



సామాజిక

# Communication Skills



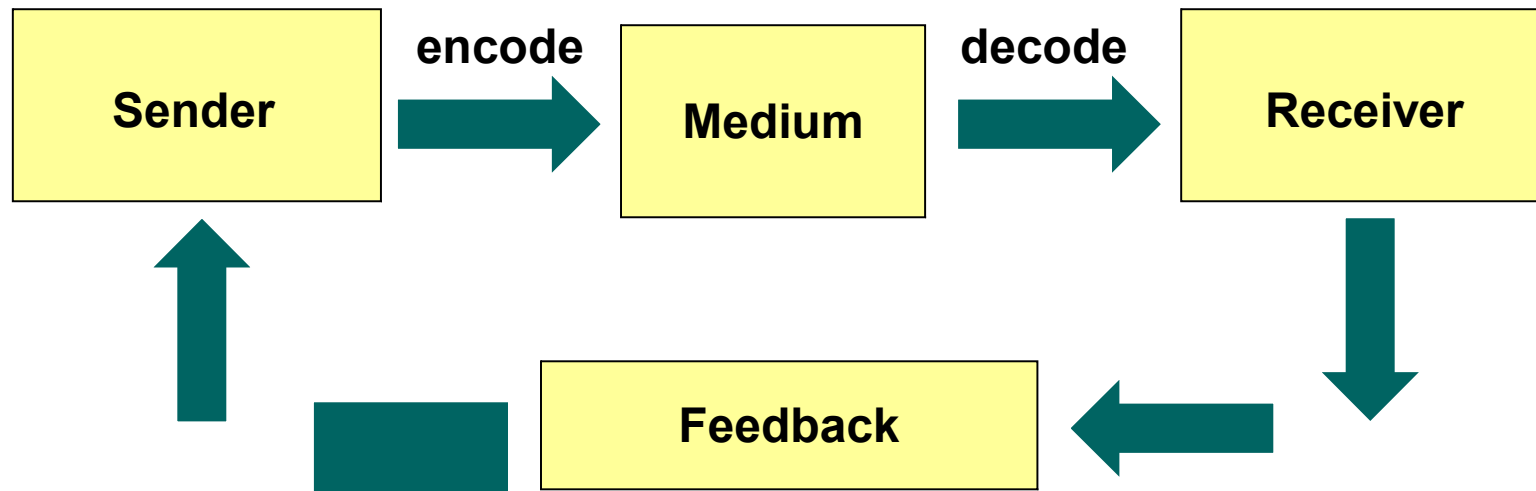


# Definition

The imparting or exchanging of information or news through different means.

