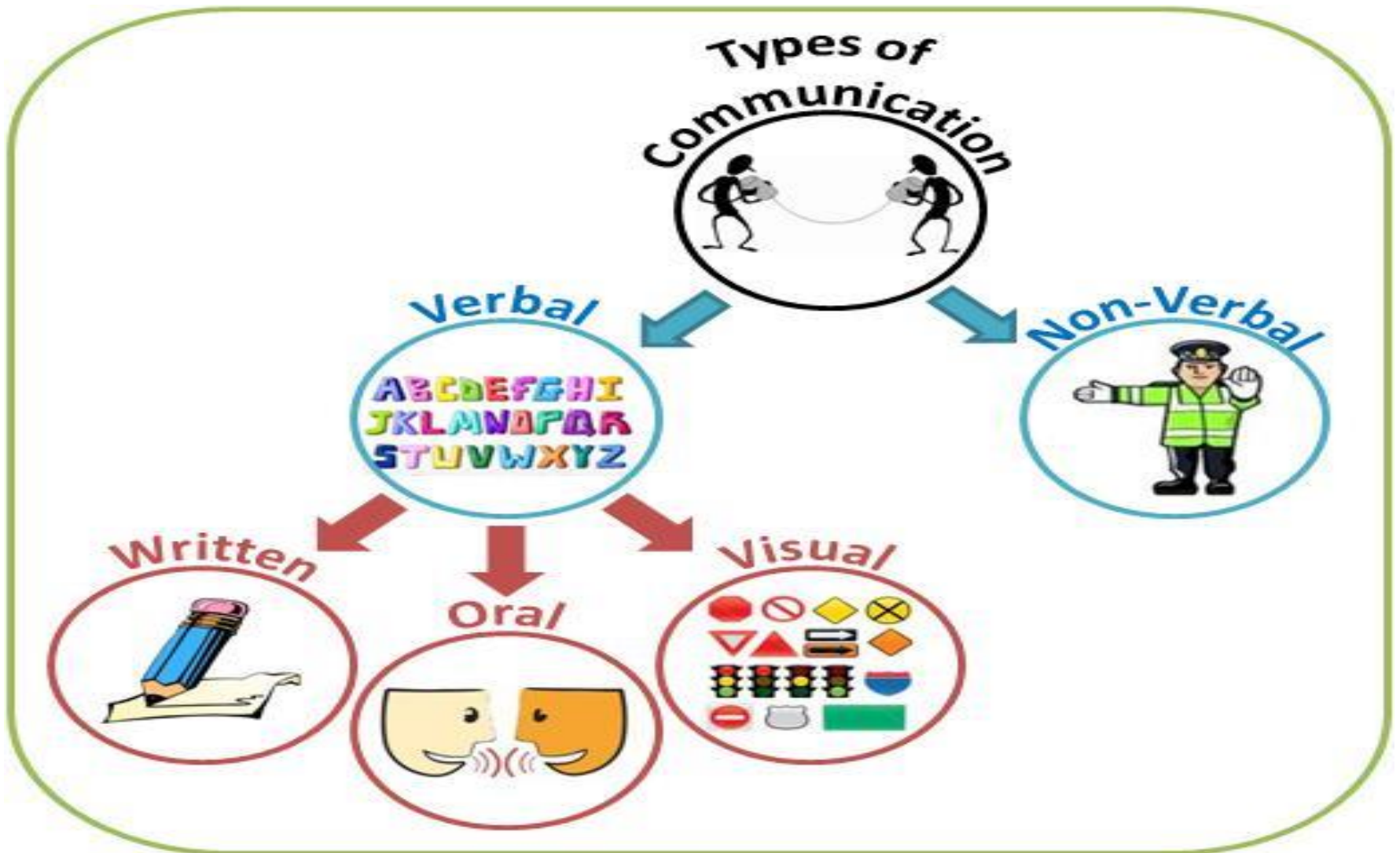
"Communication is really anyone ever gets paid for ultimately...and if you cannot effectively communicate...you will PAY...not get paid..."

