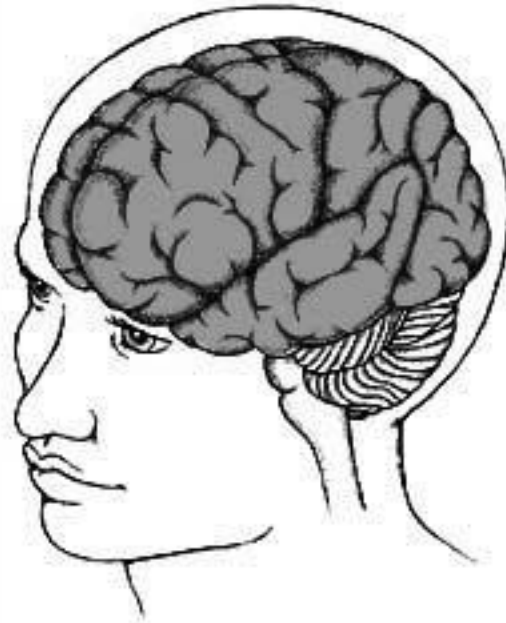


# EFFECTIVE COMMUNICATION SKILLS

SHRISHTI

DAYAANAND & MANISHAA

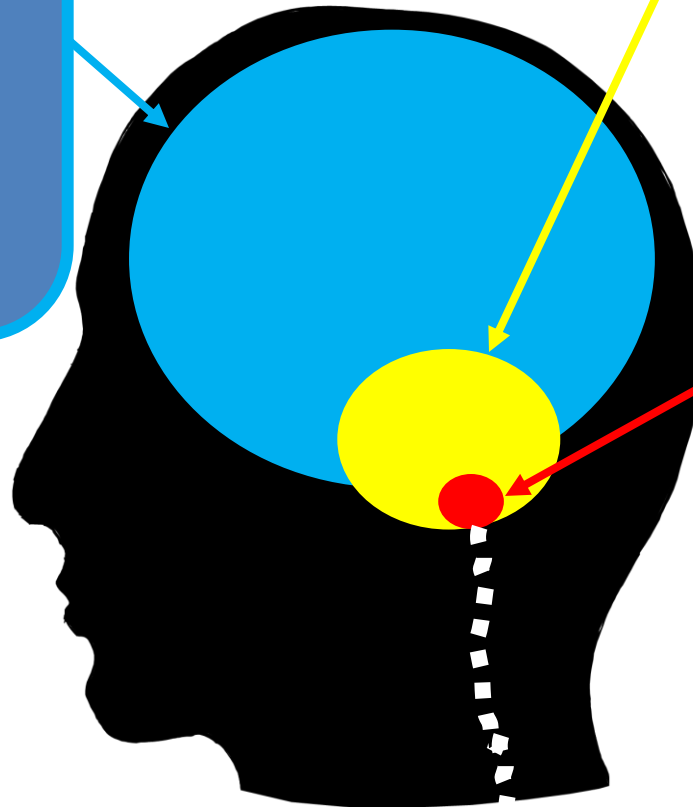
Understanding the brain system will allow *you* to support yourself and others to align thoughts, feelings, actions and outcomes.



# *The Three Brain system...*

## **Cerebral Cortex**

- 2.5 Million years old
- Future visioning capability
- In the Future
- Visual



## **Emotional Brain**

(Limbic System)

- 50 Million years old
- Protection of Group
- Sameness
- In the Present & Past
- Auditory (Tone)

