

COMMUNICATION SKILLS

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SKILL
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What are communication skills?

Communication skills are the abilities you use when giving and receiving different kinds of information. Some examples include communicating new ideas, feelings or even an update on your project.

Types of communication skills

There are different types of communication skills you can learn and practice to help you become an effective communicator. Many of these skills work together making it important to practice communication skills in different contexts whenever possible.

Active listening

Active listening means paying close attention to the person who is speaking to you. People who are active listeners are well-regarded by their co-students because of the attention and respect they offer others. While it seems simple, this is a skill that can be hard to develop and improve.



Adapting your communication style to your audience

Different styles of communication are appropriate in different situations. To make the best use of your communication skills, it's important to consider your audience and the most effective format to communicate with them. Depending on the situation, you may even need to send a formal, typed letter over other forms of communication.

Friendliness

In friendships, characteristics such as honesty and kindness often foster trust and understanding. The same characteristics are important in workplace relationships. When you're working with others, approach your interactions with a positive attitude, keep an open mind and ask questions to help you understand where they're coming from.

Confidence

In the workplace, people are more likely to respond to ideas that are presented with confidence. There are many ways to appear confident such as making eye contact when you're addressing someone, sitting up straight with your shoulders open and preparing ahead of time so your thoughts are polished.

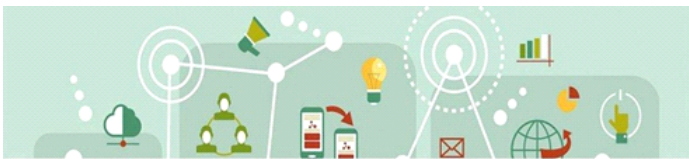


Giving and receiving feedback

Strong communicators can accept critical feedback and provide constructive input to others. Feedback should answer questions, provide solutions or help strengthen the project or topic at hand.

Volume and clarity

When you're speaking, it's important to be clear and audible. Adjusting your speaking voice so you can be heard in a variety of settings is a skill and it's critical to communicating effectively. Speaking too loudly may be disrespectful or awkward in certain settings. If you're unsure, read the room to see how others are communicating.



COMMUNICATION SKILLS



Soft Skills

Empathy

Empathy means that you can understand and share the emotions of others. This communication skill is important in both team and one-on-one settings. In both cases, you will need to understand other people's emotions and select an appropriate response.

Respect:

A key aspect of respect is knowing when to initiate communication and respond. In a team or group setting, allowing others to speak without interruption is seen as a necessary communication skill. Respectfully communicating also means using your time with someone else wisely—staying on topic, asking clear questions and responding fully to any questions you've been asked

Responsiveness:

Whether you're returning a phone call or sending a reply to an email, fast communicators are viewed as more effective than those who are slow to respond. One method is to consider how long your response will take.



How to improve your communication skills?

With experience and practice, you can learn and improve communication skills. Start by identifying your strengths and then practice and develop those areas.

- ⊙ **Ask a close friend or colleague for constructive criticism.** It can be hard to know how you are perceived as a communicator. To get an objective opinion, ask a trusted friend for their honest feedback.
- ⊙ **Practice improving communication habits.** Many communication skills are habits you have developed over time. You can improve those skills by practicing new habits that make you a better communicator.
- ⊙ **Attend communication skills workshops or classes.** There are several online and offline seminars, workshops and classes that can help you become a better communicator.
- ⊙ **Seek opportunities to communicate.** Seek opportunities, on and off the job, that require you to use communication skills.

Communicating effectively in the workplace/ in Institution

While there are several communication skills you will use in different scenarios, there are few ways you can be an effective communicator at work.

- ⦿ **Be clear and concise.** Making your message as easy to consume as possible reduces the chance of misunderstandings, speeds up projects and helps others quickly understand your goals.
- ⦿ **Practice empathy.** Understanding your colleague's feelings, ideas and goals can help you when communicating with them.
- ⦿ **Assert yourself.** At times, it is necessary to be assertive to reach your goals whether you are asking for a raise, seeking project opportunities or resisting an idea you don't think will be beneficial.
- ⦿ **Be calm and consistent.** When there is a disagreement or conflict, it can be easy to bring emotion into your communications.
- ⦿ **Use and read body language.** Body language is a key part of communications in the workplace. Pay close attention to the messages people are sending with their facial expressions and movements.

How to highlight communication skills?