-- Doug Firebaugh



**THE QUALITY OF YOUR LIFE
IS THE QUALITY OF YOUR
COMMUNICATION ~
BOTH WITH YOURSELF &
OTHERS**

COMMUNICATION Skills



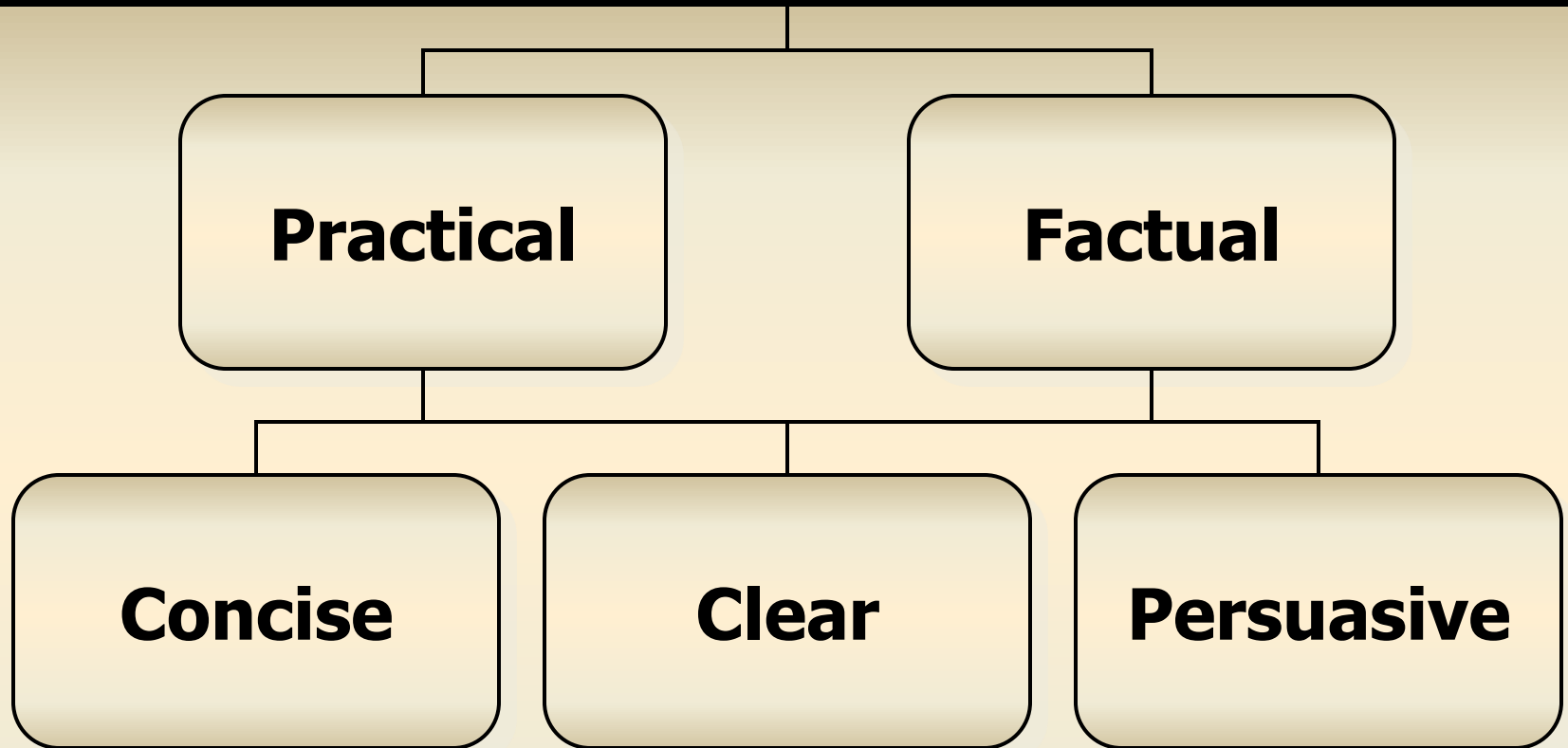
OVERVIEW

- The ability to effectively communicate with others is one of the most powerful tools for personal and/or professional success.
- Communication skill is the most important of **life skills**, which are the abilities that help to promote mental well being and competence to face the realities of life.
- Effective communication empowers you to influence others.

Importance

- Your capacity to communicate is often seen as an indicator of your ability and intelligence.
- **80% of problems in the workplace are communication related**
- **Express yourself (express opinion, desires, needs, fears clearly)**

Effective Communication



What is
Communication?



