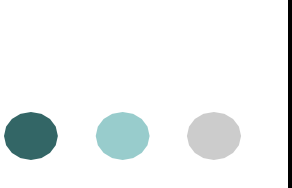


COMMUNICATION SKILLS

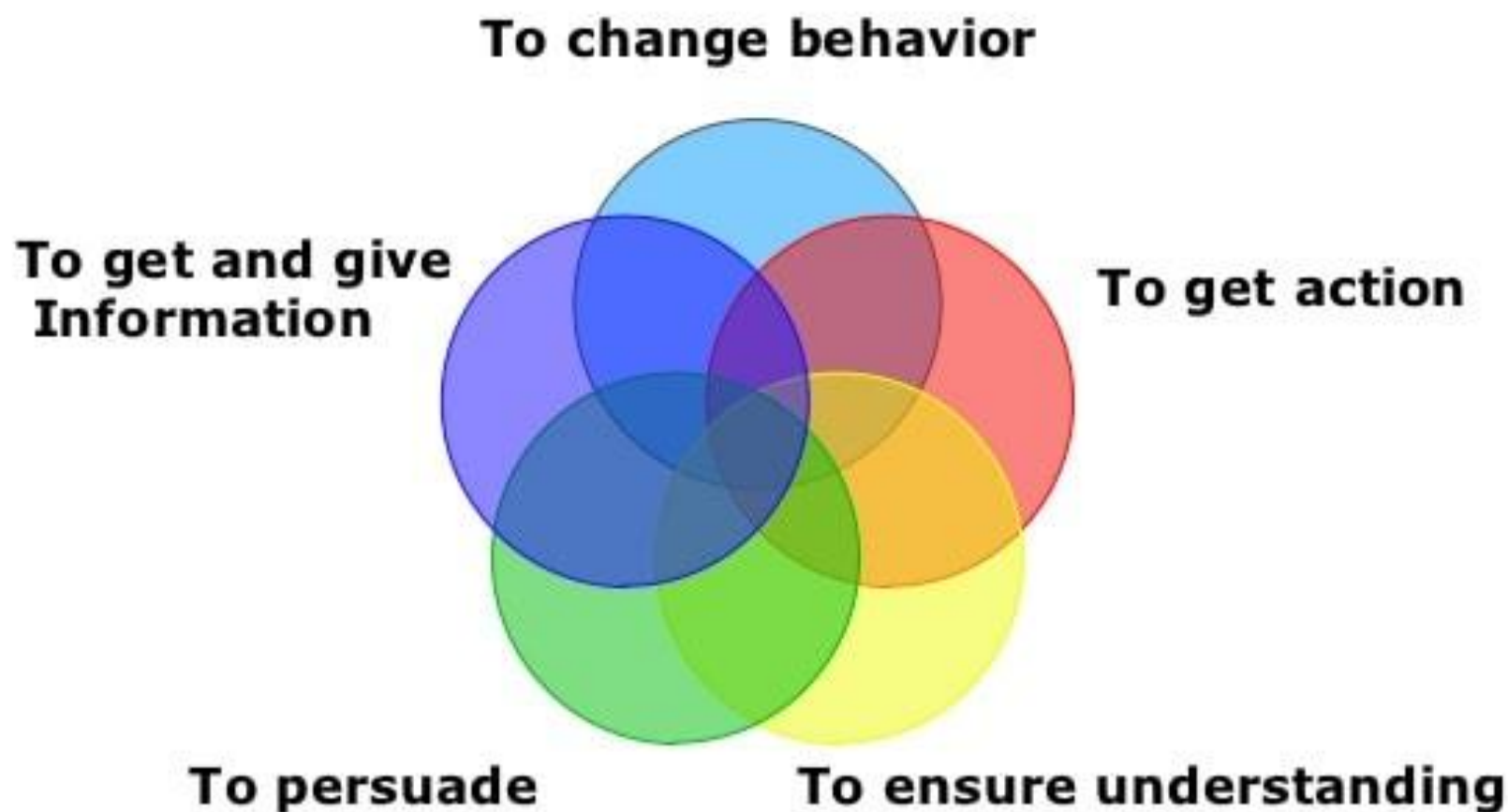


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No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

Communication Goals



What is Communication?

Derived from Latin word communis which means-common understanding.

Communication is the transmission of an idea or feeling so that the sender and receiver share the same understanding.

Communication skills is the ability to use language (receptive) and express (expressive) information.





Types of Communication

➤ **On the basis of organization relationship**

- Formal
- Informal

➤ 1

▪ **On the basis of Flow**

- Vertical
- Crosswise/Diagonal

➤ 1 Horizontal

▪ **On the basis of Expression**

- Oral
- Written
- Gesture



Communication Involves Three Components

- **Verbal Messages** - words – oral and written.
- **Nonverbal Messages** – our body language, facial expression, gestures), symbols, images, pictures.
- **Paraverbal Messages** - how we say the words – Tone of voice.



