

Mastering Communication Art



**1st
Session**



Communication Insights

- Introduction & Communication Model
- Types of Communication
- Communication Fundamentals
- Communication Planning



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**“It is false to
assume that if one
can talk he can
communicate.”**

—REUEL HOWE



What is Communication?!



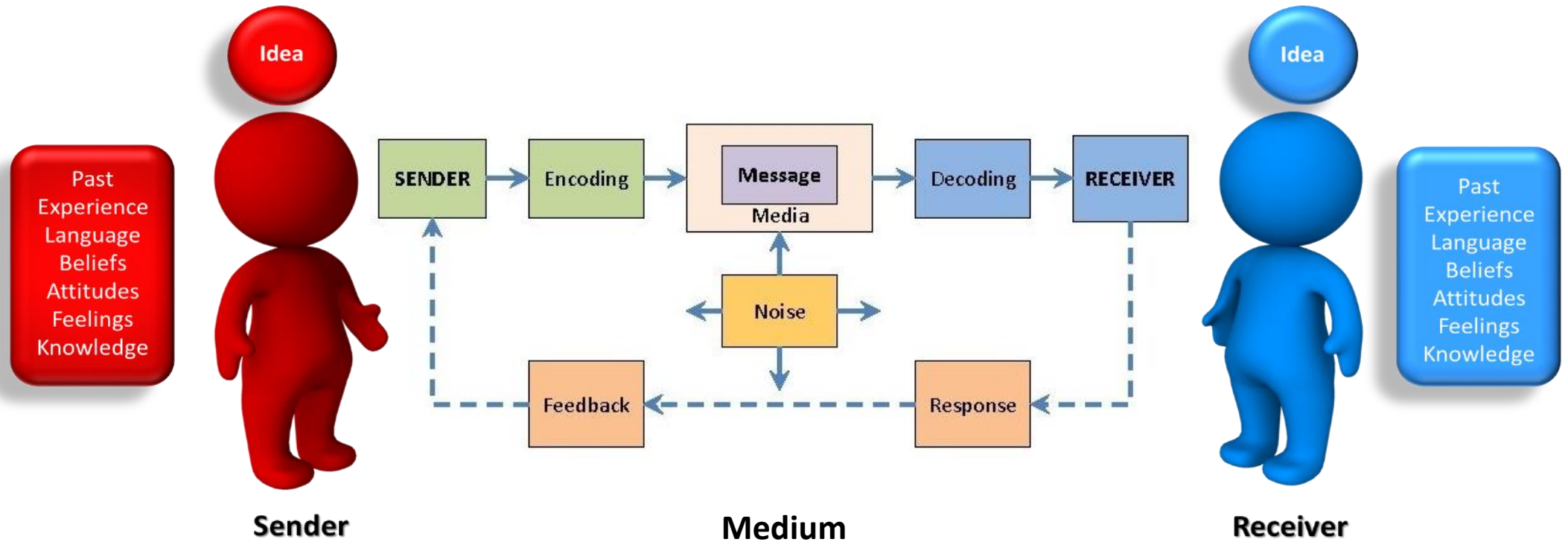


Communication skills are.....



- The abilities we use when giving and receiving different kinds of information.
- Communicating clearly, effectively, and efficiently are extremely critical and useful skills.

Macro Model Communication Process





Sending: Quick Prescription

- Speak clearly
- Speak slowly
- Use appropriate language
- Check understanding: Feedback!
- Avoid assumptions, bias and stereotyping!!

Medium: Cultural Diversity

- Diversity is a healthy trend, but it can lead to challenges in workplace communication due to different identities.
- Existence of diversity leads to the necessity of integration among people in the same department or in different departments, integrated diversity makes a great impact, and the Heart of that integration is effective communication.
- Different background, qualifications, experiences
- Safety and intra communication

Safe Communication Culture



Give and Receive Feedback

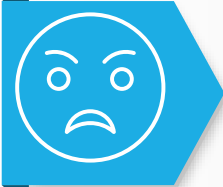


Ask Difficult Questions

Raise Issues and Concerns



Ask For Help



Disagree



Offer solutions to problems

Ask for Clarification



Admit Errors



Receiving: Quick Prescription

- Listen carefully (active listening)
- Ask for clarification
- Write it down
- Repeat the message back
- Avoid assumptions, bias and stereotyping!!



You Can Communicate in different ways

Types of Communication and Ways to Use Them



Verbal

- Use a strong, confident speaking voice.
- Use active listening.
- Avoid filler words.
- Avoid industry jargon when appropriate.



