

COMMUNICATION SKILLS

UET TAXILA SUB-CAMPUS CHAKWAL

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Let us Break Ice



Introduction



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MS Electrical Engineering (2010-2012)
Seoul National University



BS Communication Systems (2004-2008)
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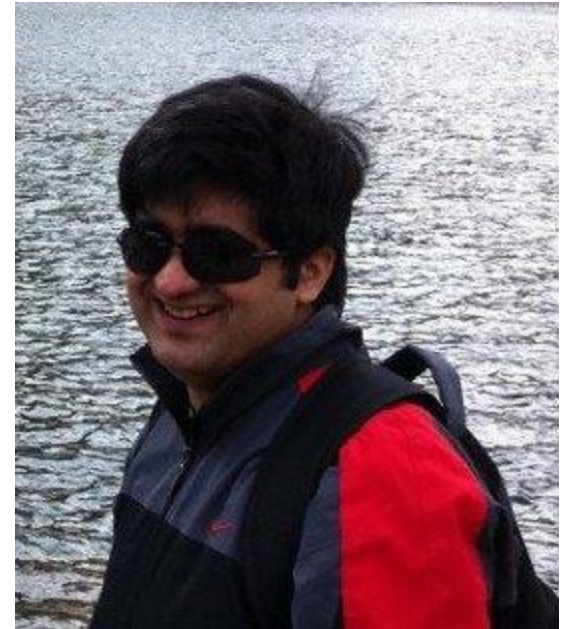


Prof. Saewoong Bahk

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Student-Teacher Relationship

- Its of learning....
- One of my favorites...
- Waqas A. Qazi



Contents

1. **Basic Communication Principles**
2. **Communication Trilogy : Giving Good Information, Gathering Good Information, and Building Mutual Trust**
3. **Developing Assertive Communication Skills**
4. **Seven Positive Principles for Cooperative Communication**
5. **Developing Active Listening Skills**

