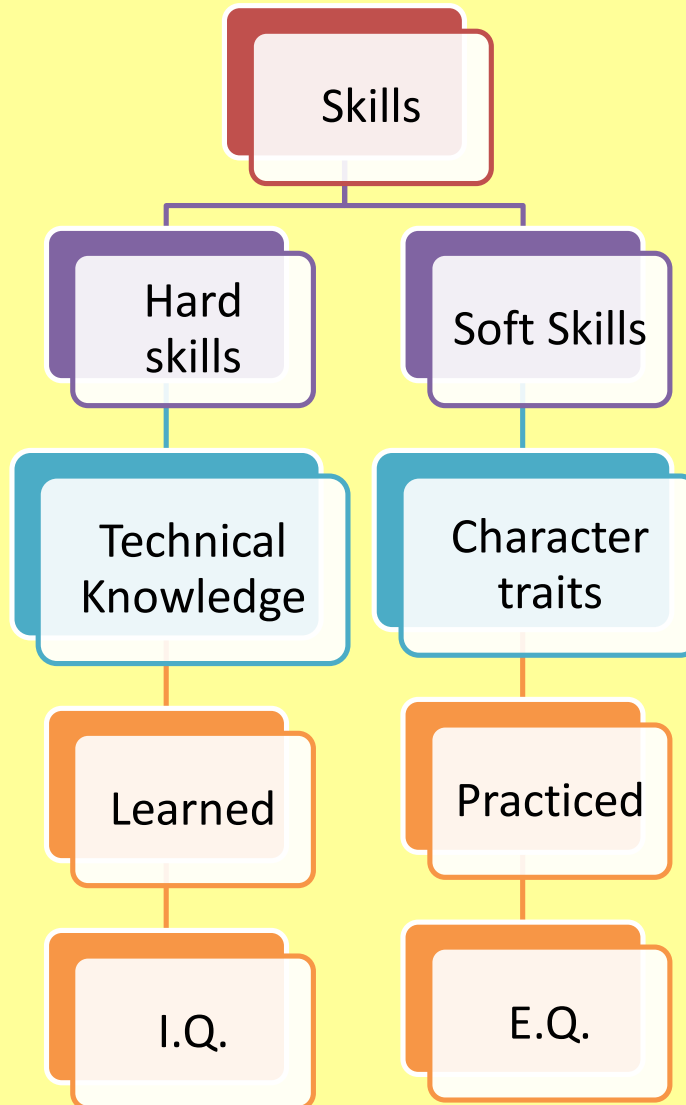


Foundation Course

By CA Vishwanathan Iyer

Skills

Skills means Qualities of a person



Soft Skills

- Communication Skills
- Integrity
- Team work
- Leadership
- Decision making
- Creativity
- Empathy
- Positive attitude
- Problem solving
- Active listening
- Conflict management
- Courtesy
- Flexibility
- Time management
- Negotiation skills
- Professionalism
- Appropriate body language

Listening



- Reading
- Writing
- Speaking
- Listening

Features of Listening

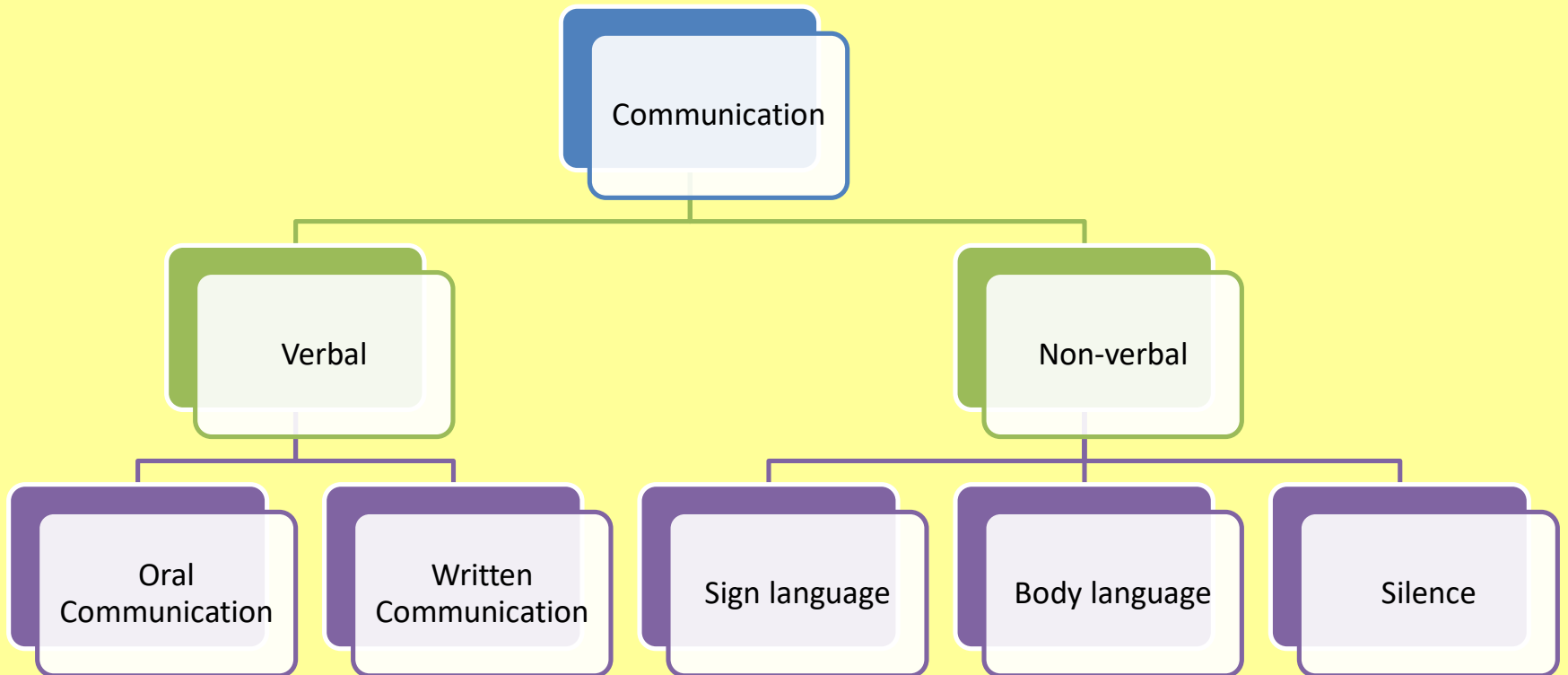
- It is a continuous Process
- Types of Listening
 - Active Listening
 - Appreciative listening
 - Informational listening
 - Content listening
 - Empathetic Listening
 - Evaluative listening
 - Reflective listening

