Pathway: A Journey to Leadership
Module I: Session I
Effective Communication
OBJECTIVES

This session is designed to help you:

• Understand the communication process and its importance

• Recognize communication barriers that interfere with clear and concise communication

• Understand the importance of exceptional listening

• Learn tips to improve verbal and nonverbal communication
Communication is the activity of conveying information through the exchange of thoughts, messages, or information, as by speech, visuals, signals, writing, or behavior. It is the meaningful exchange of information between two or more people.
The Importance of Communicating

Communication is the art of transmitting information, ideas and attitudes from one person to another. Communication is the process of meaningful interaction among people.

Communication at its Core:

- Personal Process
- Involves Change in Behavior
- Means to Influence Others
- Can Motivate People
- Expression of Thoughts and Emotions Through Words & Actions
- It is a Social and Emotional Process
What is communication?

Think about it. People remember...

- 20% of what they hear
- 30% of what they see
- An amazing 70% of what they see & hear!
How do we communicate?

- Spoken Word
- Visual Images
- Written Word
- Body Language
What can help us be better communicators?

- Use of words (key words)
- Tone of voice
- Body language
- Sentence structure
- Style and rhythm of speech
Communication is the process of sending and receiving information among people...
The Process of Communication

The Telephone Game
The Process of Communication

Effective Communication – is communication that produces the intended or desired results.

- Effective communication helps us understand a person or situation in a better way
- It enables us to solve differences by building trust and earning respect
- When things are misunderstood, effective communication helps us to resolve problems
- It helps us in our decision making
The Process of Communication

The 6c’s of Effective Communication

1. **Completeness** - information should include everything necessary and convey the message accordingly.
2. **Conciseness** - is straight to the point, non-repetitive, and uses the least amount of words.
3. **Consideration** - ensures the self-respect of the audience is maintained and their emotions are not harmed.
4. **Clarity** - shows cleanness to help understand the message easily.
5. **Courtesy** - being polite, respectful and expecting the same in return.
6. **Correctness** - free from errors and use of precision in the message.
Group Activity
The slacking co-worker
THE PROCESS OF COMMUNICATION

Group Activity – The 6 c’s of Communication

Instructions: Read with your group and discuss...

• Read the scenario. During a team meeting Anna brings up an issue with her co-worker, Jack. Their supervisor is not in attendance at this meeting, but their Director is present. Please identify if they are effectively using the 6 c’s of communication. If they are not, identify what they are doing incorrectly.

Scenario: The Slacking Co-worker

Anna: Jack is always slacking off. He never finishes his work. He always does things half-way and I have to pick up his slack so that our team won’t look bad. Our supervisor never realizes that Jack isn’t doing his job. I am doing double my work so that our team won’t get any complaints. I told Jack that he needs to do his job but he just brushes me off. Last Thursday, I asked him if he needed help with his project and he told me the only thing he needed me to do was close the door on the way out. He is being such a jerk and I am getting fed up with his behavior. I feel that our supervisor should be informed of his behavior.

Jack: Anna, this is an incongruous time to address your issues. I do a great job. Our supervisor gives me more work than you since you be all on your phone all the time and everything. It’s not my fault he thinks I am more significant that you. I didn’t complain when I had to cover for you when you were out with that surreptitious illness. If you had a problem with me, you should address it with me in private and not in front of these people. Our team is shorthanded right now and I have a lot of work to do. I don’t need you to be “Negative Nancy” right now!
COMMUNICATIONS BARRIERS
Communication Barriers – Anything that interferes with the signal sent to the receiver (or a receiver sent back to a sender) is a barrier to communication.
COMMON COMMUNICATION BARRIERS

• Noise
• Inappropriate medium
• Assumptions/Misconceptions
• Emotions
• Language differences
• Poor listening skills
• Distractions
COMMUNICATION BARRIERS

Overcoming Communication Barriers

Simple words  Connecting with your audience

Cultural Sensitivity  Checking for Understanding

Effective Questions  Summarizing what has been said

Seeking Participation  Body Language (smile, eye contact & gestures)

Great Communication Skills
10 Minute Break
EXCEPTIONAL LISTENING SKILLS
WHAT IS LISTENING?