Effective Communication

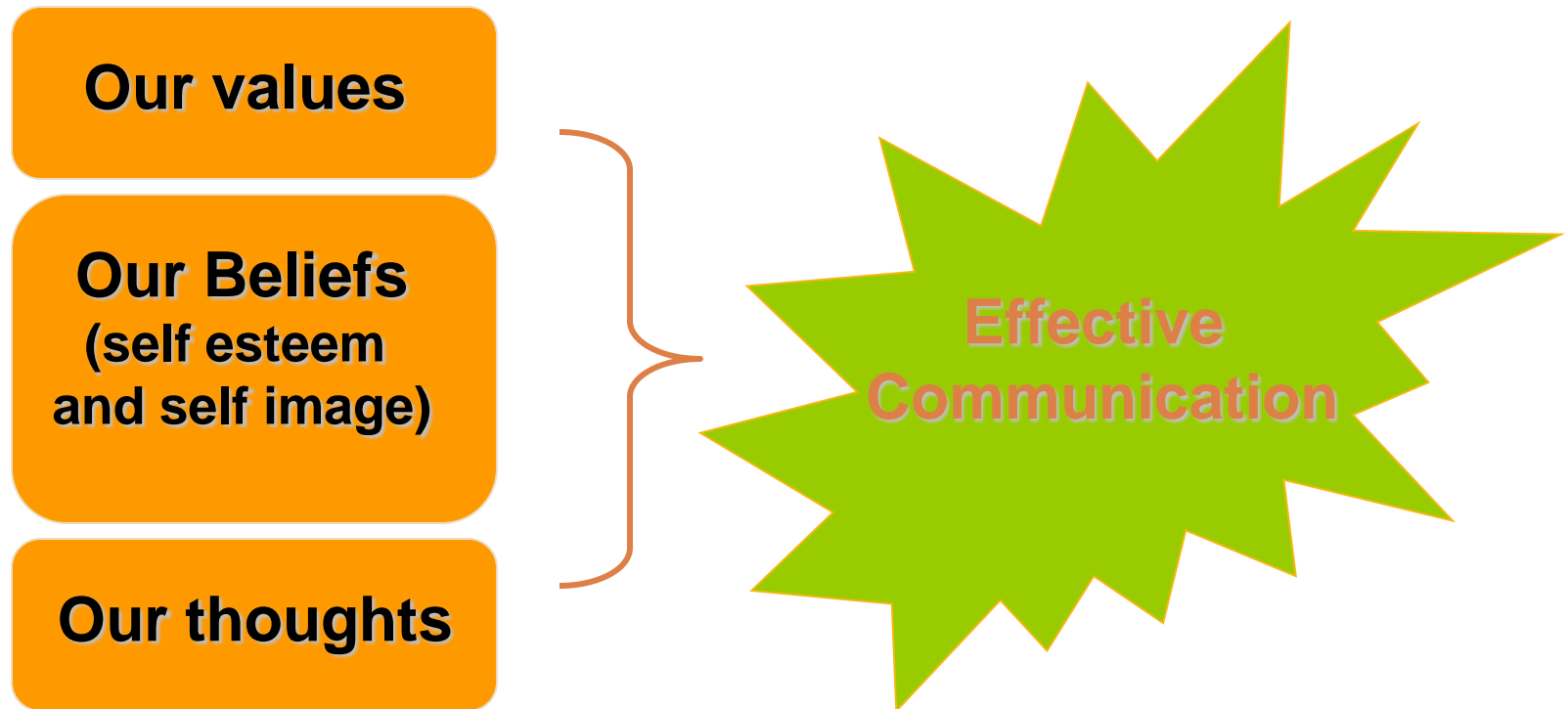


**Effective
Communication**

The diagram consists of an orange rounded rectangle on the left containing the text 'Effective Communication'. An orange arrow points from this rectangle to a green starburst shape on the right containing the text 'Productive Relationship'.

**Productive
Relationship**

The Success Sequence



The Success Sequence



We communicate to.....

- **Get information**
- **Motivate**
- **Cheat**
- **Praise**
- **Make arrangements**
- **Give advice**
- **Sell**
- **Greet**
- **Abuse**
- **Etc**

Verbal, vocal and visual

Communication

```
graph LR; A[Communication] --- B[Verbal : The message that we deliver]; A --- C[Vocal : The voice that we convey]; A --- D[Visual : Our body language];
```

Verbal :
The message that
we deliver

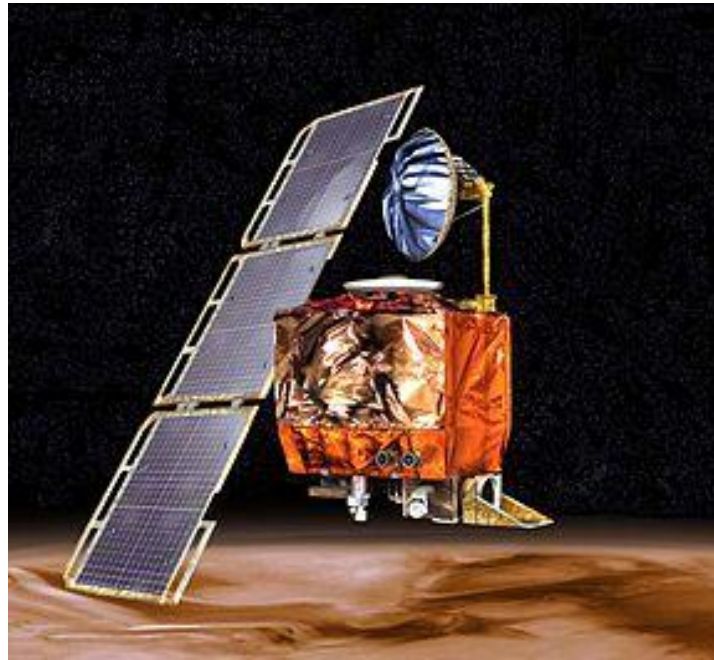
Vocal :
The voice that we
convey

Visual :
Our body language

Studies tell 70 % of mistakes in the workplace are a direct result of poor communication.....