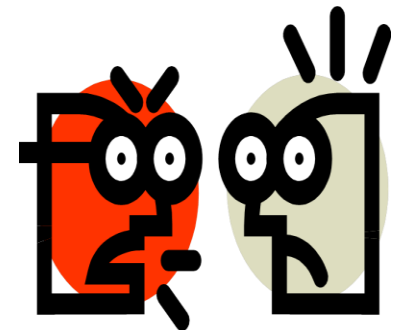
It's so
much
more
than
speech

www.playingwithwords365.com

Communication is shared feelings/shared understanding.

If you can honestly achieve that goal, you are communicating

What Is Communication?



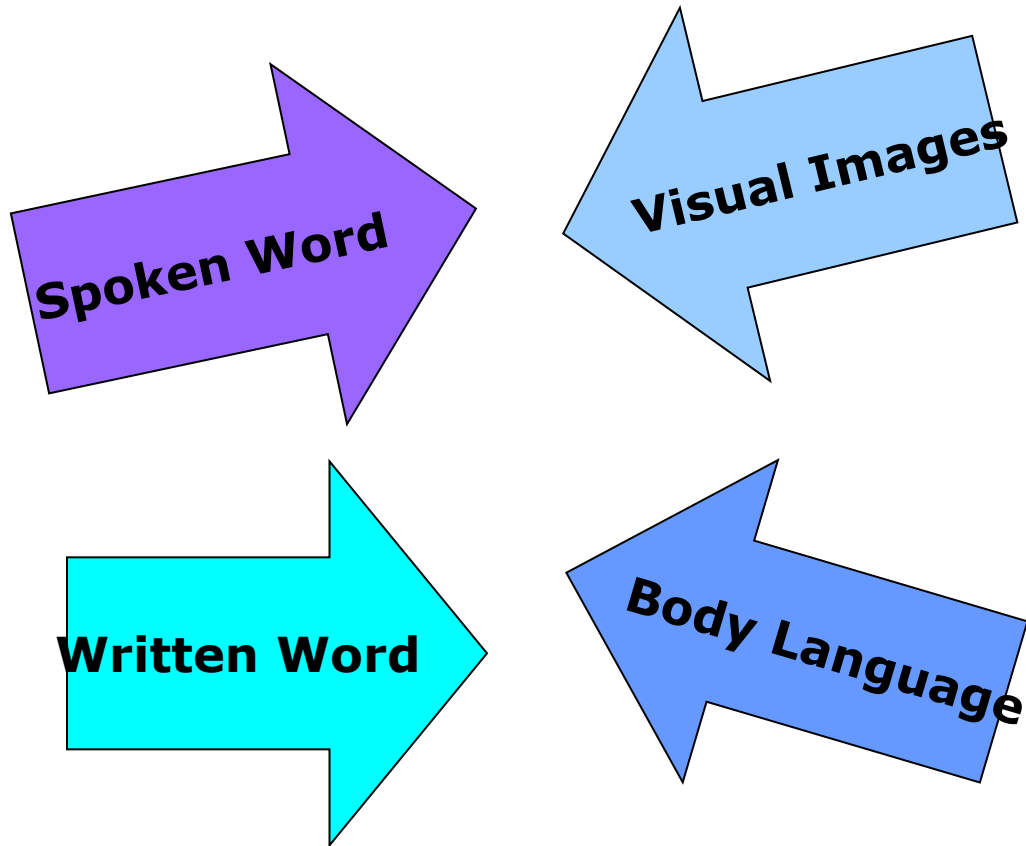
- **Communication**
 - **Transfer and understanding of meaning**, the interchange of thoughts or opinions through **shared symbols**; e.g. language, words, phrases .
 - **Transfer** means the message was received in a form that can be interpreted by the receiver.
 - **Understanding** the message is not the same as the receiver agreeing with the message.

Communication Is

- The process for or means of creating an **understanding** of ideas, opinions or feelings between two or more people.



What are the most common ways we communicate?



Why is communication important ?

