

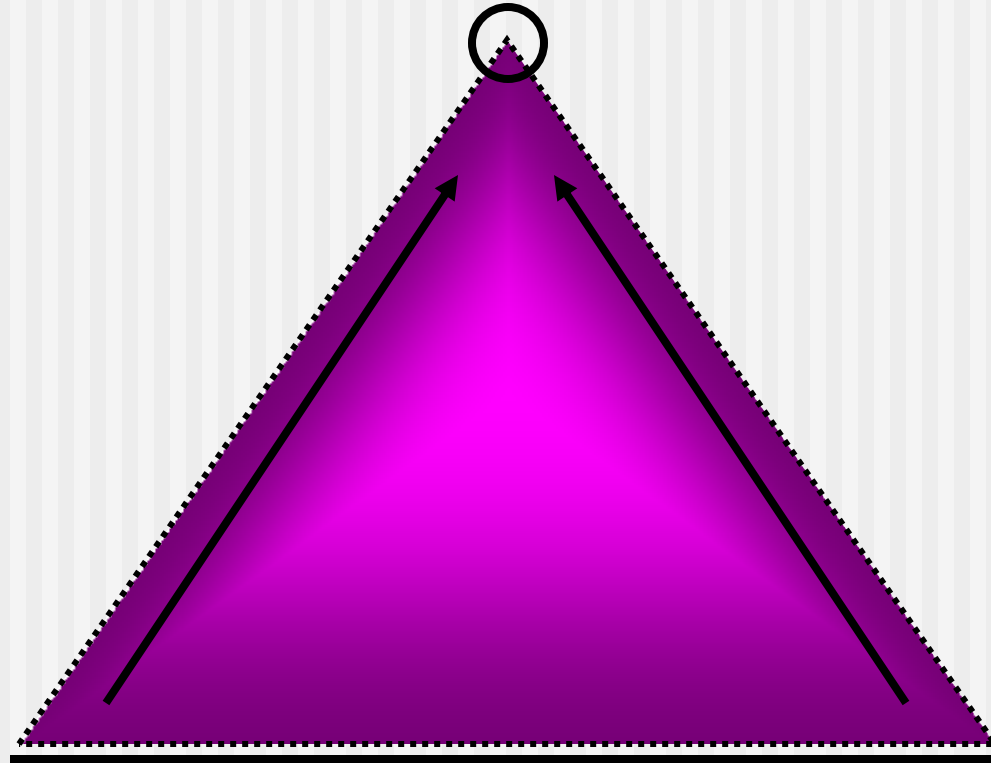
Basic Communication Skills

Presented by



ESTABLISHING RAPPORT

إقامة علاقة



Field of Consciousness

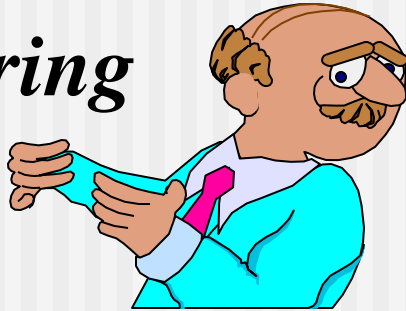
مجال الوعي

How do you go about Establishing Rapport?

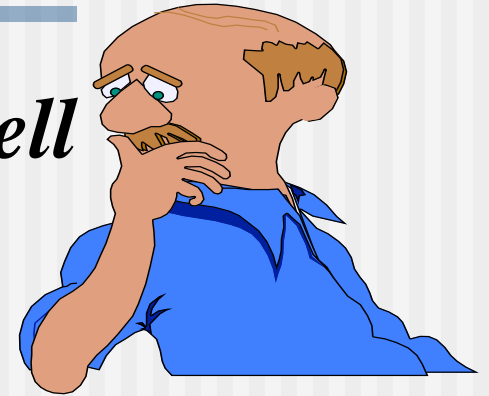
- You need Self-Confidence **تحتاج إلى الثقة بالنفس**
- You must Understand People
- You must be Enthusiastic **متحمس**
- You must make Eye Contact
- You must be Interested in them

