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# *EFFECTIVE COMMUNICATION SKILLS*



*By*

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# Objectives

- Understand communication and the communication process.
- Comprehend and use listening Skills and questioning techniques.
- Be able to identify influencing factors in effective communication.
- Inculcate the need for effective communication in the work place.







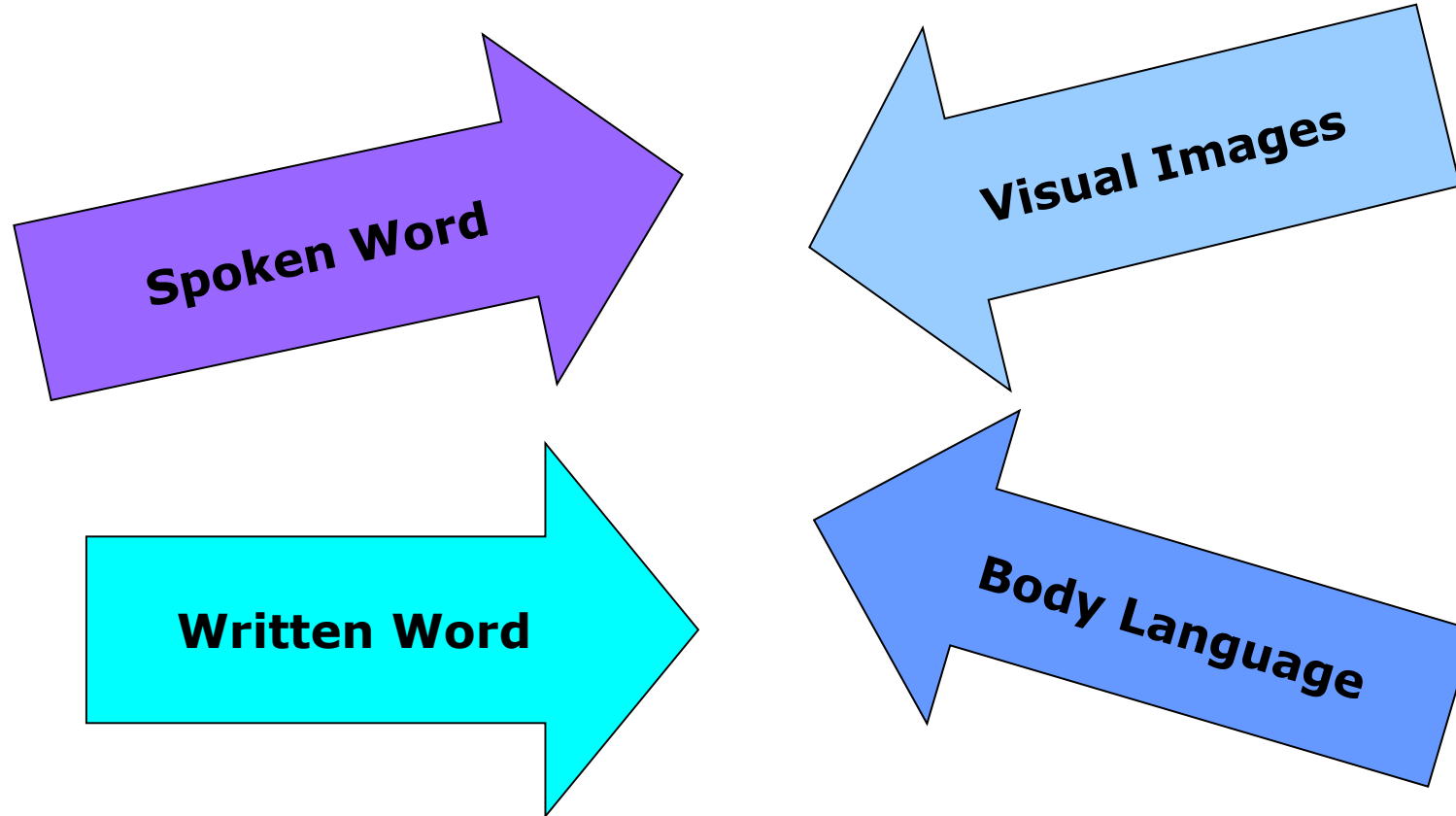
# The Importance of Effective Communication

