

E1-E2 MANAGEMENT

Communication Skills

WELCOME

- This is a presentation for the E1-E2 Management Module for the Topic: Communication Skills .
- Eligibility: Those who have got the Upgradation from E1 to E2.
- This presentation is last updated on 15-3-2011.
- You can also visit the Digital library of BSNL to see this topic.

AGENDA

- Modes And Essentials of Communication
- Verbal and Non-verbal Communication
- Writing and Listening
- Barriers to Communication

COMMUNICATION

- Communication is the method by which people share their ideas, information, opinions and feelings.

Modes of Communication

- Speaking ----- Listening
- Visualization----- Observing
- Writing ----- Reading

Essentials of Communication

- Source
- Message
- Medium
- Receiver

Verbal Communication

- Verbal Communication takes place when a person puts across a message by speaking.

Verbal Communication breakdown

Verbal Communication breakdown takes place when the sender's message does not

- get through to the receiver or
- the receiver misunderstands the message.

Verbal Communication breakdown

Verbal Communication breakdown may take place due to

- Inattention
- Physical barriers
- Poor Expression
- Premature Evaluation
- Emotions
- Gatekeeper

Verbal Communication breakdown

Verbal Communication breakdown may take place due to

- Communication chain
- Denial
- Lack of questioning

Non-Verbal Communication

- The numerous ideas, thoughts and feelings which are communicated without words is referred to as non verbal communication.

Non-Verbal Communication

Examples of non verbal communication are

- Yawn
- Tears
- Frown
- Crossing Arms
- Averting Eyes

Non-Verbal Communication

Types of non verbal communication are

- Body language
- Physical characteristics and appearance
- Voice
- Space
- Environment
- Time
- Silence

Writing

- Written communication includes letters, memos, email, minutes of meeting, reports, instructions, diagrams, maps, other pictorial aids etc.
- It provides a record for the future
- It can overcome distance and can be cheaper than face to face meetings.

Writing

- Steps to help writing workplace documents
- The purpose
- Draft
- Edit
- Final draft
- Check
- Make Changes

Reading

- There is a lot of reading required by personals in work places
- The reading materials include
 - Minutes of meetings
 - Occupational procedures and practices
 - Work procedures
 - Report

Listening

- Expressing our wants, feelings, thoughts and opinions clearly is only half the communication process needed for interpersonal effectiveness.
- The other half is listening and understanding what others communicate to us.

Modes of listening

- There are three different modes of listening.
- Passive or Attentive listening
- Active or Reflective listening
- Competitive or Combative listening

Passive or Attentive Listening

- When we are genuinely interested in hearing and understanding the other person's view.
- We are attentive and passively listen.
- We assume that we have heard and understood it correctly.

Active or Reflective Listening

- In active listening we are also genuinely interested in understanding what the other person is thinking, feeling, wanting or what the message means.
- We are active in checking out our understanding before we respond with our own message.
- This verification or feedback process makes it effective.

Competitive or Combative Listening

- In competitive listening we are more interested in promoting our own point of view than in understanding and exploring someone else's view.

Barriers to Communication

- Even when the receiver receives the message and makes a genuine effort to decode it, there are a number of interferences that may limit the receiver's understanding.
- These obstacles act as barriers to communication, and may entirely prevent a communication, filter a part of it or give it incorrect meaning.

Barriers to Communication

- There are a number of factors which act as barriers to effective communication.
- Jargon
- Disabilities
- Age
- Status
- Lack of empathy

Barriers to Communication

- Stereotyping
- Unclear or incomplete messages
- Distance
- Lack of time
- Poor spelling- inaccurate sentence structure
- Semantic barriers or barriers of words/language

Barriers to Communication

- Psychological and emotional barriers
- Selective perception
- Filtering

Overcoming Communication Barriers

The following outlines the points to be considered in relation to overcoming communication barriers.

- Feedback
- Consider the words used
- Use repetition
- Use empathy
- Timing
- Being positive
- Select the best location
- Check written communication for errors

Questions ?

- What are the modes of communication ?
- What are the essentials of communication ?
- Enlist certain examples of communication breakdown.
- What are the modes of listening ? Explain
- List out certain barriers of communication