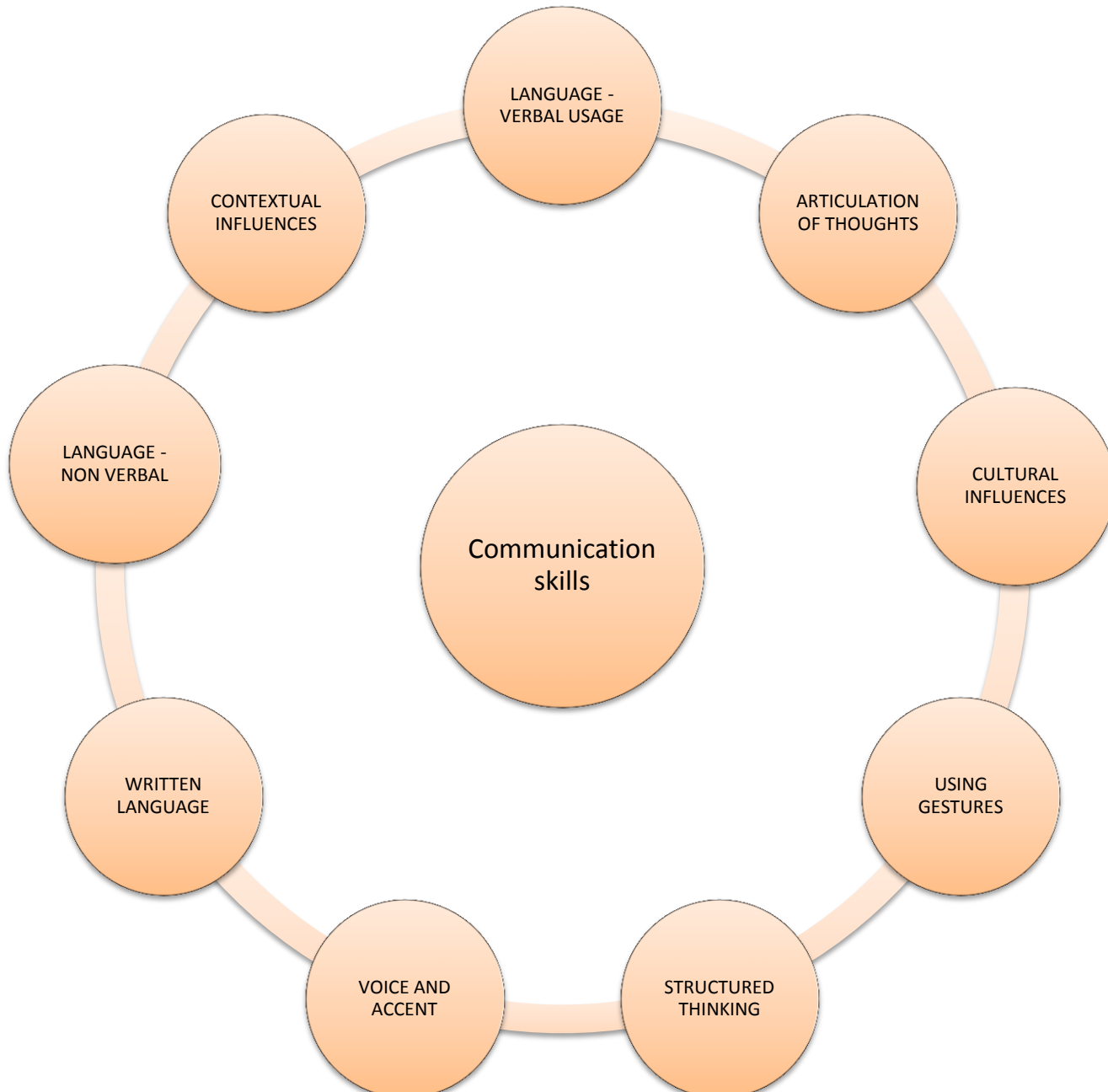
## **Reptilian Brain**

(Reticular)

- 100 Million years old
- Fight/Flight
- Survival
- In the Present
- Kinesthetic

# What is Communication

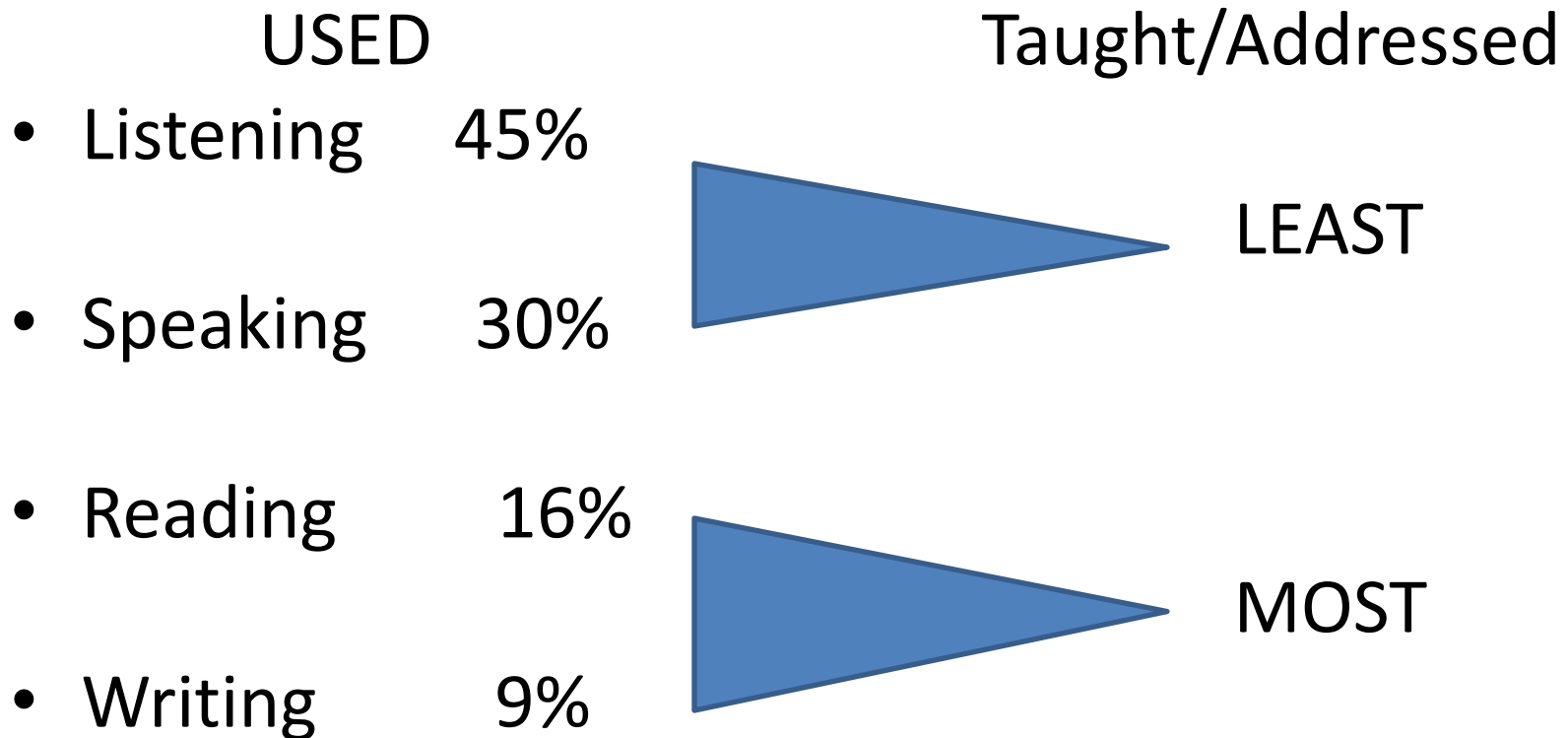
- Communication is an act or means of conveying information.
- Communication is defined as the interchange of thoughts or opinions through **shared symbols** ; eg language , words , phrases , actions.
- The goal of communication is to achieve a balance between listening and sharing



