

ENHANCING EFFECTIVE COMMUNICATION SKILLS

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WHAT IS COMMUNICATION ?

- **Process of exchanging-**

Information

Ideas

Thoughts

Emotions

- **Through:**

Speech

Signals

Writing

Behaviour



TYPES OF COMMUNICATION

- **Verbal Communication**

- By words uttered

- **Nonverbal Communication**

- facial expressions
- Gestures

- **Visual Communication**

- signs, drawings, etc.

THE BENCHMARKS OF EFFECTIVE COMMUNICATION

- Clarity
- Conciseness
- Completeness
- Relevance
- Correctness

PRIMARY INGREDIENTS OF EFFECTIVE COMMUNICATION

- Understand the audience and establish an atmosphere conducive to exchange of ideas keeping in mind cultural differences.
- Maintain mutual respect.
- Practice empathy
- Be a good listener
- Provide constructive feedback
- Be aware of non-verbal cues

VERBAL COMMUNICATION – DO'S AND DON'TS

Do's

- Use apt vocabulary
- Be brief and to the point
- Pronounce words correctly
- Use simple and grammatically correct sentences.
- Use acceptable word combinations.

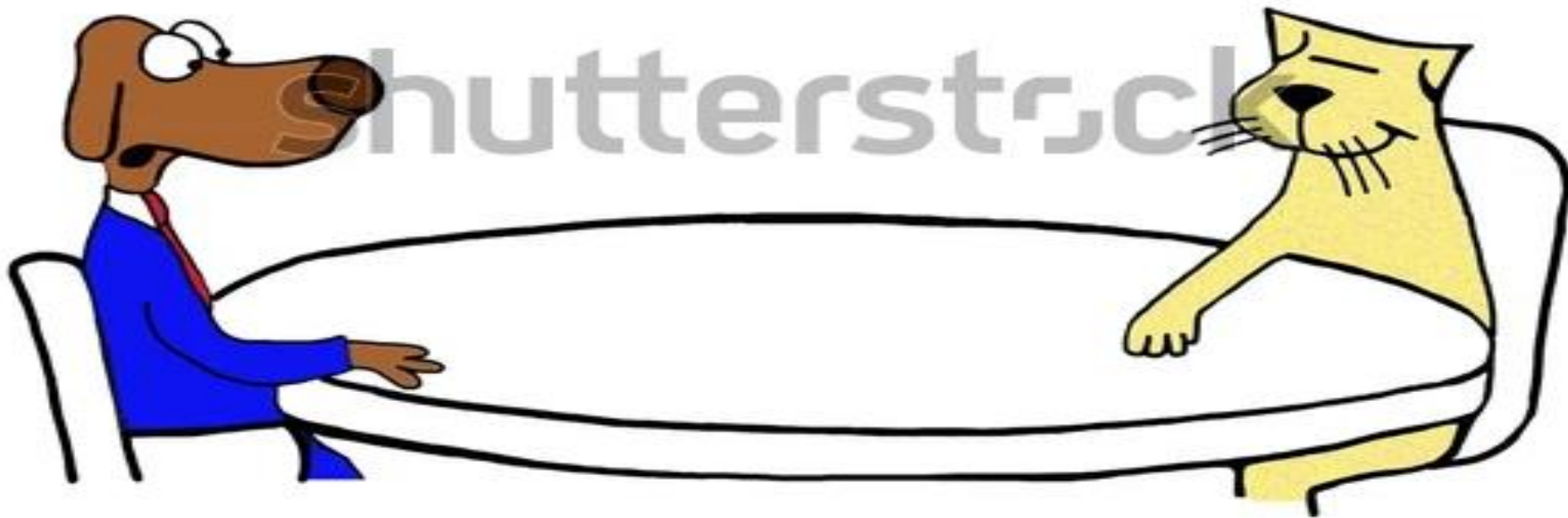
Don'ts

- Don't fail to listen properly
- Don't be overbearing and speak in the middle
- Don't use excessively technical and obscure words.
- Don't shout or mutter under your breath
- Don't neglect cultural differences



BARK!!!

MEOW!!!





NON-VERBAL COMMUNICATION-DO'S AND DON'TS

DO'S

- Maintain appropriate distance.
- Maintain eye-contact
- Assume an open, welcoming body language(arms uncrossed, open palms, attentive look in eyes, friendly face)
- Maintain a pleasant tone

Don'ts

- Don't slouch in your chair
- Don't move your arms frantically
- Don't indulge in careless gestures like scratching head or rubbing hands together.
- Don't infiltrate into personal space and touch a person unnecessarily



EXPLAIN THE MEANING!

“ Madam,IYKYK!

I am not going to spill the tea- If I do, you will surely ghost me
and gas him”

COMMUNICATION IN CLASS ROOM

- Know your students
- Draw and sustain their attention
- Motivate them and remove their inhibitions.
- Listen with empathy and respond
- Appreciate and give appropriate feed back
- Maintain a clean sense of humor
- Acknowledge and appreciate individuality and innovation
- Be assertive not domineering

A GOOD COMMUNICATOR

- -has respect to people he/she is communicating with
- -can find suitable alternatives to make communication more effective
- -can understand the point of view of others
- -can think of consequences of a situation
- -can react quickly to a message ,if required
- -Receive feed back from others without hesitation
- -is polite and considerate

HOW TO IMPROVE VOCABULARY

- Read books. Consciously seek out new words.
- Check their meaning and usage with the help of a dictionary.
- Try to use them in your oral and written communication. (Works of fiction with actual communication between individuals are preferable)
- Look for synonyms to commonly used words.
- Try to make your conversation more interesting by including them .

HOW TO IMPROVE TONE AND ACCENT

- Listen to native speakers in live contexts
- Try to copy their accent.
- Listen to news or news features (in NAT GEO, DISCOVERY CHANNEL ETC)
- Practice speaking in front of a mirror
- Some helpful apps: ELSA Speak, Say it :English Pronunciation, Speakometer, FluentU

FIND OUT THE AMBIGUITY !

- The old men and women left the room.
- She likes him more than me.
- We saw her duck
- I watched the man with the telescope
- He fed her cat food.
- The professor said on Monday he would give an exam.

CONCLUSION:

Master interpersonal communications

Identify and eliminate habits that block your message

Ensure your vocal, verbal and visual cues are all consistent

Practise and apply all the skills of Communication.