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Tiruchirappalli- 620024,
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Programme: M.A., HUMAN RESOURCE MANAGEMENT

Course Title : Personality and Soft Skills Development
Course Code : 22HRM2NME1

Unit-III
Communication Skills

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Communication Skills: Mastering the Art of Connection

In today's dynamic world, effective communication is paramount. This presentation delves into the multifaceted world of communication skills, equipping you with valuable insights and practical strategies for enhancing your communication prowess.

Definition of Communication Skills

Communication skills encompass the ability to effectively convey and receive information, ideas, and feelings. This includes both verbal and non-verbal aspects, facilitating understanding and building meaningful connections.

Mastering communication skills is essential for success in personal and professional life. It allows individuals to express themselves clearly, build relationships, resolve conflicts, and achieve common goals.



Verbal Communication: Importance and Best Practices

1 **Clarity**

Speak clearly and concisely, using vocabulary appropriate for the audience.

2 **Confidence**

Maintain a confident tone and posture, demonstrating your belief in your message.

3 **Active Listening**

Pay close attention to the audience and respond appropriately to questions.

4 **Feedback**

Seek feedback from others to identify areas for improvement.



Non-Verbal Communication: Body Language and Cues



Facial Expressions

Convey emotions and sincerity through genuine smiles and expressions.



Hand Gestures

Use appropriate gestures to emphasize points and enhance engagement.



Posture

Maintain an upright posture, exuding confidence and attentiveness.



Eye Contact

Make eye contact with the audience, showing respect and interest.

Active Listening: Techniques and Benefits

Focus

1

Pay undivided attention to the speaker, minimizing distractions.

2

Empathy

Try to understand the speaker's perspective and emotions.

Clarification

3

Ask questions to ensure understanding and clarify any ambiguities.

4

Summarization

Summarize key points to confirm understanding and demonstrate active listening.

Non-Judgmental Approach

5

Listen without interrupting or forming premature conclusions.

Resume Writing: Crafting a Compelling Document

Clear and Concise

Use bullet points to highlight key achievements and responsibilities.

Quantifiable Results

Quantify your achievements whenever possible to demonstrate tangible impact.

Action Verbs

Utilize strong action verbs to showcase your skills and accomplishments.

Tailored to the Job

Customize your resume to highlight skills and experience relevant to the specific position.



Resume

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Communication Skills

Effective communication is a critical skill that allows us to share ideas, resolve conflicts, and build strong relationships in personal and professional settings.



Types of Communication and its Relevance to Different Situations

Verbal Communication

Spoken words, tone, and body language are effective for face-to-face interactions, presentations, and negotiations.

Written Communication

Emails, reports, and proposals are valuable for documenting information and communicating complex ideas.

Non-Verbal Communication

Gestures, facial expressions, and eye contact can enhance or undermine the intended message.

Numerical Ability: Importance in Professional Settings

1

Data Interpretation

Analyze and interpret numerical data to draw insights and make informed decisions.

2

Problem Solving

Apply mathematical concepts and skills to solve real-world problems.

3

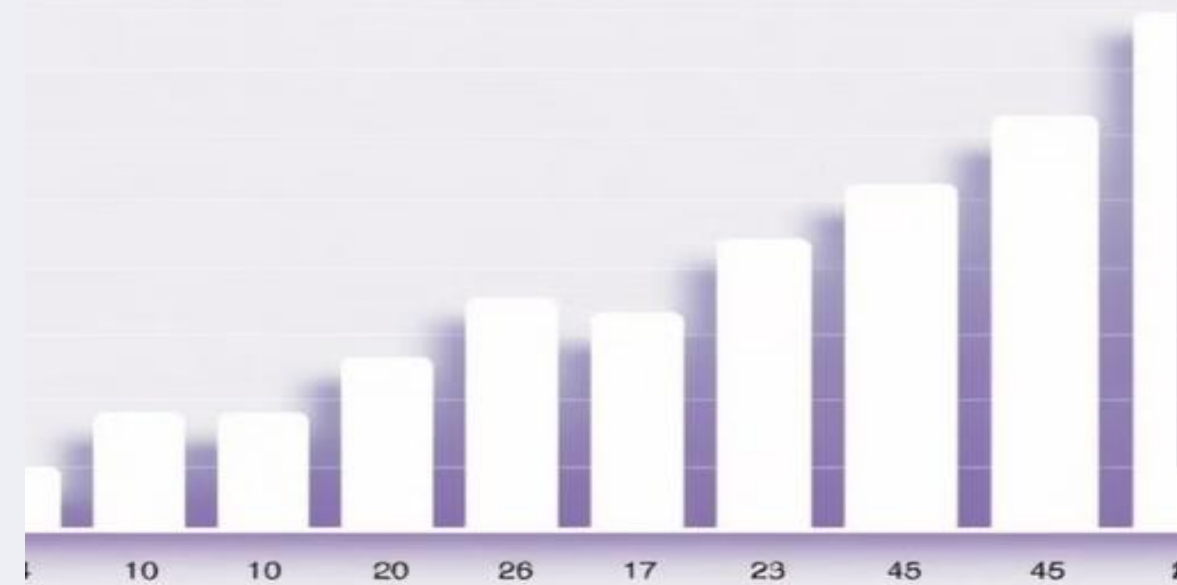
Financial Management

Manage budgets, track expenses, and make informed financial decisions.

4

Decision Making

Use numerical data to support and validate decisions.



Logical Reasoning: Critical Thinking and Problem-Solving

1

Identifying Patterns

Recognize patterns and relationships within data to draw logical conclusions.

2

Evaluating Arguments

Assess the validity of arguments and identify logical fallacies.

3

Deductive Reasoning

Draw conclusions based on given premises and information.

4

Problem-Solving

Apply logical reasoning to solve complex problems and find practical solutions.



Assertiveness: Expressing Opinions with Confidence

1

Respectful

Express your opinions with confidence while respecting others.

2

Clear and Concise

Communicate your thoughts clearly and concisely, avoiding ambiguity.

3

Direct

Be direct in your communication, avoiding passive-aggressive language.

4

Confident

Maintain a confident tone and posture, conveying your belief in your message.

5

Self-Awareness

Be aware of your own emotions and how they may affect your communication.

Adaptability: Communicating Effectively in Different Situations

1

Audience Awareness

Adapt your communication style to the audience, considering their background and expectations.

2

Contextual Sensitivity

Recognize and respond to the context of the situation, whether it's formal or informal.

3

Flexibility

Be willing to adjust your communication approach based on the specific situation and feedback.

4

Open-Mindedness

Be open to different perspectives and feedback, demonstrating a willingness to learn and adapt.

Active Listening and Oral Communication Skills



1

Attentive Listening

Focus on the speaker, ask clarifying questions, and avoid interrupting.

2

Concise Delivery

Organize thoughts, speak clearly, and tailor the message to the audience.

3

Confident Presence

Maintain eye contact, use appropriate body language, and project a positive tone.

Reasoning and Logical Deduction

1 Critical Thinking

Analyze information objectively, identify patterns, and draw well-reasoned conclusions.

2 Problem-Solving

Break down complex issues, consider multiple perspectives, and devise creative solutions.

3 Decision-Making

Weigh the pros and cons, anticipate potential consequences, and make informed choices.