# How We Communicate

- Speech
- Writing
- Listening
- Non-verbal Communication (body language)
- Music , arts and crafts

# 80% of a working day involves communication



## **Communication is Transactional**

- Each person is both sending and receiving simultaneously.
- Parties communicating have an impact on each other

## **Communication is a Process**

- Changes in events and relationships are part of a continuous flow.
- Every communication experience is the result of the accumulation of experiences preceding the present one. The new experience affects the future ones.

## **Communication is Sharing Meaning with Others**



# Communication Rights and Responsibilities

## RIGHTS

1. You have the right to be treated with respect.
2. You have the right to have and express your own opinions
3. You have the right to ask for what you need and want in order to be effective
4. You have the right to set reasonable limits.

## RESPONSIBILITIES

1. You have the responsibility to treat others with respect.
2. You have the responsibility to listen to the opinions of others.
3. You have the responsibility to acknowledge and address the needs of others.
4. You have the responsibility to respect the limits and boundaries of Others.

# Listening Skills

Level 1 – Automatic listening

Level 2 – Structured and Focused listening

# Automatic Listening

- Personal content only
- Filtering
  - positive or negative filters
  - perceived as “frame of mind”
- Interrogation style of conversation



“Tiny ears”

words we hear trigger our own thoughts, insights, feelings

“All about me”

# Structured and Focused Listening



- Laser-like focus
  - on the person speaking
  - on what he/she is saying
- As if you and the person
  - are in a bubble,
  - shutting out other input

Most meaningful conversations happens at this level.

# Mastering Communication

- Master listening Skills
- Understand non verbal communication
- Use Assertive communication
- Be open to feedback

# BODY LANGUAGE

# BODY LANGUAGE

- Non verbal communication known as “body language” sends strong positive and negative signals. This is how much it influences any message
- WORDS 7 %
- TONE OF VOICE 35 %
- NON-VERBAL CUES 58 %
- MESSAGE 100 %

# Body Language

- 10-20 seconds → make a favorable first impression
- 5 minutes → to confirm and establish a positive relationship
- Not only do we form our opinions over such a short period of time but our conclusions are drawn not from what a person says but 93% of our insights are concluded from non verbal communication.



# Body Language Includes

- ❖ Face
- ❖ Figure
- ❖ Focus
- ❖ Territory
- ❖ Tone
- ❖ Time

# Body Language – Face

- ❖ FACE include
  - ✓ your expressions
  - ✓ Your smile or lack of smile
  - ✓ Tilt of head eg. If your head is tilted to one side, it usually indicates you are interested in what someone is saying.
  - ✓ *What message are you sending if someone is presenting a new idea and you are frowning ?*

# Body Language – Figure

❖ FIGURE includes

- ✓ Your posture
- ✓ Your demeanor and gestures
- ✓ Your clothes and accessories

*✓ What message does one send if he is dressed casually on an important meeting ?*

# BODY LANGUAGE - FOCUS

- ❖ FOCUS on your eye contact with others
- ❖ The perception of eye contact differs with culture .  
For most of us ...
- ✓ Staring makes other people uncomfortable
- ✓ Lack of eye contact can make you appear weak or not trustworthy
- ✓ *What would you think of someone who is looking at other things and people in a room when you are speaking ? ?*

# Body Language – Tone

- ❖ TONE is a factor of your voice
  - ✓ Pitch is the highness or lowness of voice
  - ✓ Volume is how loud your voice is
  - ✓ Emphasis is your inflection
- ✓ *What message do you get if someone starts speaking very loudly during a disagreement ?*

# Thank You !

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