- No matter how brilliant and invaluable your idea, it is worthless unless you can share it with others. For this reason, effective communication is crucial at every level of an organization. However, the ability to communicate effectively does not come easily to many people, and it is a skill that requires practice





# What are the most common ways we communicate?





# How communication works

To effectively communicate a complex idea, however, requires skills beyond elementary conversation. There are two golden rules to remember and follow

- 1: Organize thoughts in your mind before sharing them with others.**
- 2: Communication is collaborative, not competitive.**





# How Communication works

- Communication is a two-way process involving an exchange of ideas. If you try to make it one-way, you prevent this exchange and will eventually frustrate the other person. You may also frustrate yourself, if you read the other person's lack of verbosity as disinterest in the conversation, rather than an inability to get a word in.







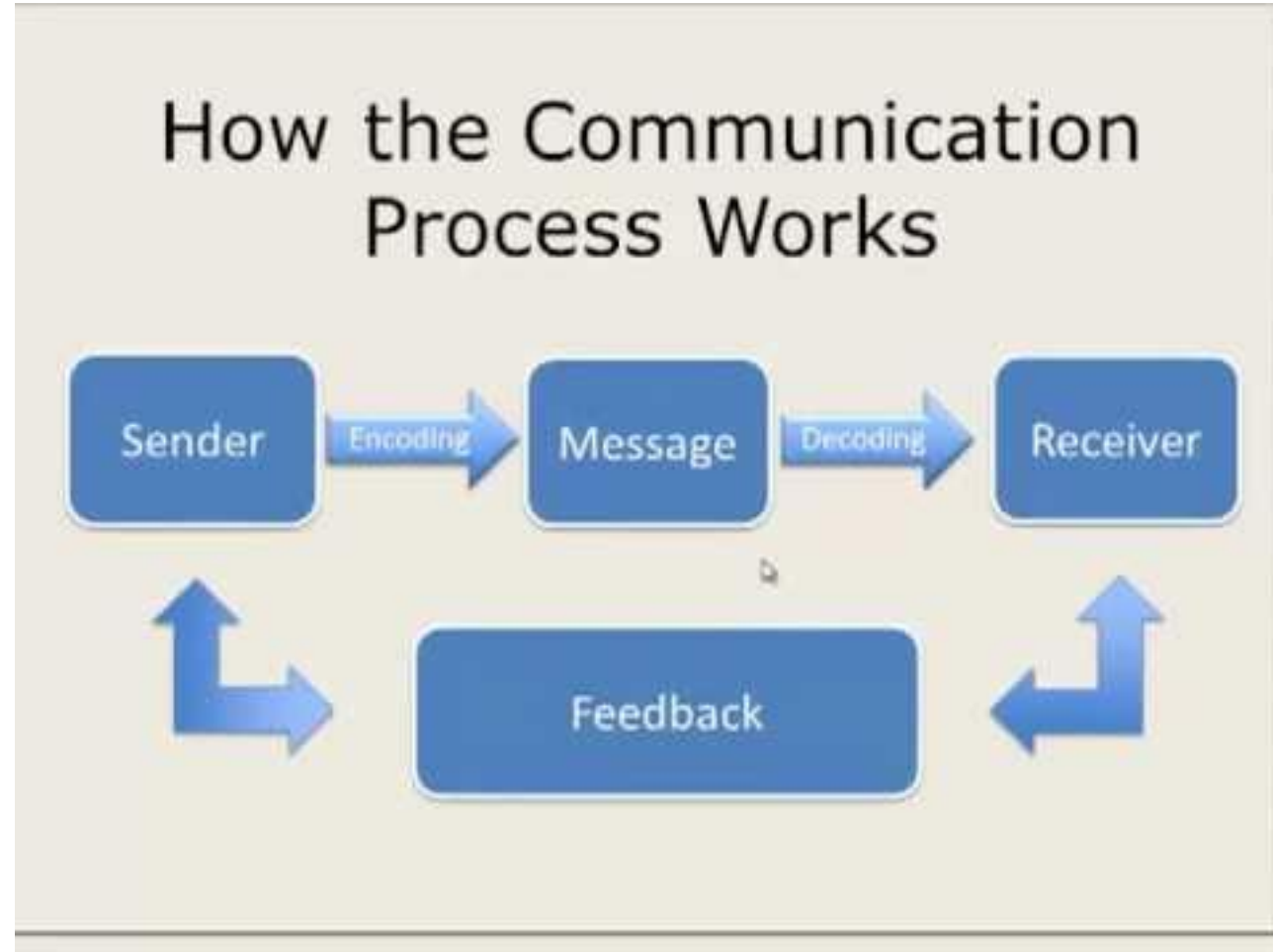
# Here are six tips for successful communication in the business world.