You will use your communication skills in every step of the job search and on the job. Everything from your resume to the job interview and beyond will require different types of communication skills. Here are a few ways you can highlight those skills at each step.

Communication skills for resume

A well-written resume is a demonstration of strong communication skills. Ensure that your resume is structured appropriately and free of spelling and grammar errors. Additionally, you may also want to include some positive communication skills in your resume skills section, especially if the job post calls for specific communication skills in the job description.

Communication skills for cover letter

Your cover letter is a great opportunity to elaborate on your communication skills. While you can talk more directly about how effectively you communicate here, your cover letter is one of the employer's first impressions of your skills.

Communication skills for the job interview

The first, most important way you can communicate in your interview is your presentation of yourself. Show up for the interview 10–15 minutes early and dress appropriately for the job you're applying for. The four skills of language (also known as the four skills of language learning) are a set of four capabilities that allow an individual to comprehend and produce spoken language for proper and effective communication. These skills are Listening, Speaking, Reading, and Writing.

What is listening: Listening is the first language skill we acquire in our native language. It is what is known as a receptive skill, or a passive skill, as it requires us to use our ears and our brains to comprehend language as it is being spoken to us. It is the first of two natural language skills, which are required by all natural spoken languages.

What is speaking: Speaking is the second language skill we acquire in our native language. It is what is known as a productive skill, or an active skill, as it requires us to use our vocal tract and our brains to correctly produce language through sound. It is the second of two natural language skills.

What is Reading: Reading is the third language skill we may acquire in our native language. As with listening, it is a receptive, or passive skill, as it requires us to use our eyes and our brains to comprehend the written equivalent of spoken language.

What is writing: Writing is the fourth language skill we may acquire in our native language. As with speaking, it is a productive, or active skill, as it requires us to use our hands and our brains to produce the written symbols that represent our spoken language.

Skills Required for Effective Listening:

Ability to pay attention to and effectively interpret what other people are saying. For effective listening, the following important components are required.

- ⊙ Accent
- ⊙ Speech
- ⊙ Sentence pattern
- ⊙ Gesture

Communication Skills



Skills Required for Effective Speaking:

Speaking and the art of communications is a productive skill. Good speaking skills is the act of generating words that can be understood by listeners. A good speaker is clear and informative. For effective speaking, the following points are important.

- ⦿ Speak, speak, speak
- ⦿ Reflect on your conversations
- ⦿ Listen and read
- ⦿ Prepare cheat sheets
- ⦿ Pick up the phone
- ⦿ Record your voice
- ⦿ Learn phrases rather than single words



Skills Required for Effective Reading:

Reading is a method of communication that enables a person to turn writing into meaning. It allows the reader to convert a written text into a meaningful language with independence, comprehension, and fluency, and to interact with the message. Reading is a great habit that can change human life significantly. It can entertain us; amuse us and enrich us with knowledge and experiences narrated. The followings are seven styles/techniques of reading used in different situations:

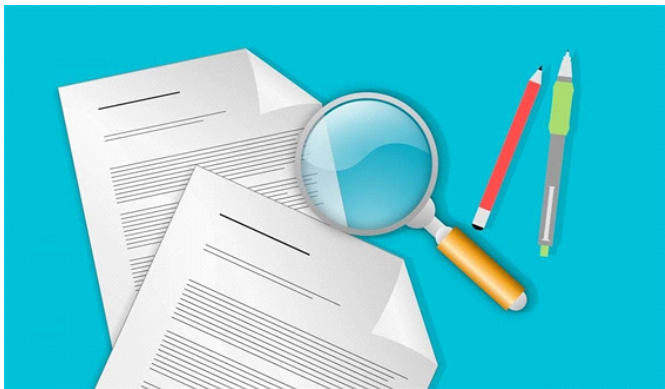
- ⊙ Scanning.
- ⊙ Skimming.
- ⊙ Active Reading.
- ⊙ Detailed.
- ⊙ Speed.
- ⊙ Structure-Proposition-Evaluation
- ⊙ Survey-Question-Read-Recite-Review



Skills Required for Effective Writing:

Writing skills are those abilities where you take ideas and information and present them in a nice written format for others to read. Depending upon the type of writing you are doing, you present what you know in a format that conforms to the expectations of the reader.

- ⦿ Reading Comprehension
- ⦿ Transcription
- ⦿ Sentence Construction
- ⦿ Genre and Content Knowledge
- ⦿ Planning, Revising and Editing
- ⦿ Self-Regulation





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