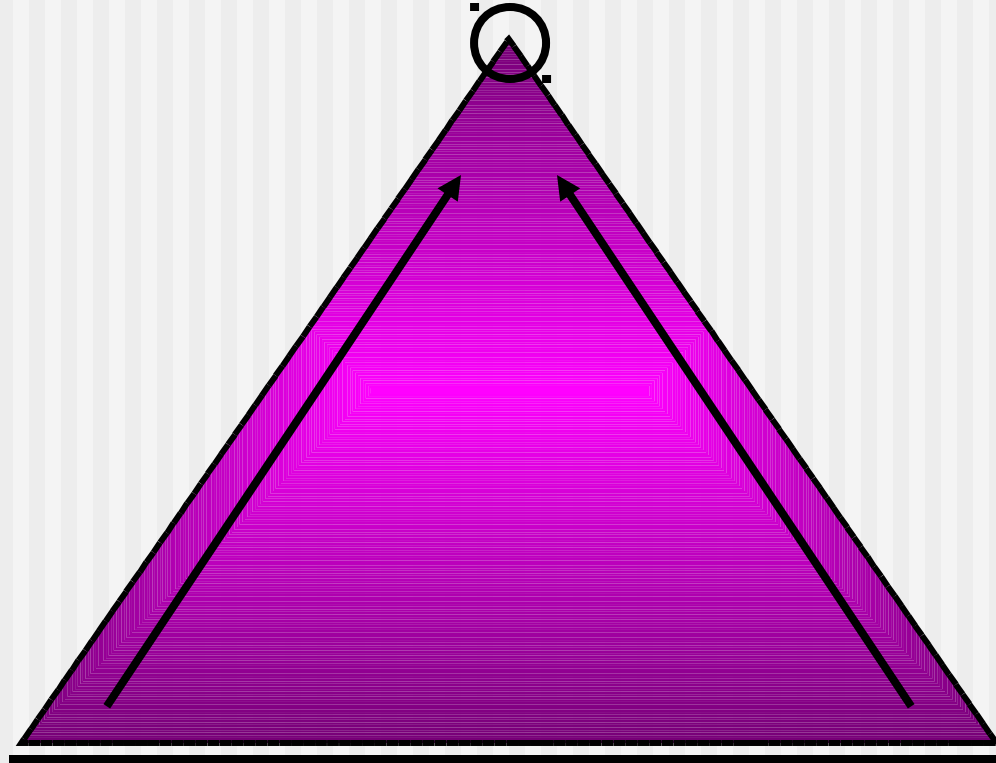


Basic Communication Skills

Presented by



ESTABLISHING RAPPORT



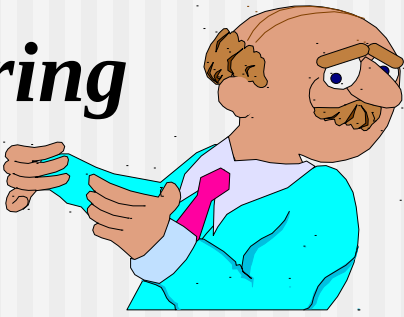
Field of Consciousness

How do you go about Establishing Rapport?

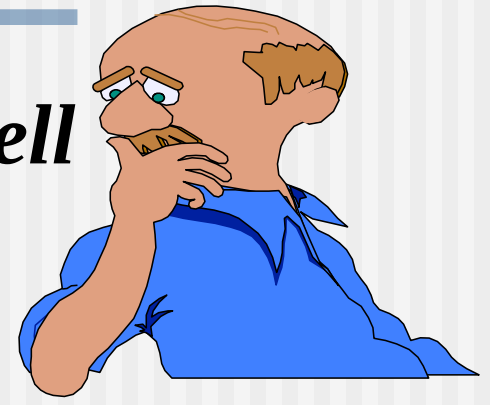
- You need Self-Confidence
- You must Understand People
- You must be Enthusiastic
- You must make Eye Contact
- You must be Interested in them