- 1. Be clear.**
- 2. Get to the point.**
- 3. Be personal.**
- 4. Listen.**
- 5. Think Before You Speak.**
- 6. Don't Be Overly Negative.**





# The Communication Process





# Barriers to Communication

- Noise
- Inappropriate medium
- Assumptions/Misconceptions
- Emotions
- Language differences
- Poor listening skills
- Distractions





# Introduction to listening skills

- Everyone likes to think they are a good listener. The fact is, however, that most people 'hear', but do not 'listen'.
- We were given two ears but only one mouth.
- This is because God knew that listening was twice as hard as talking.





# Hearing Vs Listening

**Hearing** – Physical process,  
natural, passive



**Listening** – Physical as well  
as mental process, active,  
learned process, a skill



Listening is hard.

You must choose to participate in the process of listening.







# VALUE OF LISTENING



- ★ Listening to others is an elegant art.
- ★ Good listening reflects courtesy and good manners.
- ★ Listening carefully to the instructions of superiors improve competence and performance.
- ★ The result of poor listening skill could be disastrous in business, employment and social relations.
- ★ Good listening can eliminate a number of imaginary grievances of employees.
- ★ Good listening skill can improve social relations and conversation.
- ★ Listening is a positive activity rather than a passive or negative activity.





# Non-verbal Communication

- Basically it is sending and receiving messages in a variety of ways without the use of words. It is both intentional and unintentional. Most speakers / listeners are not conscious of this. It includes — but is not limited to:





# Non-verbal Communication

- touch
- glance
- eye contact (gaze)
- volume
- vocal nuance
- proximity
- gestures
- facial expression ? pause (silence)
- intonation
- dress
- posture
- smell
- word choice and syntax
- sounds (paralanguage)





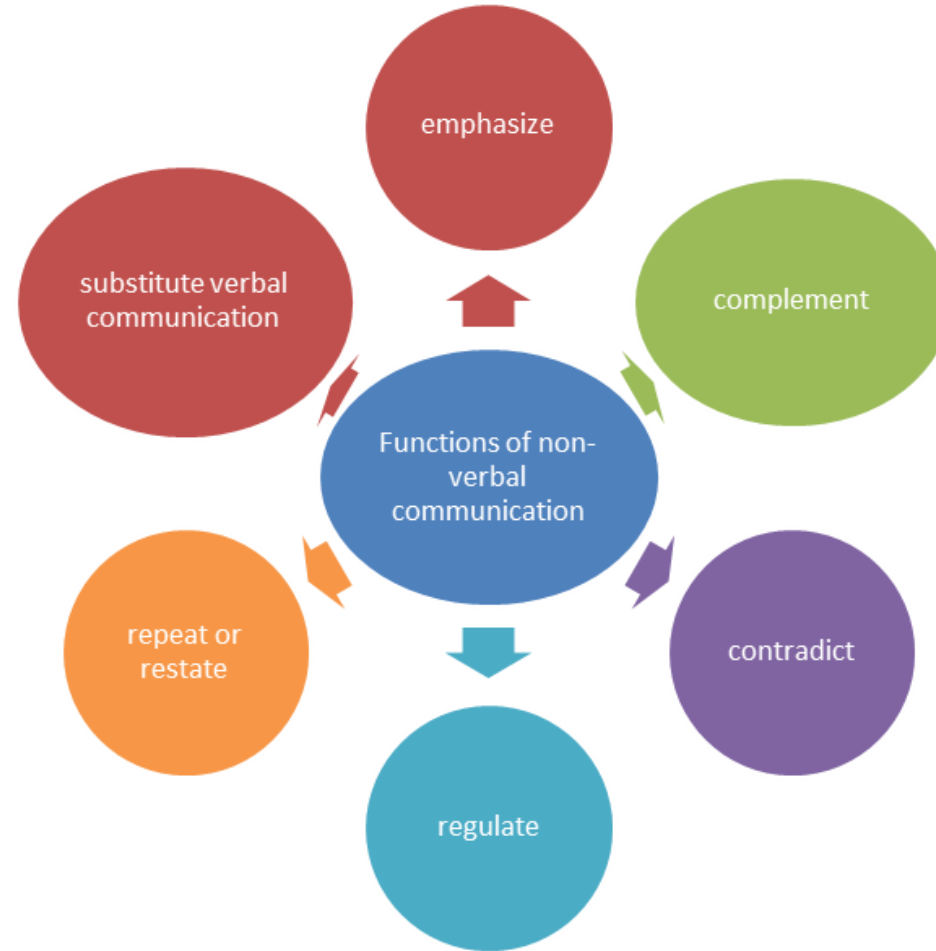
## Two basic categories of non-verbal language

