

Communication Skills

Objectives

- What is Communication Skills?
- Types of Communication
- Importance of Communication Skills
- Barriers in Communication

What is Communication?

The dictionary defines communication as a process by which information is exchanged between individuals through a common system of symbols, signs or behavior.

What is a Skill?

Skill is defined as a learning power of doing something completely. It is a developed aptitude or ability.

What is Communication Skill???

Communication Skills is the ability to use
language(receptive) and express(expression)
information.

Types of Communication

- On basis of Organization relationship
 - Formal
 - Informal
- On basis of flow
 - Vertical
 - Crosswise/Diagonal
 - Horizontal
- On basis of Expression
 - Verbal
 - Non-verbal

Barriers To Communication

- Semantic Barriers
 - Symbols With Different Meaning
 - Badly Expressed message
 - Faulty Translation
 - Unclear assumption
 - Specialist's language
- Emotional Or Psychological Barriers
 - Premature evaluation
 - Inattention
 - Loss of transmission & poor retention
 - Undue reliance on the written word
 - Distrust of communication
 - Failure to communicate

Continue...

- Organisational Barriers
 - Organizational policy
 - Organizational rules & regulation
 - Status relation
 - Complexity in organisation
- Personal Barriers
 - Attitude of Superior
 - Lack of awareness
 - Lack of time
 - Lack of poor initiative

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

7 C's of effective communication

- **Completeness**
- **Conciseness**
- **Consideration**
- **Clarity**
- **Concreteness**
- **Courtesy**
- **Correctness**

Importance of effective communication skills

- Professional Advancement
- Resolve Conflict
- Build Relationships
- Improve Productivity

Tips....

- Maintain eye contact with the audience
- Body awareness
- Gesture & expression
- Convey one's thoughts
- Practice effective communication skills



Thank You...