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Unit-III

Communication Skills

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What is Communication?

• **Communication** is the process of exchanging information, ideas, thoughts, or feelings between two or more people through speaking, writing, or other mediums.

• **Key Elements of Communication:**

- **Sender:** The person who initiates the message.
- **Message:** The information or content that is being communicated.
- **Receiver:** The person who receives the message.
- **Channel:** The medium through which the message is transmitted (e.g., face-to-face, email, phone).
- **Feedback:** The response or reaction to the message.
- **Context:** The environment or situation in which communication occurs.

Importance of Communication Skills

- **Effective communication is essential** in personal, professional, and social contexts.
 - Facilitates clear understanding and reduces misunderstandings.
 - Builds relationships and fosters collaboration.
 - Increases productivity and problem-solving capabilities.

Types of Communication

- Verbal Communication
- Non-Verbal Communication
- Written Communication
- Visual Communication

Active Listening

• **Definition:** Active listening involves fully focusing, understanding, responding, and remembering what the speaker is saying.

• **Key Components of Active Listening:**

- **Pay Attention:** Give the speaker your undivided attention.
- **Show that You're Listening:** Use non-verbal cues like nodding or maintaining eye contact.
- **Provide Feedback:** Clarify and paraphrase to ensure understanding.
- **Defer Judgment:** Avoid interrupting and allow the speaker to finish.
- **Respond Appropriately:** Give thoughtful and relevant responses.

Oral Communication Skills

• **Definition:** Oral communication involves conveying messages through spoken words, whether in informal or formal settings.

• **Key Skills in Oral Communication:**

- **Clarity and Conciseness:** Avoid jargon; get to the point quickly.
- **Tone and Pitch:** Adjust voice tone to convey meaning and emotion effectively.
- **Confidence:** Speak with confidence to gain the listener's trust.
- **Engagement:** Encourage two-way communication to keep the audience engaged.
- **Pacing and Pause:** Use appropriate speed and pauses to emphasize important points.

Numerical Ability

• **Definition:** Numerical ability is the capacity to understand, analyze, and solve problems using mathematical concepts and numbers.

• **Key Aspects of Numerical Ability:**

- **Arithmetic:** Basic calculations like addition, subtraction, multiplication, and division.
- **Percentages and Ratios:** Understanding and working with proportions and comparisons.
- **Data Interpretation:** Analyzing charts, tables, and graphs to draw conclusions.

• **Importance in Communication:**

- In work environments, numerical skills are crucial for data analysis, budgeting, and financial decision-making.

Test of Reasoning

- **Definition:** A reasoning test evaluates your ability to think logically and make sense of complex situations.
- **Types of Reasoning:**
 - **Verbal Reasoning:** Understanding and reasoning using concepts framed in words.
 - **Non-Verbal Reasoning:** Solving problems using patterns, shapes, or diagrams.
- **Application:**
 - Enhances problem-solving skills and the ability to understand complex ideas and arguments.

Examples of Non-Verbal Communication

- **Gestures:** Waving, pointing, and nodding can indicate agreement or understanding.
- **Facial Expressions:** Smiling, frowning, and raising eyebrows convey emotions.
- **Posture:** How we stand or sit can show openness or defensiveness.
- **Eye Contact:** Direct eye contact can build rapport and trust.

Numerical Ability in Communication

- **Definition:** Numerical ability refers to the skill to work with numbers and interpret quantitative data.
- **Importance:** Often required for interpreting financial reports, making decisions based on statistics, and measuring progress.
- **Example:** Presenting data visually through charts and graphs to communicate performance.

Test of Reasoning

- **Definition:** Reasoning involves drawing logical conclusions based on available information.
- **Importance:** It helps in problem-solving, decision-making, and critical thinking.
- **Types:**
 - **Inductive Reasoning:** Drawing general conclusions from specific examples.
 - **Deductive Reasoning:** Deriving specific conclusions from general premises

Logical Deduction

- **Definition:** Logical deduction is the process of using logical reasoning to arrive at a conclusion.
- **Application:** Frequently used in decision-making processes, problem-solving, and critical analysis.
- **Example:** If "All employees are expected to attend meetings," and "John is an employee," then we can logically deduce that "John is expected to attend meetings."

Relevance of Communication in Different Situations

- **Professional Situations:** Clear, concise, and formal communication is necessary in meetings, emails, and reports.
- **Personal Situations:** Informal and empathetic communication is needed in conversations with friends and family.
- **Public Speaking:** When addressing large groups, your message must be compelling and easy to understand.

Effective Communication in a Business Environment

- **Clear Instructions:** Employees and managers must communicate expectations and tasks clearly.
- **Feedback:** Regular, constructive feedback promotes growth and performance.
- **Collaboration:** Open, two-way communication fosters teamwork and creative solutions.

Barriers to Effective Communication

- **Language Barriers:** Misunderstandings due to unfamiliar terminology.
- **Cultural Barriers:** Differences in cultural norms or communication styles.
- **Emotional Barriers:** Stress, anger, or frustration can hinder open communication.
- **Physical Barriers:** Distance, poor technology, or noise can affect communication .

Overcoming Communication Barriers

- **Simplify the Message:** Use plain language and avoid jargon.
- **Be Culturally Aware:** Understand cultural differences and adapt your style accordingly.
- **Stay Calm and Professional:** Manage emotions to maintain a clear, respectful conversation.
- **Use Technology Effectively:** Ensure clear communication tools (video conferencing, email, etc.).

Improving Your Communication Skills

- **Practice Active Listening:** Pay attention and give thoughtful feedback.
- **Seek Feedback:** Regularly ask for input on your communication style.
- **Read and Write Regularly:** Improve both verbal and written communication by practicing often.
- **Stay Open-Minded:** Be willing to adapt and learn new communication techniques.

Active Listening

- **Definition:** Active listening involves fully concentrating, understanding, responding, and remembering what is being said.
- **Steps:**
 - **Pay Attention:** Focus completely on the speaker.
 - **Show You're Listening:** Nodding, making eye contact, and using verbal cues (e.g., "I see").
 - **Provide Feedback:** Reflect, summarize, and clarify what you've heard.
 - **Defer Judgment:** Avoid interrupting and keep an open mind.
 - **Respond Appropriately:** Offer thoughtful responses based on what was heard.

Benefits of Active Listening

- **Improved Understanding:** Reduces the risk of miscommunication.
- **Builds Trust:** Demonstrates respect and commitment to understanding others.
- **Enhances Problem-Solving:** Helps uncover key details and perspectives.
- **Strengthens Relationships:** Facilitates better collaboration and interaction.

Conclusion

•Key Takeaways:

- **Communication Skills** are essential for effective interaction in various settings— professional, social, and personal.
 - **Active listening** and **oral communication skills** help in understanding and conveying messages clearly.
 - **Non-verbal communication** adds depth and emotion to our spoken words.
 - **Numerical ability, reasoning, and logical deduction** enhance critical thinking and problem-solving capabilities.
- **Improving Communication Skills** leads to better relationships, more effective teamwork, and greater success in personal and professional life.