- Inspires confidence. So, people are influenced
- Builds respect. So problems are solved
- Helps make friends
- Reveals your ability to others
- Develops a distinct personality. So, excellent relationships are developed

DESIRED RESULTS ARE ACHIEVED, AND success is insured

Factors In Achieving Success

- | | | |
|-----|------------------------|------|
| 1. | Communication skills | •71% |
| 2. | Intelligence | •64% |
| 3. | Integrity | •54% |
| 4. | Experience | •50% |
| 5. | Enthusiasm | •46% |
| 6. | Self-esteem/confidence | •37% |
| 7. | Risk-taking attitude | •35% |
| 8. | Formal education | •29% |
| 9. | Ambition | •25% |
| 10. | Emotional maturity | •16% |

Key Communication Elements

The Method:

- Verbal
- Non-verbal
- Written
- Electronic

The Situation:

- Distance
- Speed
- Attitude
- Different cultures

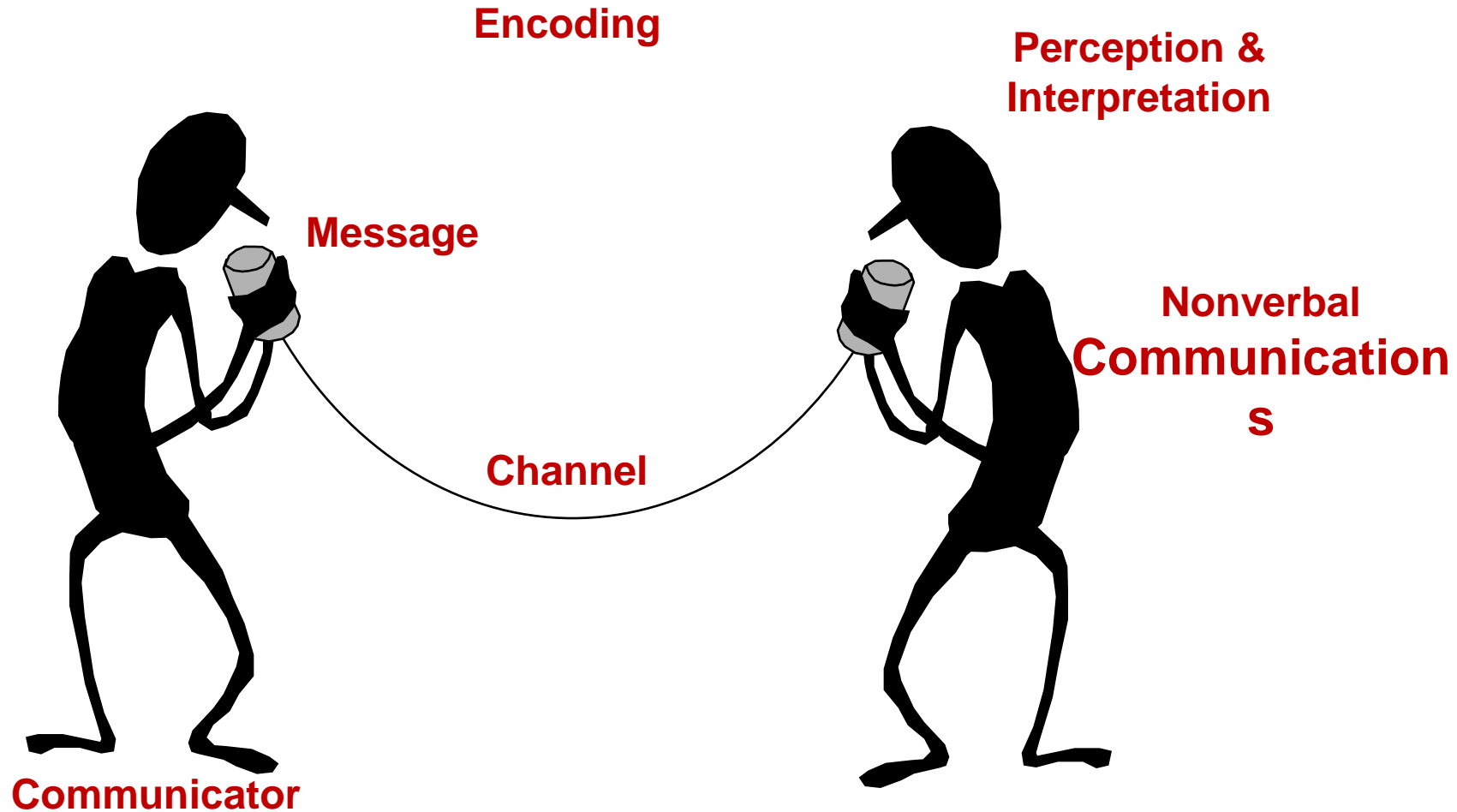
The Receiver:

- Could be known or unknown
- Sender must imagine being the receiver

Nature of Content:

- Must be clear and understandable
- Unacceptable content should be avoided

Elements of Communication



How do we spend our communication time?