Communication is a Series of Experiences of

Hearing



Smell



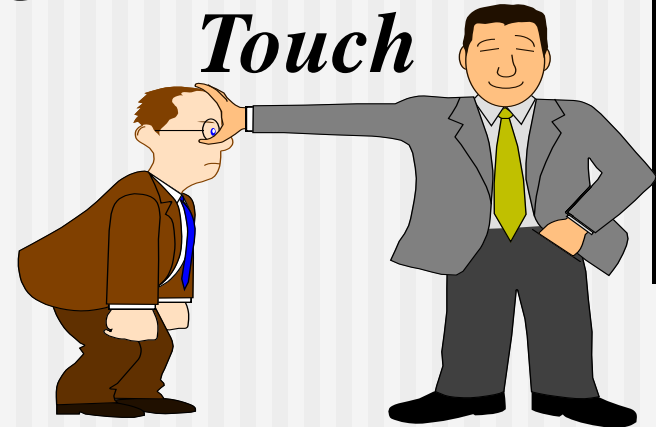
Seeing



Taste



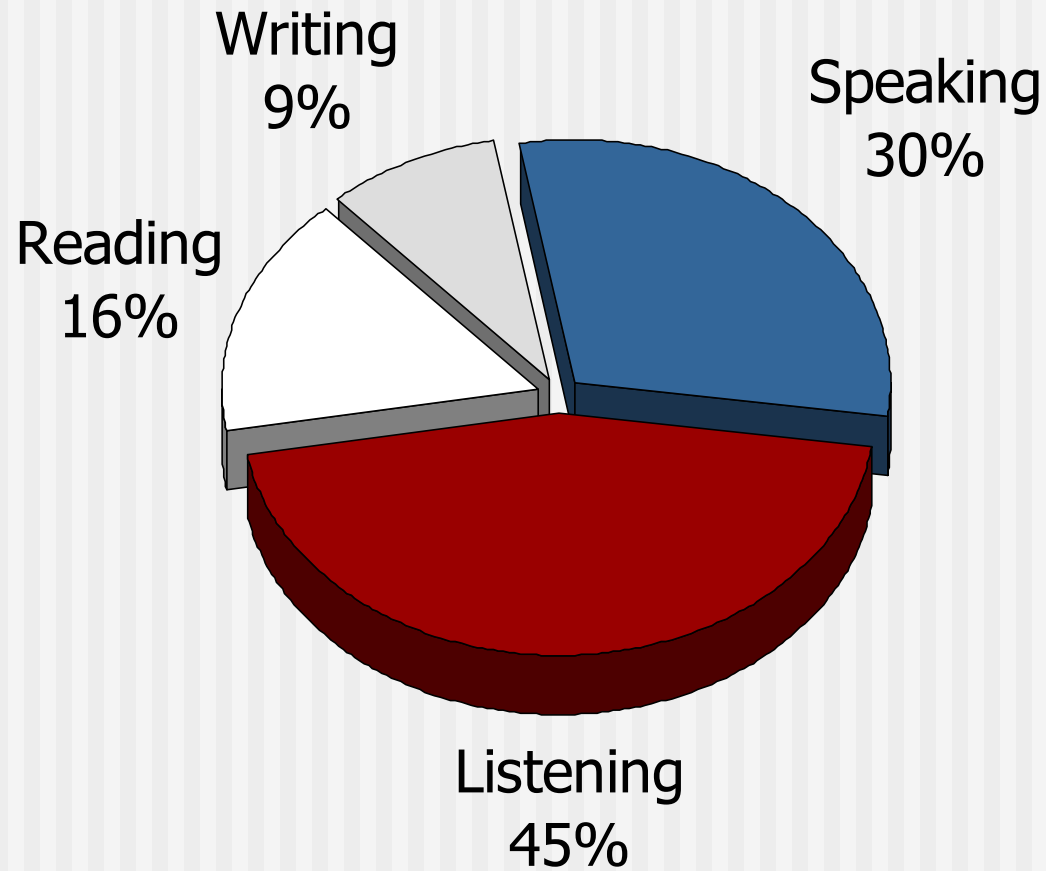
Touch



Communication - Meaning

- Communication is a dynamic process...
- through this process we convey
نقل thought or feeling to someone else.
- how it is received depends on a set of
events, stimuli
المحفزات, that person is exposed
to. مكشوف
- 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



مدخل اللفظي: التجويد للكلمة والصوت

- Extra verbal verbal: implication of words and phrases, semantics

- الكلمات اللفظية الزائدة: آثار الكلمات والعبارات ودلالاتها

■ NON-VERBAL

غير اللفظية إيماءات المواقف الحركات رمزي

- Gestures

- Postures

- Movements

■ SYMBOLIC

(that have to do with the

COMMUNICATOR) لعوائق في الاتصال (التي لها علاقة

بالمنسق)

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

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 مفردات اللغة Level
- Lack of Self Awareness

وعي

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 مکان
 - 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 منافسة
- The Rush سرعه for Action
- Speed differences (120 wpm v/s 360 wpm)
- Lack of Training

4 Levels of Listening

- The Non-Listener
- The Marginal *هامش* Listener
- The Evaluative *مئمن* Listener
- The Active Listener

Improving Listening Skills

- By not being Preoccupied **فاقد للحرية محتل**
- Being Open Minded & Non Defensive **دفاعي**
- 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.

- 7% كلمات الكلمات هي علامات فقط ويقوم المستمعون بوضع تفسيرهم الخاص على كلمات المتحدثين
- 38% من الشلل النصفي الطريقة التي يقال بها شيء ما - تعد لهجة ونبرة وتعديل الصوت مهمة للمستمع.
- 55% لغة الجسم يؤثر شكل المتحدث أثناء توصيل الرسالة على فهم المستمع أكثر من غيره.

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** اتجاه
 - 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 مشاعر؟
 -

(ع) الإيماءات والإيحاءات كيف تستخدم إيماءات اليد؟ موقف؟ (هـ) انتم الاتصال كيف حال المنارة؟ (اتجاه كيف يمكنك وضع نفسك؟) عرض كيف توصل رسالتك؟ (تبدو هل مظهرك ومظهرك وثوبك مهم؟) (هـ) ضغوط العاطفة هل تستخدم تعبيرات الوجه للتعبير عن المشاعر

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