Communication is a Series of Experiences of

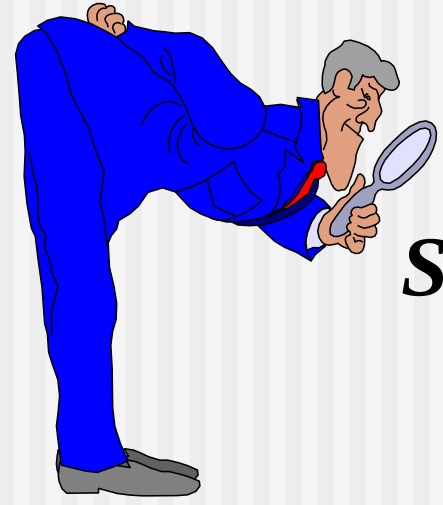
Hearing



Smell



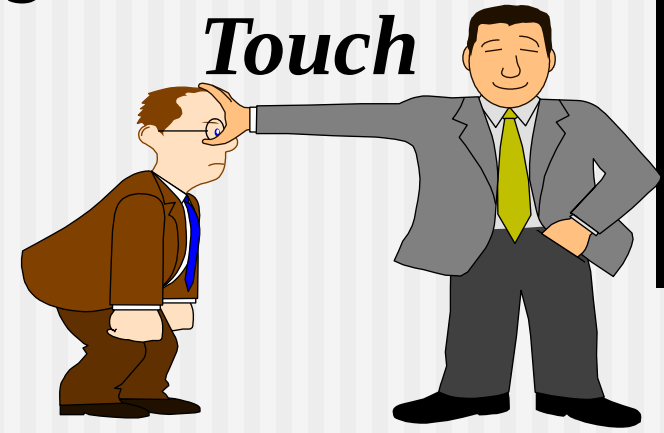
Seeing



Taste



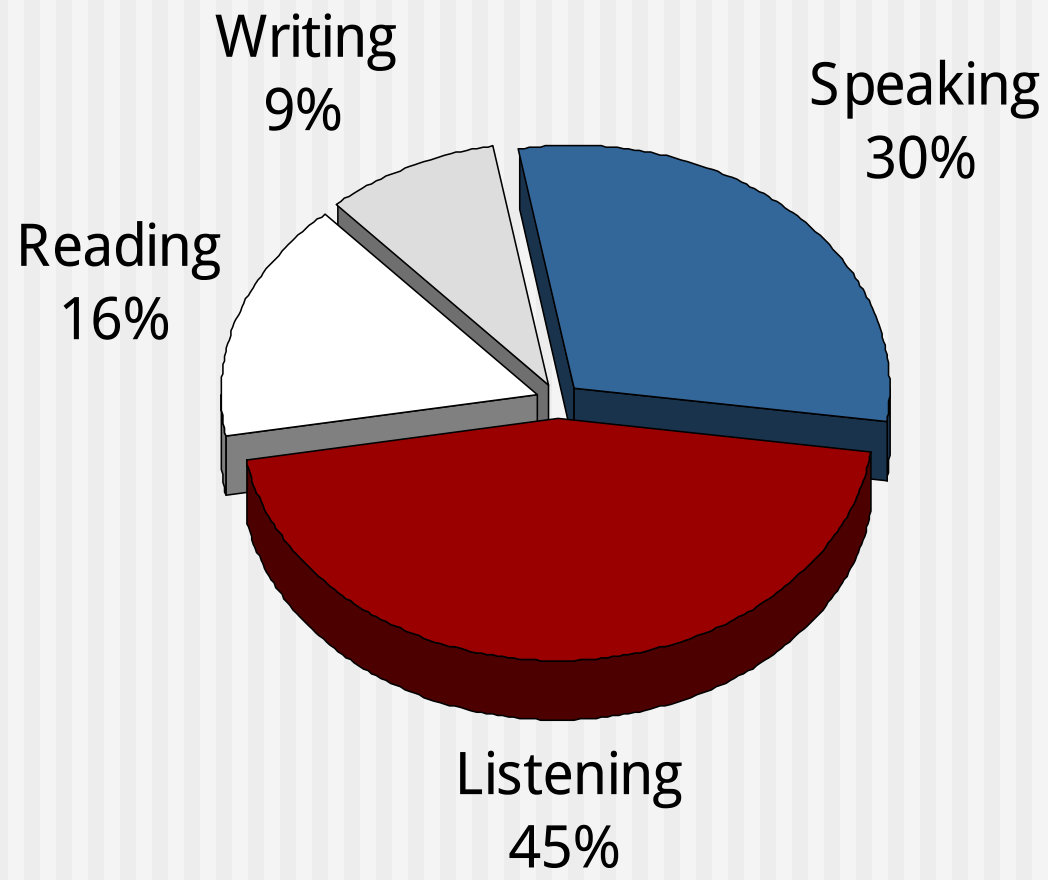
Touch



Communication - Meaning

- Communication is a dynamic process...
- through this process we convey a thought or feeling to someone else.
- how it is received depends on a set of events, stimuli, that person is exposed to.
- how you say what you say plays an important role in communication.

TOTAL COMMUNICATION PROCESS



LEVELS OF COMMUNICATION

- VERBAL
 - Intra verbal: intonation of word and sound
 - Extra verbal verbal: implication of words and phrases, semantics
- NON-VERBAL
 - Gestures
 - Postures
 - Movements
- SYMBOLIC

Barriers in Communication

(that have to do with the COMMUNICATOR)

- Unwillingness to say things differently
- Unwillingness to relate to others differently
- Unwillingness to learn new approaches
- Lack of Self-Confidence
- Lack of Enthusiasm
- Voice quality
- Prejudice

Barriers in Communication

(that have to do with the **COMMUNICATOR**)

- Disagreement between verbal and non-verbal messages
- Negative Self Image
- Lack of Feedback
- Lack of Motivation and Training
- Language and Vocabulary Level
- Lack of Self Awareness

Barriers in Communication

(that have to do with the **RECEIVER**)

- Selective Perception
- Unwillingness to Change
- Lack of Interest in the Topic/Subject
- Prejudice & Belief System
- Rebuttal Instincts
- Personal Value System
- Here-and-Now internal & external factors