16 % Reading



9% writing



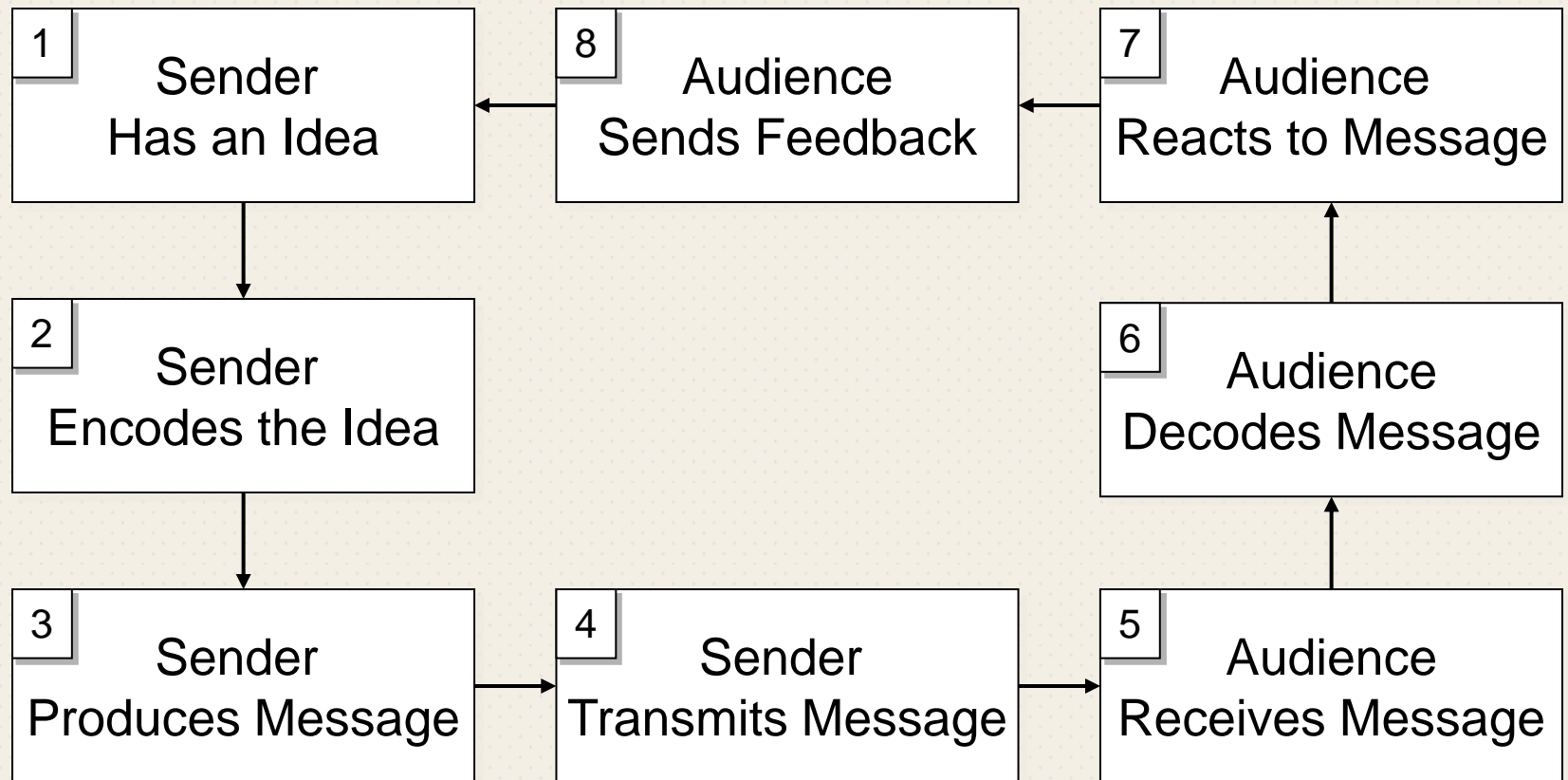
30% Talking