Communication-gap cost NASA a spacecraft

Mars Obiter Crash in 1999



Assignment 1: Write one page on the story, how and what happened on that day???

Recommend measures to avoid such accident in future in any area of engineering.

Causes of Communication Difficulties:

- Lack of information and knowledge
- Not explaining priorities or goals properly
- Not listening
- Not understanding fully and fail to ask questions
- Mind made up, preconceived ideas

Causes of Communication Difficulties:

- Not understanding others' needs
- Not thinking clearly, jumping to conclusions
- Bad mood
- Failure to explore alternatives

Communication failures can cause.....

- Loss of business
- Mistakes, inefficiencies
- Lowered productivity
- Poor coordination and cooperation
- Damaged personal or company image
- Frustration, hostility

Communication failures can cause.....

- Dissatisfaction with others
- Lowered morale
- Loss of team spirit
- High employee turnover
- Conflict and arguments
- Drop in self esteem and confidence
- Loss of friendship

Some Common Communication Filters

- Premature evaluation
- Prejudice
- Inattention
- Stereotyping
- Assumption
- Generalizing
- Poor listening skills
- Fixed ideas
- Preconceptions
- Ignoring or distorting information contrary to our beliefs

Basic Communication Principles

Everything we do is communication

The way we begin our message often determines the outcome of the communication

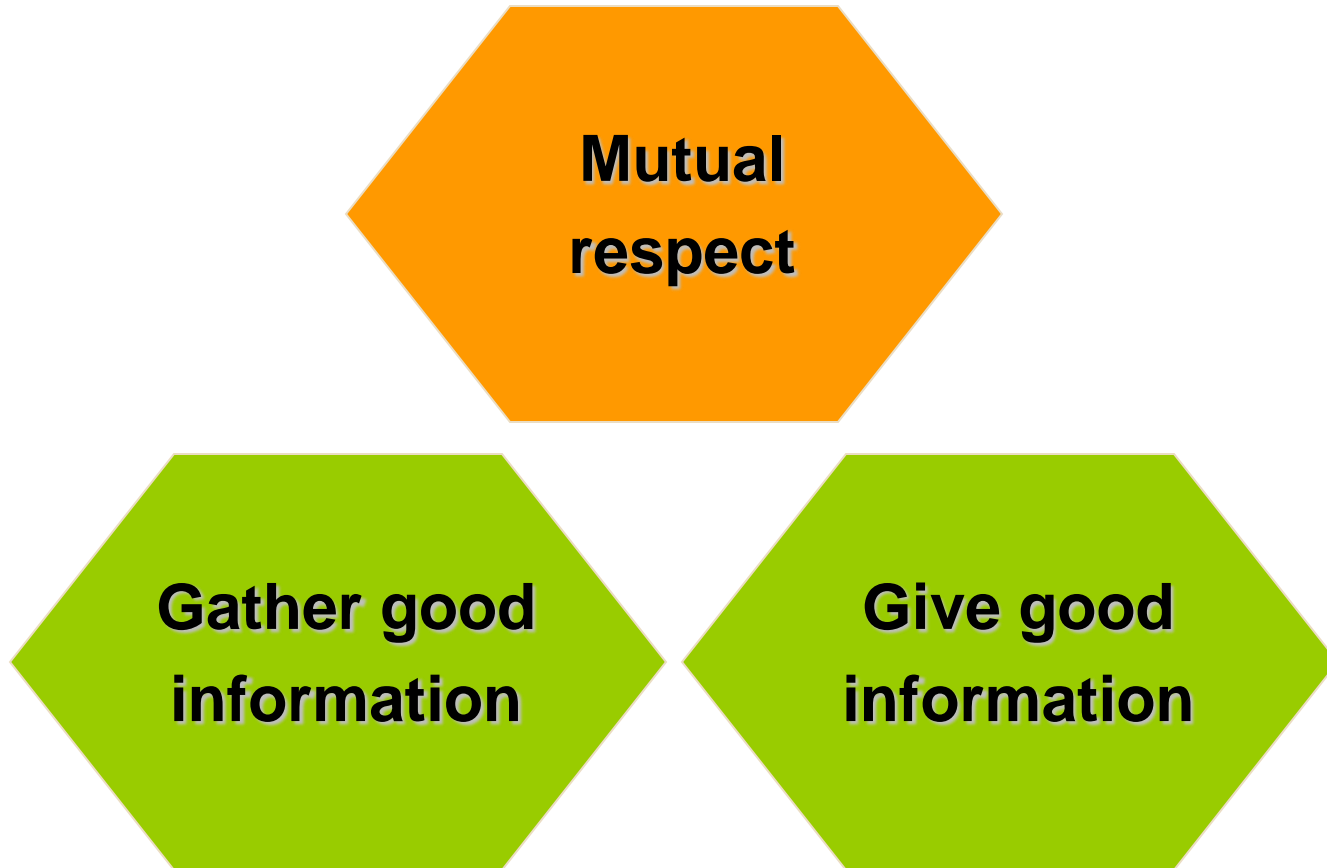
The way message is delivered always effects the way message is received