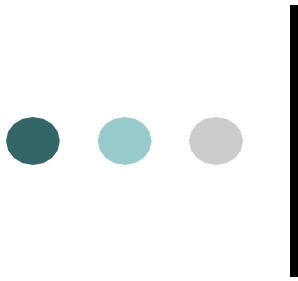
7 Cs of Communication

- * **COMPLETENESS** -
 - * Contains all the facts, informations.
 - * Answer listener's queries.
 - * Give something extra when desirable.
- * **CONCISENESS** -
 - * Be focused.
 - * Shorten & avoid long explanations.
 - * Avoid unnecessary repetitions.
- * **CONSIDERATION** -
 - * Try to put yourself in their place.
- * **CLARITY** -
 - * Include examples, illustrations & visual aids
- * **CONCRETENESS** -
 - * Be Specific and definitive, on facts.
- * **COURTESY**
- * **CORRECTNESS**



Barriers to Communication

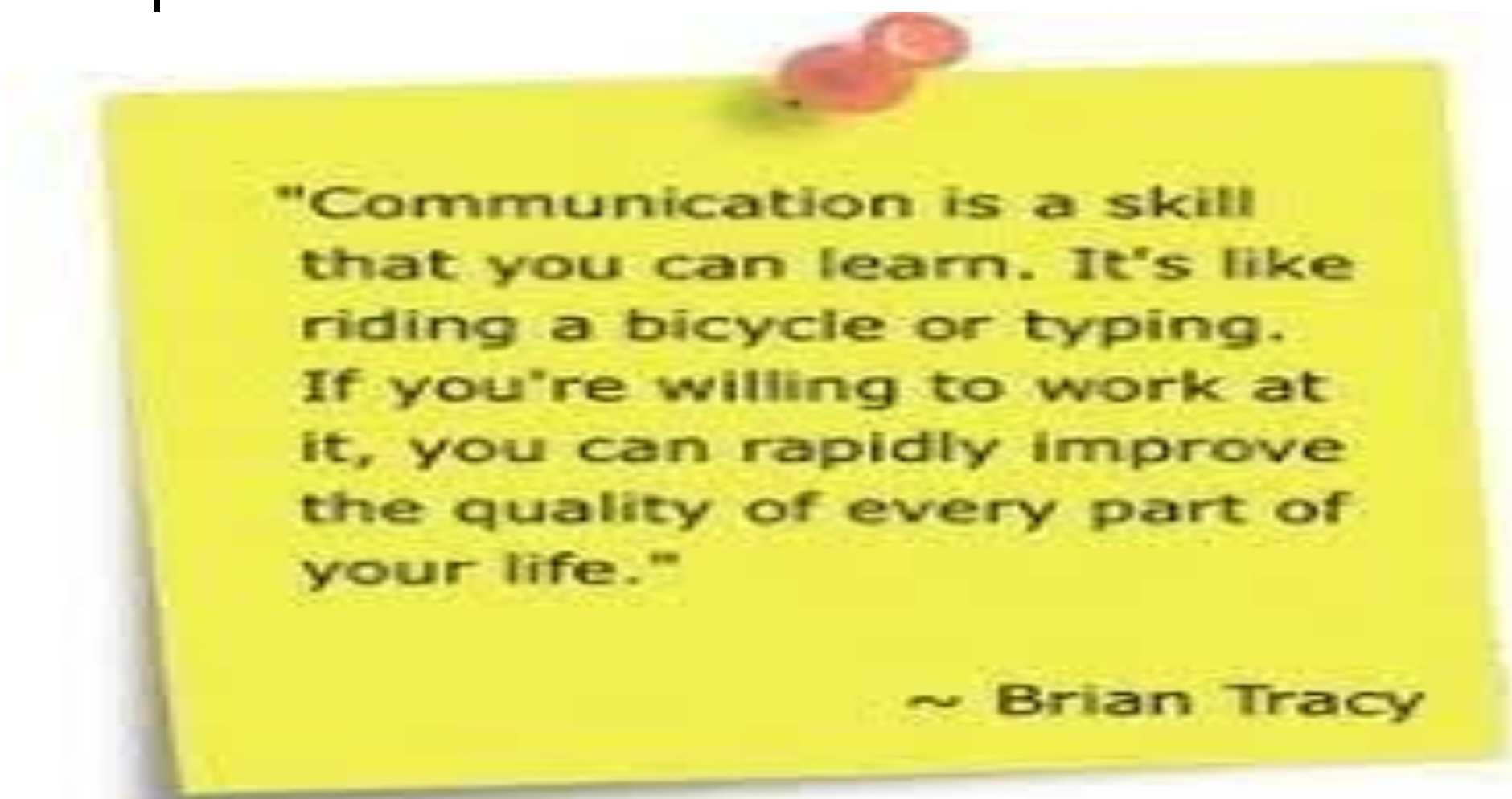

- Semantic Barriers (relating to meaning in language or logic).
- Emotional Or Psychological Barriers
- Organizational Barriers.
- Physical barrier.
- Mechanical barrier.
- Other extraneous factors eg. Conflict, interest in the topic etc.



Overcoming communication barriers.

- Active listening.
- Maintain eye contact.
- Body awareness, Postures.
- Simple language.
- Emotional quotient.
- Gestures and expressions
- Practice.





"Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life."

~ Brian Tracy



THANK YOU