Effective Communication Skill

A WORKSHOP TO ACHIEVE ENHANCED EXPRESSIONS

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A woman is driving in her car on a road.
A man is driving in his car on the same road, but in the opposite direction.
When they pass each other, the woman opens her window and shouts to the man:

DONKEY!

The man immediately responds:

BITCH!
Both continue their separate ways, the man being very satisfied with his quick and bitchy reaction. And just as he reaches the first curve in the road ...
Moral:

“Man never really understands what men are trying to say to them.”
Outline

- Why is communication important?
- Communication Model/Process
- Benefits of Effective Communications
- Types of Communications
- Body Language
- Developing Commutation skills: Techniques to overcome barriers.
  - Empathy
  - Constructive Feedback
  - Listening Skills
- Telephonic Communication Skills Enhancement: Role Plays and Mock Ups
- Special Communication key notes for Amusement and Water park during different emergencies and situations
At the end of the program we will learn...

- what is Good and what is Bad Communication
- Some basic skills to become a Good Communicator
- to recognize & overcome barriers
- advantages of listening
- to speak confidently
- to communicate effectively
WHY do we communicate???

We communicate to affirm and reaffirm, to confirm and reconfirm our existence.
• 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.
What is Communication

- Communication is an exchange of information from the sender to the receiver with the message being understood as intended by the sender.
The 3 M’s of Effective Communication

- Messenger
- Medium
- Message
Benefits of effective communication

- Quicker problem solving
- Better decision making
- Steady work flow
- Strong business relations
- Better professional image
Total Communication Process

- **Writing**: 9%
- **Reading**: 16%
- **Speaking**: 30%
- **Listening**: 45%
Features of Effective Communication

- Active Listening
- Eye contact
- Posture
- Simple language
- Questioning skills
Either you make the choices...

OR

...the choice makes you!
Types & Aspects of Communications

Verbal
- Face to Face Interactions
- Telephonic Interactions

Non-Verbal
- Body Language
- Physical Appearance
- Attitude

Written
- Email
- Correspondence
Influencing factors

**Verbal**

- Face to Face
  - Body Language – 55%
  - Tone – 38%
  - Words – 7%

- Telephonic
  - Tone – 82%
  - Words – 18%

**Non-Verbal**

- Physical Appearance – 40%
- Body Language – 10%
- Attitude – 50%

**Written**

- Promptness and language – 100%
Mediums of communication

- Verbal
  - Face To Face
    - Body Language
    - Physical Appearance
  - Telephonic
    - Rate
    - Inflection
    - Tone
    - Pitch
    - Attitude
Rate

✓ Rate Practice - The following "I Have a Dream" excerpt is exactly 140 words. 140 words per minute is good rate when speaking before an audience. Time yourself as you try this exercise.

"I say to you today, my friends, that in spite of the difficulties and frustrations of the moment I still have a dream. I have a dream that one day this nation will rise up and live out the true meaning of its creed: "We hold these truths to be self-evident; that all men are created equal..." I have a dream that my four little children will one day live in a nation where they will not be judged by the color of their skin but by the content of their character. I have a dream. I have a dream that one day every valley shall be exalted, every hill and mountain shall be made low, the rough places will be made plains, and the crooked places will be made straight, and the glory of the Lord shall be revealed.”
Barriers to Communication

- Lack of power of Expression
- Incorrect Body Language
- Preconceived notions/Perceptions
- Past Experiences
- Preoccupied Thought
- Lack of
  - Observation
  - Confidence
  - Concentration
  - Spontaneity
- Monotony
- Ambiguity
- Biggest barrier is lack of listening skills & patience
Techniques to overcome Barriers

Techniques used to overcome lack of power of expression Face to Face verbal communication is to PAMPER yourself and the CONE technique

- Projection
- Articulation
- Modulation
- Polishing
- Expression
- Rate
King cone Technique...

Greeting!

CONTENT

Present yourself

HIT the BULL’S EYE!