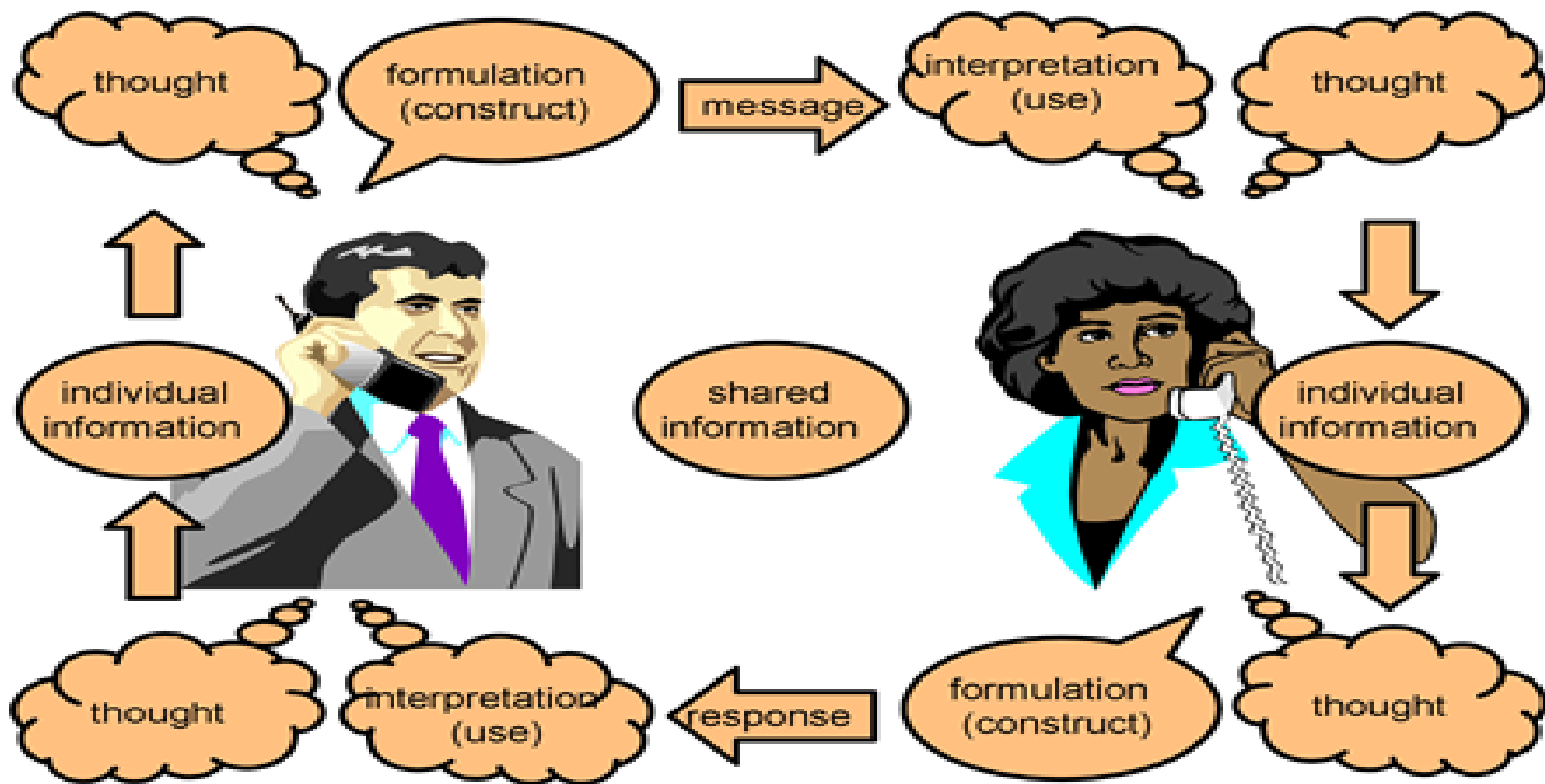


45% listening



Communication Process





Communication?