Nonverbal

- Notice how your emotions feel physically.
- Be intentional about your nonverbal communications.
- Mimic nonverbal communications you find effective.



Visual

- Ask others before including visuals.
- Consider your audience.
- Only use visuals if they add value.
- Make them clear and easy-to-understand.



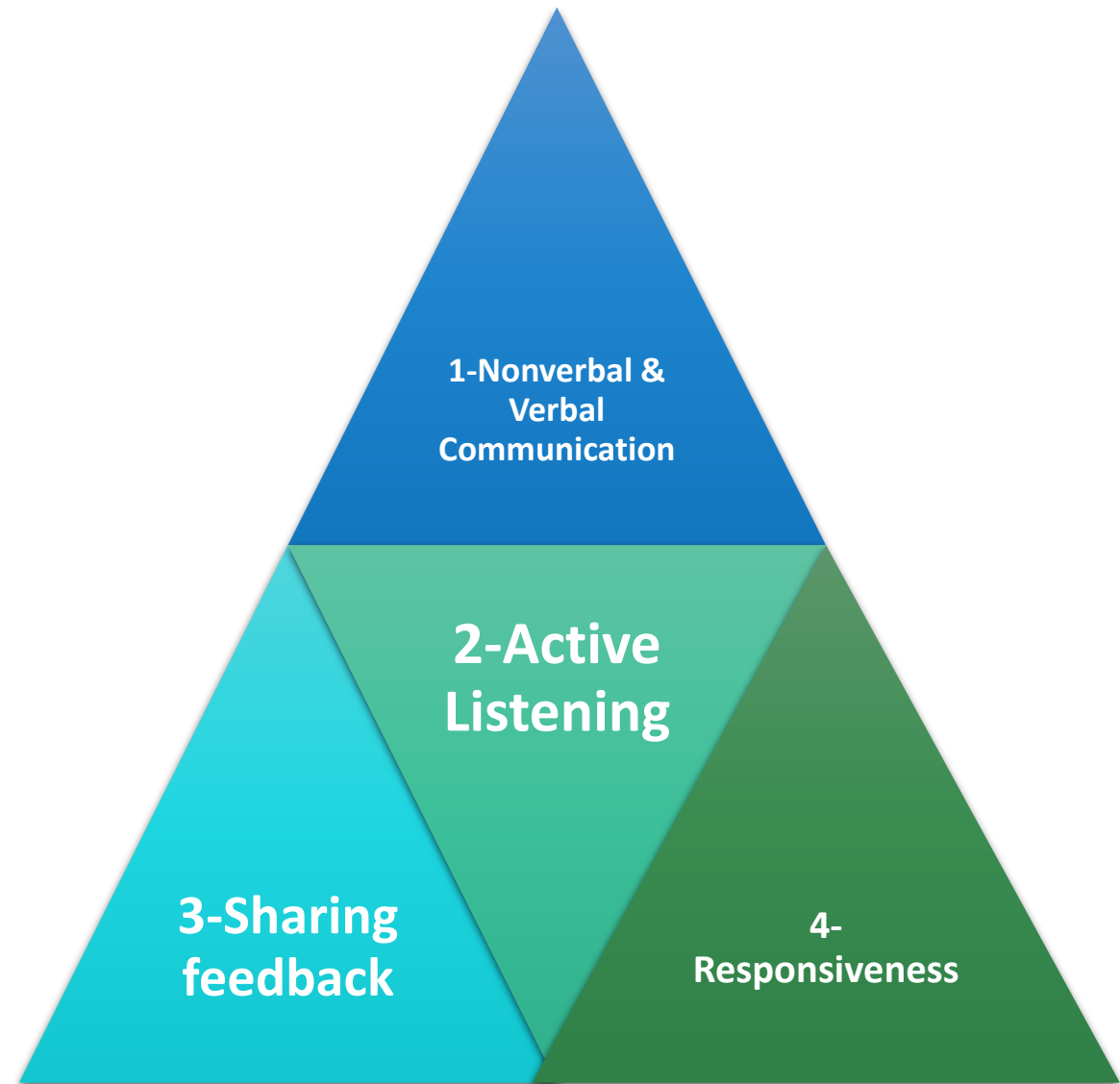
Written

- Strive for simplicity.
- Don't rely on tone.
- Take time to review your written communications.
- Keep a file of writing you find effective or enjoyable.



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Communication fundamentals



1.1-Verbal Communication

- **Verbal (oral):** This is what you are saying
- **Para-verbal:** This is how you say it - your tone, speed, pitch, and volume.