- Listening is the absorption of the meanings of words and sentences by the brain.
- Listening leads to the understanding of facts and ideas.
Various Stages to Listening

• Hearing

• Focusing on the message not the person

• Comprehending and interpreting

• Responding

• Remembering
LISTENING EXERCISE

Pat Bolton, Managing Director of Riddle Publishing, received a telephone call from the Nottingham District Manager, Peter MacDonald. During the call Bolton mentioned the possibility of MacDonald relocating the East Midlands Regional Office, which is currently a warehouse scheduled for conversion. MacDonald explained that a recent college graduate in architectural design, by the name of MaDood, could design the conversion. Bolton agreed that MaDood should be interviewed.
Levels of Listening

• Level 1: Internal listening (focus on yourself & our own thoughts)

• Level 2: Focused listening (focus on the speaker & interpreting carefully)

Consider:

• When you listen, what do you hear?
• How much attention do you pay to their words?
• Are you listening for anything else?
• When you’re not listening to the person, to whom are you listening?
LISTENING MEANS

• Listening to what the person is saying
• Listening to what she/he is not saying
• Listening to what the person is trying to say
• Getting the person’s point of view
• “Hear” the person’s feelings or emotions about what she/he is saying.
Paraphrasing is a restatement of a text or passage giving the meaning in another form, as for clearness; rewording.

What you are “reading” or “hearing” in the person’s message.

Example:

“I don’t know if I’m right about this, but what I’m gathering from what you’re saying is...”
Paraphrasing Activity: Round 1

• At each table chose one speaker and listeners.

• Decide who will be the listeners in the first round.

• The speaker will talk for 2 minutes on the following topic:

  Describe a time in your life that was one of the most blissful, happy, or momentous times in your life. Life simply couldn’t be any better than that moment.
PARAPHRASING ACTIVITY: ROUND 1

3 Questions for the Listeners

- What was the tone of the person’s voice?
- What does this person really value in his/her life?
- What do you know that is true about him/her?

Now let’s switch roles
• Now switch speakers and listeners.

• The speaker will talk for 2 minutes on the following topic:

Talk about a stressful learning experience that you’ve had, yet it turned out to be significant for you.
PARAPHRASING ACTIVITY: ROUND 2

3 Questions for the Listeners

- What was the speaker’s core issue?
- What did you learn about the speaker?
- What is one positive quality that you want to acknowledge in the speaker?
EXCEPTIONAL LISTENING

Value of Listening

- Good listening reflects courtesy and good manners
- Listening carefully to instructions can improve competence and performance
- Good listening skills can improve social relations and conversation
- Listening is a positive activity rather than a passive or negative activity
Improving Verbal and Nonverbal Communication
How to Improve Your Communication Skills

- Work on tone
- Work on body language
- Listen more
- Think and then speak
- Do not speak to fast
- Use simple vocabulary
- Do not speak only to impress people
- Look presentable and confident
**Communication Do’s**

- In case of an interruption, always do a recap of what has been said.
- Always give undivided attention to the speaker when listening.
- While listening, make notes of important points.
- Always ask for clarification if you have failed to grasp the speaker’s point of view.
- Repeat what the speaker has said to check whether you have understood accurately.
VerbAl and NonVerbal TIPS

Communication Don’ts

• Do not instantly react and mutter something in anger
• Do not use technical terms & terminologies not understood by majority of people
• Do not speak too fast or too slow
• Do not speak in inaudible surroundings, as you won't be heard
VERBAL AND NONVERBAL TIPS

Communication Don’ts

• Do not assume that everyone understands you

• While listening do not glance here and there, as it might distract the speaker

• Do not interrupt the speaker by yelling out things

• Do not jump to the conclusion that you have understood everything
Verbal and Nonverbal Tips

Improving Body Language Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Maintain eye contact
- Smile genuinely
- Use appropriate gestures
Today we covered:

• Understanding the communication process and its importance

• Recognizing communication barriers that interfere with clear and concise communication

• Understanding the importance of exceptional listening

• Learning tips to improve verbal and nonverbal communication