Basic Communication Principles

**The real communication is the message received,
not the message intended**

**Communication is two way street – we have to
give as well as gather**

Communication Trilogy



Give Good Information

When giving information.....

- **Use precise, memorable and powerful words**
- **Support your words with visual aids**
- **Give demonstration**
- **Provide examples/metaphors/analogies**
- **Use the other person “language”**

7 Positive Principles for Cooperative Communication

1. Soften the 'you's or change the into "I" to **avoid sounding pushy**
 - *Instead of : 'You'll have to....', say 'Could you....' Or 'Would you be able to....'*
2. **Focus on the solution**, not the problem
 - *Instead of 'We're out of milk....', say 'I will pop down the shop for some milk'.*

7 Positive Principles for Cooperative Communication

3. Turn **can'ts** into **cans**

- *Instead of 'We can't do that until next week', say 'We'll be able to do that next week'.*

4. **Take responsibility** – don't lay blame

- *Instead if 'It's not my fault', say 'Here's what I can do to fox that'.*

7 Positive Principles for Cooperative Communication

5. Say what do you want, not what you don't want

- *Instead of 'Don't; drive too fast', say 'Drive carefully'*

6. Focus on the future, not the past

- *Instead of "I've told you before not to....., say 'From now on.....'"*

7. Share information rather than argue or accuse

- *Instead of 'No, you're wrong', say 'I see it like this....'*

Assertive Communication

**Verbally,
assertive
people :**

- Make statements that are honest, clear, brief, and to the point
- Use “I” statement : I’d like, I appreciate, I think
- Distinguish between fact and opinion
- Ask, don’t tell
- Offer improvement suggestions, not advice and commands

Assertive Communication

**Verbally,
assertive
people :**

- Offer constructive criticism, free of blame, assumptions, and 'shoulds'
- Ask questions to find out the thoughts and feelings of others
- Respect the rights of others as well as their own rights
- Communicate mutual respect where the needs of two people conflict, and look for mutually acceptable solutions

Assertive Communication

**Non
Verbally,
assertive
people :**

- Make appropriate eye contact
- Sit or stand firmly and comfortably erect
- Gesture openly to support their comments
- Speak in a clear, steady, firm tone of voice

Assertive Communication

**Non
Verbally,
assertive
people :**

- Maintain open, steady, relaxed facial expressions, smiling when pleased, frowning when angry
- Speak a steady, even pace, emphasizing key words, with few awkward hesitations

Manage your body language

- Sit or stand at right angles and on the same level, and respect people's personal space zones
- Use open gestures and body language
- Center your attention exclusively on the other person
- Lean slightly forward to show interest; a bit further forward to apply pressure, slightly back to reduce pressure

Manage your body language

- Maintain appropriate eye contact while listening to encourage the speaker; increase eye contact to apply pressure; reduce it to lower pressure
- Respond appropriately by basing your responses on what the other person has just said
- Be relaxed and balanced to make relaxed and open communication easier

Gather Good Information with your EARs

E – explore by asking questions

A – affirm to show you're listening

R – reflect your understanding

S – silence, listen some more

Exploring Questions

Open Questions

Open questions yield lots of information because they allow a person to explain what is most important or interesting and encourage elaboration.

