

# Mastering Communication Art



**1<sup>st</sup>  
Session**



# Communication Insights

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

# 1.1-Verbal Communication

to help you for

Keep Watching and Subscibe Like and Share

## 1.2-Non-Verbal Communication



2-Listen!

## 2-Empathetic Active listening

**Ethos** – Your personal credibility, the trust you inspire. **[ETHICS]**

**Pathos** – Your empathetic side, showing you are in alignment with the emotional thrust of another person's communication. **[EMOTIONS]**

**Logos** – The reasoning part of the presentation. **[LOGIC]**



# 3-Sharing Feedback

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- Sharing specific instances of the problem, describing its effects, and posing questions to help develop solutions are essential components of successful feedback.
- Feedback can clarify issues, offer options, or assist advance the project or subject at hand. The ability to provide and receive feedback at work is crucial since it may benefit you and those around you trying to better their work and careers.
- Taking notes is a fantastic approach to learning how to offer criticism. Take some time to notice and consider why a piece of feedback that has been effectively described was excellent, why it spoke to you, and how you may use those talents in the future.

# 4-Responsiveness

- Responsive communicators are more efficient than those who delay answering, whether in conversation or an email. One strategy is to think about how long it takes you to respond.
- Can you respond to my inquiry or question within the next five minutes? If so, it could be a good idea to deal with it right away.
- Even if the request or query is more complicated, you may still acknowledge receipt and let the other person know you'll answer fully in due course.







Clear &  
Common  
language

Be  
Positive

Avoid  
judging

Logic

Repeat

KISS

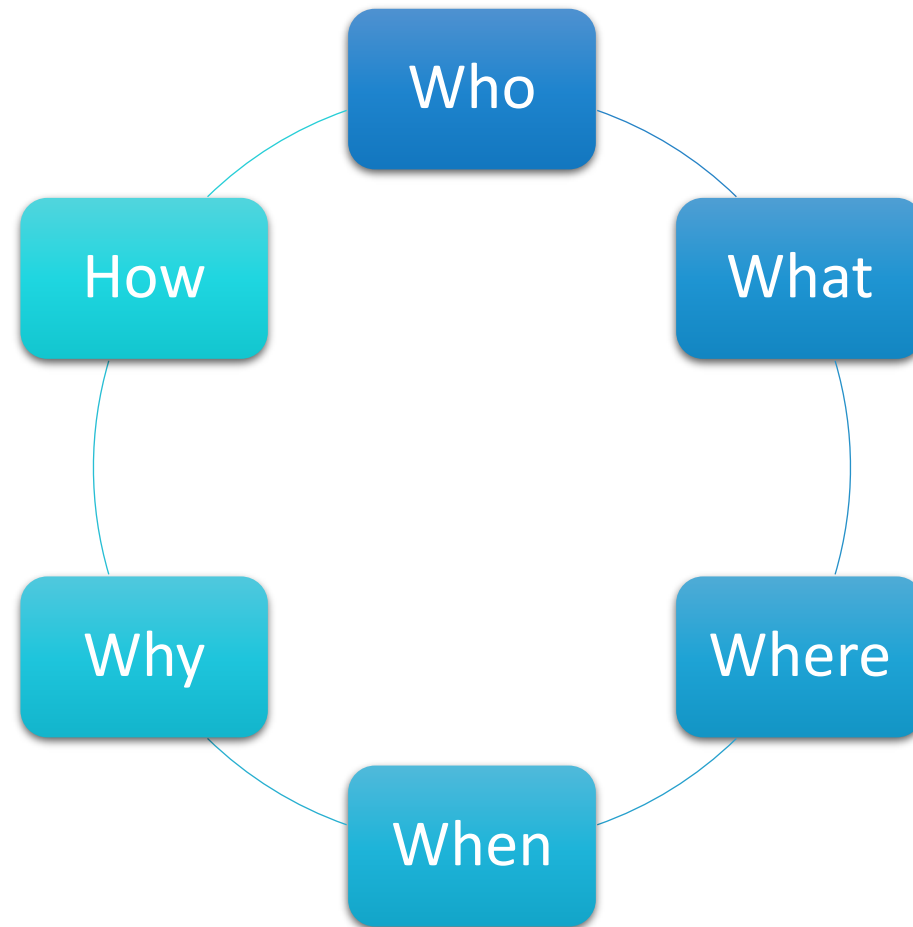
# Communication Planning

*If I am to speak ten minutes, I need a week for preparation; if fifteen minutes, three days; if half an hour, two days; if an hour, I am ready now.*

*~ Woodrow Wilson*

WISEFAMOUSQUOTES.COM

# Asking Effective Questions "Open Questions"



# Asking Questions "Closed Questions"

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- Limits the answer to yes or no
- Tend to shut down conversations

*"Is it five o'clock yet?"*



# Asking Effective Questions “Probing Questions”

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## ➤ CLARIFICATION

- By probing for clarification, you invite the other person to share more information so that you can fully understand their message.
- “Please tell me more about...”, “What did you mean by...”

## ➤ COMPLETENESS AND CORRECTNESS

- These types of questions can help you ensure you have the full, true story. can protect you from assuming and jumping to conclusions.
- “What else .....?”, “Did that end the .....”



# Asking Effective Questions “Probing Questions”

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## ➤ DETERMINING RELEVANCE

- It will help you determine how or if a particular point relates to the conversation. It can also help you get the speaker back on track from a tangent.
- “How is that like...”, “How does that relate to...”

## ➤ DRILLING DOWN

- Use these types of questions to nail down generic statements.
- “Describe...”, “What do you mean by...?”, “Could you please give an example?”



# Asking Effective Questions “Probing Questions”

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## ➤ SUMMARIZING

- These questions are framed more like a statement. They pull together all the relevant points. They can be used to confirm to the listener that you listen to what was said and to give them an opportunity to correct any misunderstandings.





Our client will appreciate our question to complete the briefing that will reflect positively on his project, we are the consultants.





**THANK YOU**