External Barriers in Communication

- Environment
 - The venue
 - The effect of noise
 - Temperature in the room
- Other People – Status, Education
- Time

5 Basic reasons we Do Not Listen

- Listening is Hard Work
- Competition
- The Rush for Action
- Speed differences (120 wpm v/s 360 wpm)
- Lack of Training

4 Levels of Listening

- The Non-Listener
- The Marginal Listener
- The Evaluative Listener
- The Active Listener

Improving Listening Skills

- By not being Preoccupied
- Being Open Minded & Non Defensive
- Minimizing Interruptions
- Effective Listening is: Hearing, interpreting when necessary, understanding the message and relating to it.
- By Asking Questions

COMMUNICATION

■ 7% WORDS

- Words are only labels and the listeners put their own interpretation on speakers words

■ 38% PARALINGUISTIC

- The way in which something is said - the accent, tone and voice modulation is important to the listener.

■ 55% BODY LANGUAGE

- What a speaker looks like while delivering a message affects the listener's understanding most.

TYPES OF BODY LANGUAGE

Remember that you are dealing with “PEOPLE”

- **(P)OSTURES & GESTURES**
 - How do you use hand gestures? Stance?
- **(E)YE CONTACT**
 - How's your “Lighthouse”?
- **(O)RIENTATION**
 - How do you position yourself?
- **(P)RESENTATION**
 - How do you deliver your message?
- **(L)OOKS**
 - Are your looks, appearance, dress important?
- **(E)PRESSIONS OF EMOTION**
 - Are you using facial expressions to express emotion?

Contact us @

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