

EFFECTIVE COMMUNICATION

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Effective Communication

Definition:

- The means through which people exchange information, feelings, and ideas with each other.



Good communication is a key part of success in office/ the workplace.

Communication Model



- Sender

Message (information) is sent by the sender

- Receiver

Receives the message and responds to message (feedback)

Perception & Reality

- Is communication what a person says (or thought he/she said)?
- Or is it what the listener hears (or thought he/she heard)?



The 3 Parts of Communication

- Verbal
- Vocal
- Visual

Verbal Communication & Understanding

- 7% Ability to understand comes from the particular words you say.



Vocal Communication & Understanding

- **38%** Ability to understand comes from the way you say the words or excitement in your voice.



Vocal Examples

- **Monotone and flat**
 - **Slow Speed and Low Pitch**
 - **High Pitched and Empathic**
- I'm bored and not interested in what you are saying.
 - I'm depressed and want to be left alone.
 - I'm enthusiastic about the subject.

Vocal Examples

- **Abrupt Speed and Very Loud**
- I'm angry and not open to input.
- **High Pitched and Slow Speed**
- I don't believe what I'm hearing.

Picture Your way to Effective Communication

- Pitch
 - High or low; speech experts say low is desirable because it projects and is more pleasant to the learner.

Picture Your way to Effective Communication

- Pitch
 - Avoid speaking in a monotone – use feelings to express an idea or mood.
Emphasize key words.

Picture Your way to Effective Communication

- Pitch
- Inflection
- Courtesy
- It's not what you say, but how you say it. Your voice can reflect sincerity, interest, understanding, and sarcasm.

Picture Your way to Effective Communication

- Pitch
- Inflection
- Courtesy
- Tone
- Adjust your language to your employee, no codes, no jargon.

Picture Your way to Effective Communication

- Pitch
 - Inflection
 - Courtesy
 - Tone
 - Understanding
 - Rate
- The basic rate is 120 words per minute.

Test Your Rate ...

- 120 Words per Minute?!

Visual Communication Elements

- **Facial Expressions**

- Smiling is a powerful cue that transmits happiness, friendliness, warmth, and liking. So, if you smile frequently you will be perceived as more likable, friendly, warm and approachable. Smiling is often contagious and people will react favorably. They will be more comfortable around you and will want to listen more.

Visual Communication Elements

- **Eye Contact**

- This helps to regulate the flow of communication. It signals interest in others and increases the speaker's credibility. People who make eye contact open the flow of communication and convey interest, concern, warmth, and credibility.

Visual Communication Elements

- **Space**

- Cultural norms dictate a comfortable distance for interaction with others. You should look for signals of discomfort caused by invading the other person's space. Some of these are: rocking, leg swinging, tapping, and gaze aversion.

Visual Communication Elements

- **Hand Gestures**

- If you fail to gesture while speaking you may be perceived as boring and stiff. A lively speaking style captures the listener's attention, makes the conversation more interesting, and facilitates understanding.

Visual Means (Cont...)

- Communicate with a smile: a genuine smile that accompanies a greeting or thank you reinforces the message
- Smiling at participants helps create a comfortable atmosphere
- Be aware of body language: observing participants body language is like listening with eyes, it can give a trainer clues on how to communicate with the learners.

Visual Means (Cont...)

- Common body language signals include the following:
 - Crossed arms may indicate a defensive posture
 - Strong and consistent eye contact may indicate confidence
 - Strong firm handshakes may also indicate confidence
 - Red eyes may indicate fatigue

Visuals-Grooming

- It's critical to be clean/neat from head to toe.
- Tattoos/body art: if you have it, make sure it won't be visible. Same reason as above.
- Clean nails and hands. Nail polish, if you wear any, should be conservative.
- If you wear glasses, make sure the lenses are clean.
- Don't overdo cologne or perfume. In fact, none can be a wise decision.
- Have a conservative haircut, which is neatly combed. No hair in face.
- Check hair, face, teeth, and clothes before entering a room. Fresh breath is a must! No gum or mints in your mouth! Press your clothing! If you don't know how, the dry cleaner will take care of it for you!
- Women: Conservative jewelry and make-up.
- Men: Facial hair policies vary by geography, industry and organization. Basic advice: it should be clean, neat and trimmed.

Diversity Awareness

- The diversity of learners makes it vital that all trainers appreciate the differences in people
- Helping the trainers overcome stereotypes such as racism, sexism, tribalism (ethnocentrism) and others helps to create a comfortable learning environment

Without communication skills we are unable to let others know what we think, feel, or want to accomplish.

We are unable to build partnerships, motivate others, or resolve conflict.





Interactive Session