WINDUP
Techniques To Overcome Barriers

- PAMPERS
- GIFTING
- Empathetic
- Affirmative ....
- Vocabulary
- Developing your Listening skills and Patience
- Improving your Observation skills and opening your mind
- Working on your Non-Verbal Communication and Etiquettes
Communication Intervention Techniques

- Assertive communication
  - Shift your focus
  - Create a positive open attitude
  - State your perception
  - Establish mutual goals
- Use of “I” messages
- Incorporate balance
- Include strengths, review contributions
- Solicit feedback
Techniques

Empathy
Steps in Communicating Empathy

- Recognize the emotional moment.
- Pause to question: "What's going on here?"
- Name the emotion you believe is present.
- Communicate your understanding of the emotion and validate its presence.
- Respect the patient's efforts with the emotion.
- Offer support and partnership.
Techniques

Constructive Feedback
Some Important Does

- Descriptive - not evaluative, avoids defensiveness.
- Avoid accusations; present data if necessary
- Describe your own reactions or feelings; describe objective consequences
- Suggest more acceptable alternative - focus on alternatives
- Specific rather than general.
- Focused on behavior not the person.
- Feedback is useful when well-timed
- Sharing of information, rather than giving advice allows a person to decide for himself, in accordance with his own goals and needs.
- Needs to become acutely aware of the effects of his feedback.
- It is an important step toward authenticity
Techniques

Listening Skills
Objective of Listening is...

- to receive information
- to understand effectively
- to enhance clarity
- to empathize
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
So, while Listening...

- Avoid distractions
- Do not interrupt unnecessarily
- Be active (show interest)
- Paraphrase what you’ve heard
- Throw an echo
Non-Verbal Communication Skills

Working on your Non-Verbal Communication & Etiquettes

PHYSICAL APPEARANCE

GROOMING

BODY LANGUAGE
Body Language...

- Facial Expressions
- Gestures
- Posture
Body Language...

Nervousness

Clearing throat, "whew" sound, whistling, smoking, pinching flesh covering mouth, jiggling money or keys, tugging ears, wringing hands.

Frustration

Short breaths, "tsk" sound, tightly clenched hands, wringing hands, fist like gestures pointing index finger rubbing hand through hair rubbing back of neck.
Body Language...

Openness
- Open hands, unbuttoned coat

Defensiveness
- Arms crossed, sideways glance, touching-rubbing nose, rubbing eyes, buttoned coat, drawing away

Insecurity
- Pinching flesh, chewing pen, thumb over thumb, biting fingernail
Body Language...

Cooperation

Upper body in sprinter's position, open hands, sitting on edge of chair, hand to face gestures, unbuttoning coat

Steepled hands, hands behind back, back stiffened, hands in coat pockets with thumb out, hands on tapels of coat

Confidence
Dressing style = First perception !!

Some of the perceptions people can form solely from your appearance are:

- Your professionalism.
- Your level of sophistication.
- Your intelligence.
- Your credibility.
Business Attire

Three basic things you need to consider:

1. Your Line of Work
2. Your Corporate Culture
3. Your Audience
Before you buy something to wear to work, ask yourself:

- Is it appropriate for the kind of job I have?
- Is it a fad or will it hold up as a basic wardrobe foundation?
- Does it fit properly?
- Will I stand out (in a positive light) if I wear it to work?
- Do I feel successful and confident wearing it?
- Would my boss wear it?
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?
Improving Body Language - Tips

- Keep appropriate distance
- Touch only when appropriate
- Take care of your appearance
- Be aware - people may give false cues
- Maintain eye contact
- Smile genuinely
Ask Yourself !!

• How do you feel when a business doesn’t answer the phone until after many rings?

• How do you feel when someone says, “Please hold?” and not give you time to answer.

• How do you feel when you can hear a lot of noise in the background and you know the person you are speaking with is distracted?
Gifting technique

To overcome lack of power of expression, telephonic verbal communication is GIFTING Technique
What is a gifting technique???

✓ Greeting .................. (Greet the receiver)
✓ Identification .......... (Identify yourself)
✓ Frame the message ... (Why you are calling etc)
✓ Task ....................... (What do you expect from the receiver)
✓ Information ............. (Give the information required to completed the task)
✓ Negative Option ........ (Receiver will call in case of doubt or the task will be done)
✓ Good bye ............... (A Courteous close)
Greet The Client/ Customer

Identify yourself and your company

State the Purpose of the call

Pause

Note down all relevant information.

Warp-up/ summarize/close the call by thanking the client/customer
Special Communication key notes:
For Amusement and Water park during different emergencies and situations
Communications

• For Guests
• For Guest Relation Executives
• For Management
• For Inter and Intra Department
Communication Required during Situation

- Fire
- Mob
- Bomb Threat
- Fight
- Injury
- General Announcements
- Lost article
- Emergencies
- Safety for Ride Operations
Communication is a series of experiences

Hearing

Smell

Seeing

Taste

Touch
Listening MORE...
Seeing MORE...
& TALKING LESS!
“I HEAR, I forget
I SEE, I remember
I DO, I understand”

Any Questions?

Thanks for being with us here today…