Communication

- **Message**
 - *Source: sender's intended meaning*
- **Encoding**
 - *The message converted to symbolic form*
- **Channel**
 - The medium through which the message travels
- **Decoding**
 - The receiver's retranslation of the message
- **Noise**
 - Disturbances that interfere with communications



Written Communication?



- ***Aim*** – Who do you want to talk to and what do you want them to do?
- ***Compose*** – What is the message (information) you need to deliver to your audience to get them to do what you want them to do?
- ***Transmit*** – What media should you use to deliver your message and when should you deliver it?
- ***Feedback*** – What is the audience telling you about the effect of the communication?
- ***Analyze/Change*** – What can you discover about whether the communications had the effect you aimed for?
- ***Improve*** – What and how will you change the communications (message, media, timing) to achieve your aim?

The Johari Window

“Communication Model that can used to improve understanding between individual within a team or a group and improve relationship.

- It is Based on disclosure, self-disclosure and feedback. disclosing information about themselves
- Individual can build trust with others by disclosing information about themselves and feedback.
- Encourage Team to give, and accept, constructive feedback.

The Johari Window

		Known to Self	Not Known to Self
Known to Others	Open Self	Attitudes, behaviors, feelings, desires, Knowledge	Blind Self Feeling of incompetence, unworthiness or rejection
	Hidden Self	and history Ambitions, hopes, fears	Unknown Self Talents & Phobias
Not Known to Others			

feelings of inadequacy, incompetence, unworthiness, or rejection

Self-disclosure

- The communication in which we reveal information about ourselves –our thoughts, beliefs, feelings and behaviors.



Rewards Of Self-disclosure

1. Self-knowledge;

- Gaining a new perspective about ourselves and a deeper understanding of our own behaviors.

2. coping abilities;

- Dealing with our problems and fears.

Rewards of Self-Disclosure (cont.)

3. Communication efficiency;

- Improving communication with the others.

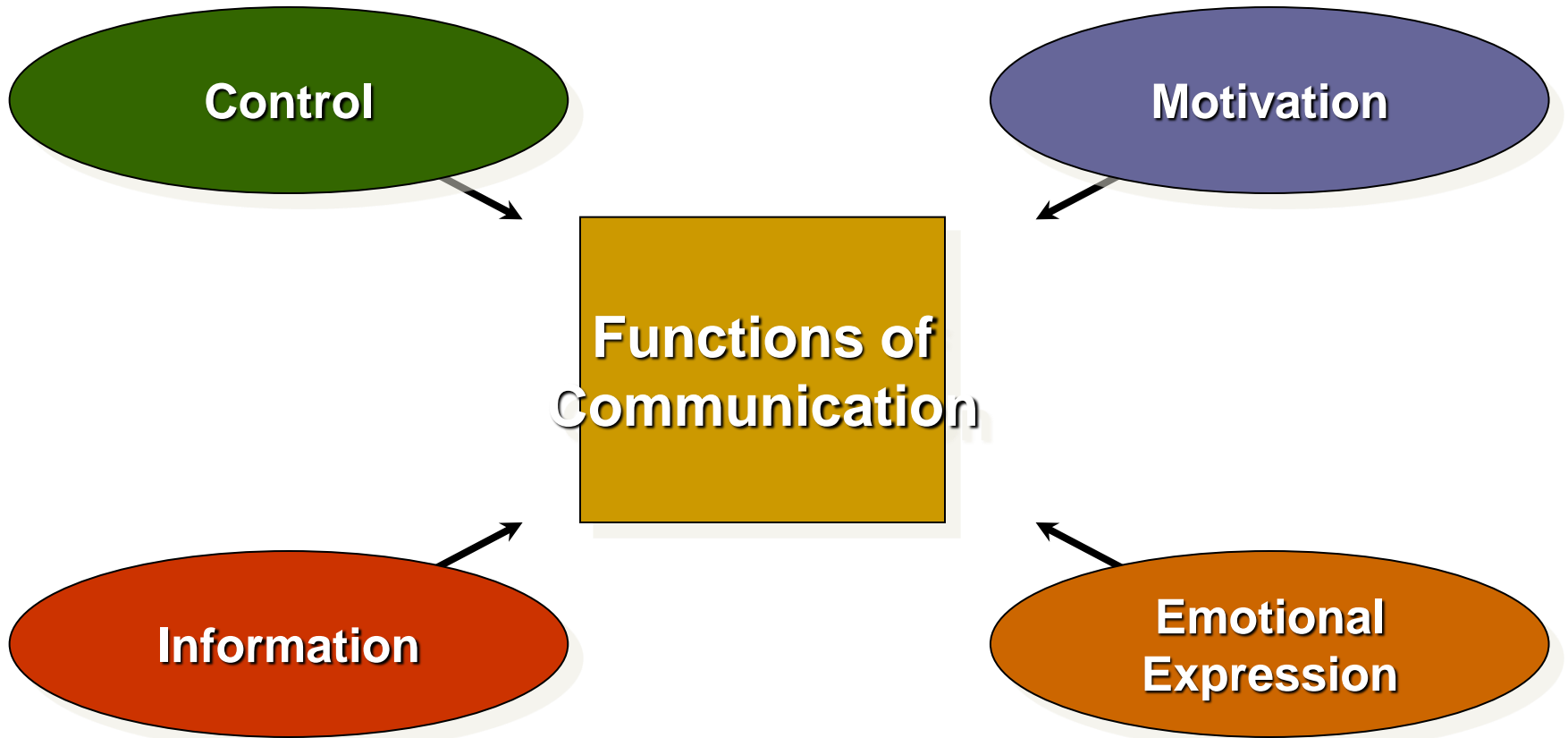
4. Relational depth;