- nonverbal messages produced by the body.
- nonverbal messages produced by the broad setting (time, space, silence)





# Non-verbal Communication Functions







# Non-verbal Communication Functions

- Used to **repeat** the verbal message (e.g. point in a direction while stating directions).
- Often used to **accent** a verbal message. (e.g. verbal tone indicates the actual meaning of the specific words).
- Often **complement** the verbal message but also may contradict. E.g.: a nod reinforces a positive message (among Americans); a “wink” may contradict a stated positive message.





# Non-verbal communication Functions

- **Regulate** interactions (non-verbal cues convey when the other person should speak or not speak).
- May **substitute** for the verbal message (especially if it is blocked by noise, interruption, etc) — i.e. gestures (finger to lips to indicate need for quiet), facial expressions (i.e. a nod instead of a yes).





# Non-verbal Communication key Elements

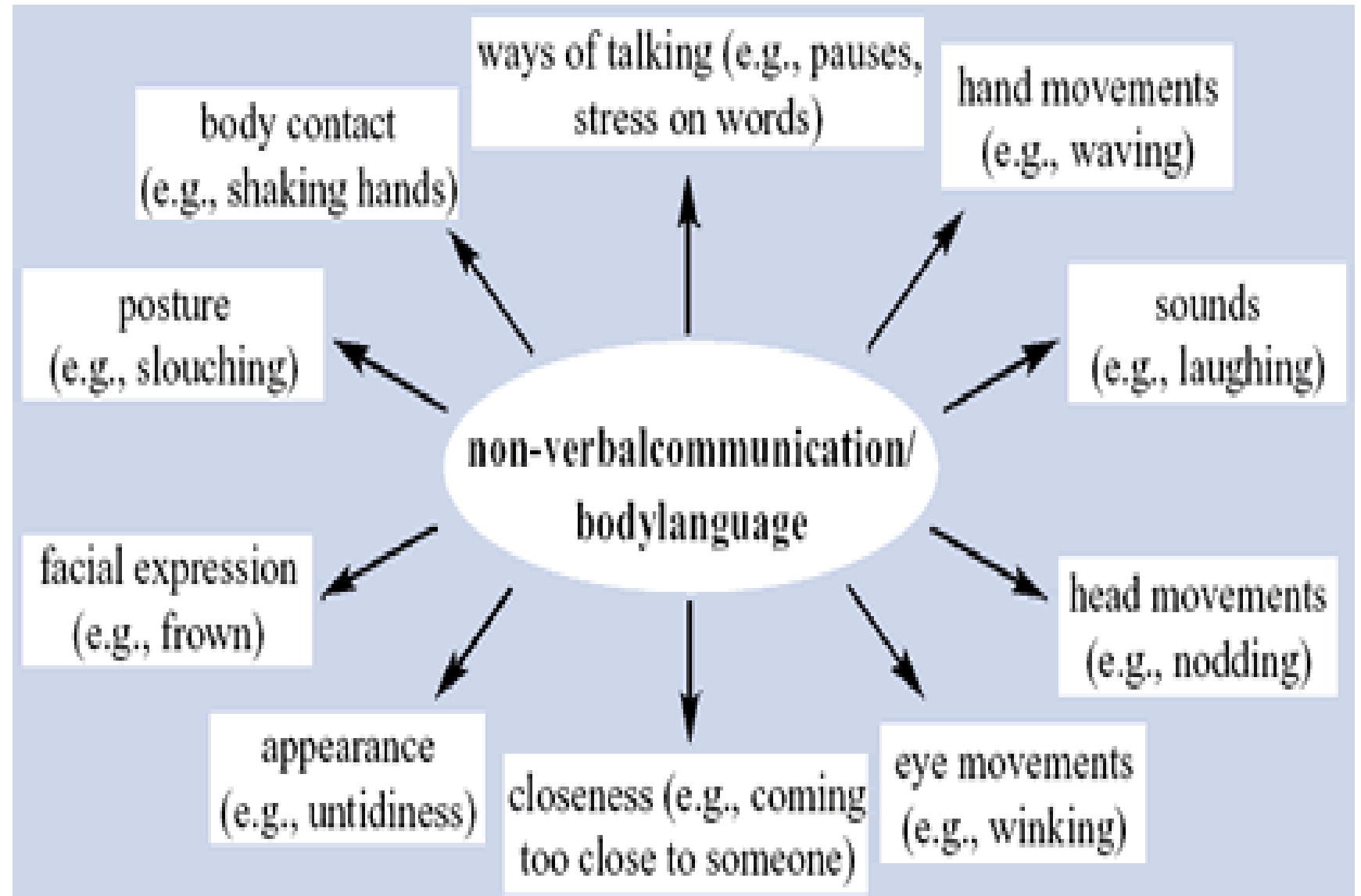
- General Appearance and Dress.
- Body Movement.
- Posture.
- Gestures.
- Facial Expressions.
- Eye Contact and Gaze.
- Touch.
- Smell.
- Paralanguage





# Non-verbal Communication Body Language









# Improving Body Language - Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Be aware - people may give false cues
- Maintain eye contact
- Smile genuinely





# Feedback





# ESSENTIALS OF COMMUNICATION

## Dos

- ★ Always think ahead about what you are going to say.
- ★ Use simple words and phrases that are understood by every body.