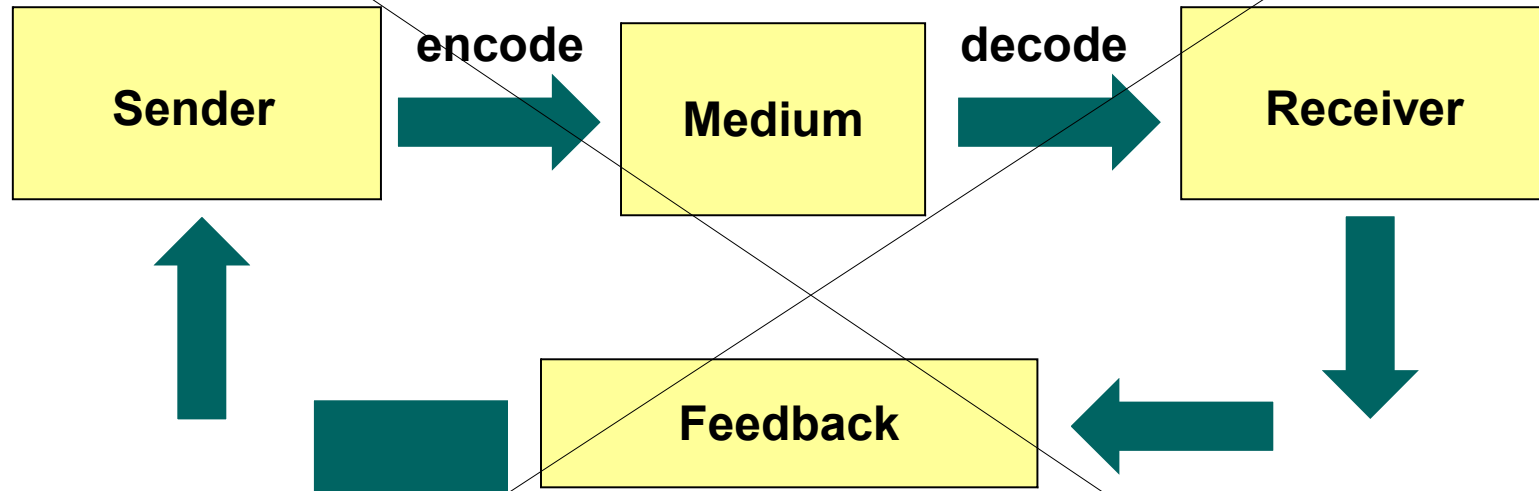


# Process of Communication





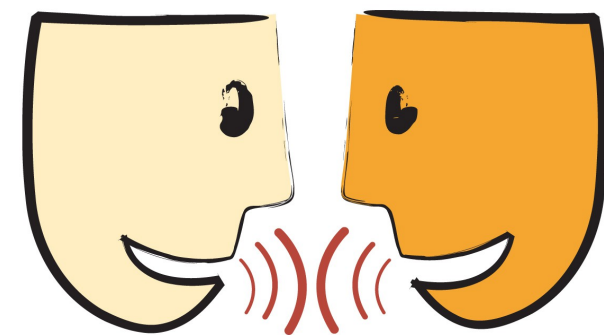
# Process of Communication



**SHOW  
CANCELLED**



Work starts with Communication







# 3 components

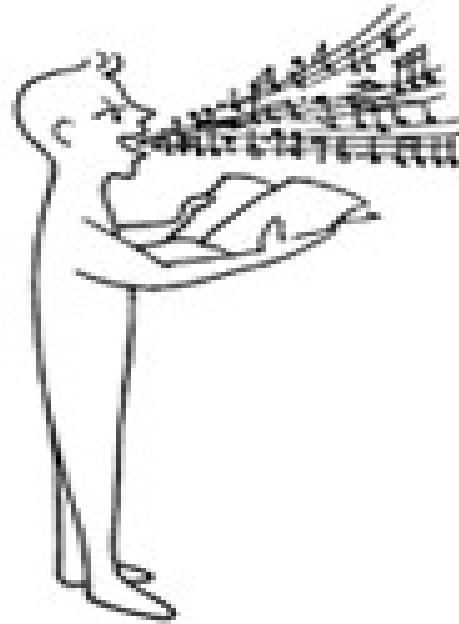
Verbal (what we say) - 7% of any message is communicated through words





# 3 components

Vocal (how we say it) - 38% of a message is communicated by our voice







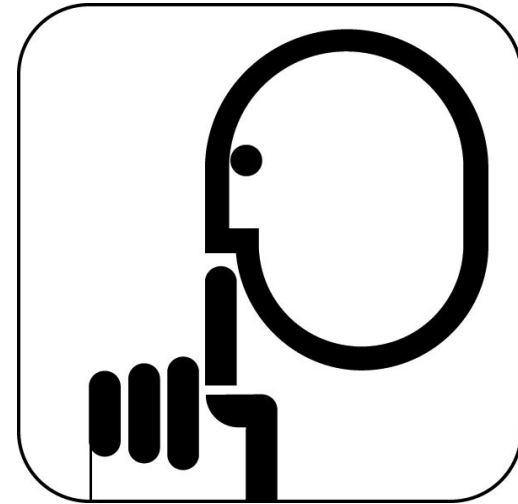
# 3 components

Visual/Non-Verbal (what our body says) - 55% is conveyed by non-verbal body language





"Silence is argument carried on by other means."





# Setting Clear Goals for Your Communication



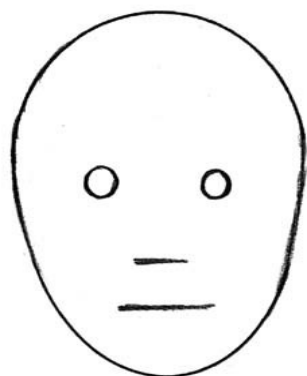


“If I am to speak ten minutes, I need a week for preparation;  
if fifteen minutes, three days; if half an hour, two days;  
if an hour, I am ready now”



Take the First Step

Start Speaking Now



Adopting simple, concise and direct language

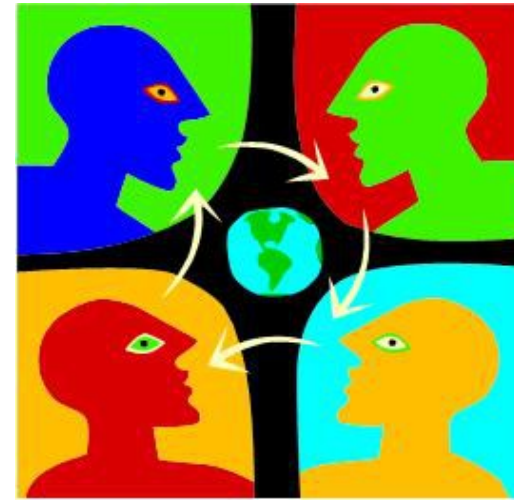


- Determining outcomes and results
- Soliciting feedback
- Matching intentions and results
- Initiating communications
- Figuring out what to say and the best way to say it
- Paying attention to verbal and nonverbal cues





# Cross-Cultural Communication





# Working Constructively with Emotions







Thank  
You