- Establishing a meaningful relationship between two people.

Finding the balance

- If someone has been untrustworthy, it would be foolish to continue to disclose to that person
- Go **slowly**, allow time to build trust
- Give people less critical information first and see how they handle it, then work up to bigger disclosures accordingly

Four Functions of Communication



Functions of Communication

1.Control

- Formal and informal communications act to control individuals' behaviors in organizations.

2.Motivation

- Communications clarify for employees what is to do, how well they have done it, and what can be done to improve performance.

3.Emotional Expression

- Social interaction in the form of work group communications provides a way for employees to express themselves.

4.Information

- Individuals and work groups need information to make decisions or to do their work.

Feedback

- **Process of verifying messages & receiver's attempts to ensure - message be decoded is what sender really meant to convey.**
- **Feedback is important as it enables confirmation of understanding to be made by both parties**



Feedback

- **Through feedback, communication becomes dynamic, two-way Process rather than just event.**
- **Meant To avoid communication failure as it provides preliminary info to sender.**

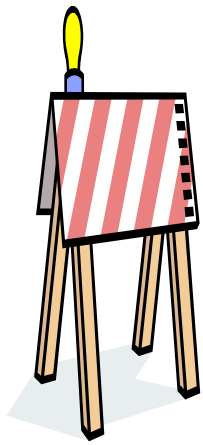
Give feedback when...

- Someone asks for your opinion
- Work errors occur frequently
- A coworker's habits disturb you
- A coworker's behavior has negative consequences
- There are unresolved problems
- and other ideas you may have thought of

Constructive feedback focuses on facts not people, solving problems instead of placing blame, and strengthening relationships instead of “being right”

Obstacles to giving constructive feedback

- **Separating the person from the problem**
- **Others becoming defensive or angry**
- **Fear of negative consequences (especially if the other person is a supervisor)**
- **Dealing with potential conflict (especially if the other person is aggressive)**
- **Avoiding hurt feelings**
- **Preserving relationships**
- **Not having all the facts and jumping to conclusions**
- **Choosing the right time so that the other person is most receptive**



Characteristics of Effective & Ineffective Feedback

Effective Feedback		Ineffective Feedback	
1. Intended to help the employee.		1. Intended to belittle the employee.	
2. Specific.		2. General.	
3. Descriptive.		3. Judgmental.	
4. Useful.		4. Inappropriate.	
5. Timely.		5. Untimely.	
6. Willingly heard by employee.		6. Makes the employee defensive.	
7. Clear.		7. Not understandable.	
8. Valid.		8. Inaccurate.	