- ★ Increase your knowledge on all subjects you are required to speak.
- ★ Speak clearly and audibly.
- ★ Check twice with the listener whether you have been understood accurately or not
- ★ In case of an interruption, always do a little recap of what has been already said.
- ★ Always pay undivided attention to the speaker while listening.
- ★ While listening, always make notes of important points.
- ★ Always ask for clarification if you have failed to grasp other's point of view.
- ★ Repeat what the speaker has said to check whether you have understood accurately.





# ESSENTIALS OF 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.
- ★ Do not assume that every body understands you.
- ★ While listening do not glance here and there as it might distract the speaker.
- ★ Do not interrupt the speaker.
- ★ Do not jump to the conclusion that you have understood every thing.





# *How to Improve Existing Level of COMMUNICATION?*

- IMPROVE LANGUAGE.
- IMPROVE PRONUNCIATION.
- WORK ON VOICE MODULATION.
- WORK ON BODY LANGUAGE.
- READ MORE
- LISTEN MORE
- AVOID READING OR WATCHING OR LISTENING UNWANTED LITERATURE, GOSSIP, MEDIA, PRESENTATION ETC.
- INTERACT WITH QUALITATIVE PEOPLE





## *How to Improve Existing Level of COMMUNICATION*

- IMPROVE ON YOU TOPIC OF DISCUSSION,
- PRACTICE MEDITATION & GOOD THOUGHTS.
- THINK AND SPEAK.
- DO NOT SPEAK TOO FAST.
- USE SIMPLE VOCABULARY.
- DO NOT SPEAK ONLY TO IMPRESS SOMEONE.
- LOOK PRESENTABLE AND CONFIDENT







# Questions



# Thanks

Together there is no Mountain, we can't climb !