Probing Questions

Probing questions are those that relate to the topic we want to explore further. They encourage the speaker to flesh out the details.

Closed vs. Open Questions

When did that happen?

Was your trip successful?

Did you like the candidate?

Did you have a good meeting?

What led up to that?

What did you manage to accomplish on your trip?

In what ways do you think that candidate meets our need?

What happened at the meeting?

Some Probing Questions

- Can you be more specific?
- Can you give me an example of that?
- What happened then?
- For instance?
- How does this affect you?
- What might cause that, do you think?
- Can you fill me in on the details?

Active Listening

Active Listening

Giving undivided attention to a speaker in a genuine effort to understand the speaker's point of view.

This involves giving them your full attention and the use of verbal encouragers such as “Yes”, “Aha” and “Mmm”.

It also includes non-verbal acknowledgements such as nodding, smiling and body language.

Benefits of Active Listening

1. It forces people to listen attentively to others
2. It avoids misunderstandings, as people have to confirm that they do really understand what another person has said
3. It tends to open people up, to get them to say more

5 Active Listening Skills

- **Paraphrasing meanings:** Translate into your own words what the speaker has said
- **Reflecting feelings:** when someone is expressing emotion or feelings or looks emotional (upset, angry, excited), convey your empathy and encourage the speaker to continue
- **Reflecting facts:** briefly summarize the content, or factual aspects, of what the speaker has said.

5 Active Listening Skills

- **Synthesizing:** blend several ideas of the speaker into one theme or idea.
- **Imagining out loud:** imagine what it must be like to be in the speaker's place

To listen more effectively.....

Attend physically – the right body language helps us to focus on the speaker and encourages the speaker to give us more information.

Attend mentally – follow the speaker's flow of thought, listen to understand, not evaluate; listen first, then assess

Check it verbally – paraphrase, clarify, probe further, summarize your understanding

Bad Habits of Poor Listeners

- Interrupting
- Jumping to conclusions
- Finishing others' sentences for them
- Frequently (and often abruptly) changing the subject
- Inattentive body language
- Not responding to what others have said
- Failing to ask questions and give feedback

Good Habits of Effective Listeners

- Looking at the speaker in order to observe body language and pick up subtle nuances of speech
- Asking questions
- Giving speakers time to articulate their thoughts
- Letting people finish what they are saying before giving their opinion
- Remaining poised, calm, and emotionally controlled
- Looking alert and interested
- Responding with nods and 'uh-uhms'.

When receiving/listening feedback



Receiving feedback

- **Listen, don't resist**
- **Keep calm** and keep breathing
- Let your body language show **you are receptive**
- **Ask questions** to make sure you've understood
- **Don't be overly sensitive**, self protective or cavalier

When receiving/listening feedback

Receiving feedback

- Does the person offering feedback **know what they're talking about?**
- What **other information do you have** that supports the feedback?
- If you're tempted to ignore it, do you have **evidence that contradicts the feedback?**

When receiving/listening criticism

- Make sure your **self image stays positive**.
- Mentally examine your critic's intentions so you will know **how best to deal with the information**.
- **Filter the criticism**. Strain out emotion and find the facts. Then you can respond to the useful information.
- **Ask questions** until you understand what the speaker is trying to tell you.
- **Don't make excuse**. Listen to understand.
- **Focus on the future** : what can you do to improve?

Recommended Further Readings:

1. Kris Cole, *Crystal Clear Communication : Skills for Understanding and Being Understood*, Synergy Books International
2. David A. Whetten and Kim S. Cameron, *Developing Management Skills*, Harpers Collins Publisher.



Any Questions???