- Obstacles in listening:
 - Forced listening
 - Fake listening
 - Language barrier
 - Emotional barrier
 - Environmental barrier

Importance of Listening

- Helps to obtain information and knowledge.
- Helps to solve problems.
- Develops relations.
- Helps to take decisions.
- Helps to become a good speaker.
- Helps to know more about the organisation.
- Helps to frame policies and make further plans.
- Helps to share experiences.
- Provides encouragement.
- Helps to pacify dis-satisfied employees.
- It gives confidence to the listener.

Communication



Oral Communication

- Lecture (Speech)
- Presentations
- Interpersonal communication
- Phone communication
- Discussion (Formal / Group)
- Interview
- Meetings
- Complaints
- Gossips (informal)
- Viva voce

Advantages of Oral Communication

- Saves times
- Personal contact
- Confidential information
- Instant Feedback
- Less Expensive
- Persuasive in nature
- Develops relations
- Motivates the speaker

Disadvantages of Oral Communication

- Lacks legal validity
- Problem of retention
- Misunderstanding
- Impromptu
- Lacks direction and planning
- Diversion of subject matter
- Not suitable for lengthy official message

Written Communication

- This is also a Verbal Communication
- The various forms of Written Communication
 - Email
 - Letters (formal and informal)
 - Proposals
 - Reports
 - Content Writing (Description of a website)
 - Memos /Show cause notices
 - Brochures
- Many times Written Communication is better than Oral communication

Advantages of Written Communication

- Legal Evidence
- Wide circulation
- Permanent Record
- Accurate and precise
- Fixing Responsibility
- Less Misunderstanding
- Good for sending lengthy official messages
- Create Goodwill (Corporate Image)

Disadvantages of Written Communication

- Time Consuming
- Lack of instant feedback
- Expensive
- Lack of secrecy
- Lack of clarity
- Not effective in case of emergency
- Need educated people at both ends
- Used as a reference

Non – Verbal Communication

- Communication without use of words is called as Non-Verbal communication.
- It may be formal as well as informal medium of communication.
- Various forms of Non-verbal Communication:
 - Sign Language
 - Body language
 - ‘Para’ Language
 - Silence

- Sign Language
 - Visual Sign language
 - Audio sign language
- Visual Sign Language
 - Deaf and dumb language
 - Posters and Hoarding
 - Painting (Colours)
 - Charts
 - Maps
 - Graphs
- Audio Sign Language
 - Instrumental music
 - Sirens (Ambulance, Fire brigade, Police)
 - Bells (Office, home)

- Body Language:
 - Posture
 - Facial expressions
 - Eye contact
 - Gestures
 - Head position
- Para Language: (The word 'Para' means 'like')
 - Voice
 - Pitch variation
 - Speed of speaking
 - Pause
 - Volume variation
 - Word stress

- Silence

- Silence is a unique form of communication.
- One can express love, anger, anxiety or various other forms of emotions through Silence.
- Silence can exhibit approval or disapproval.
- Silence can exhibit anger or sorrow, lack of interest or indifference.

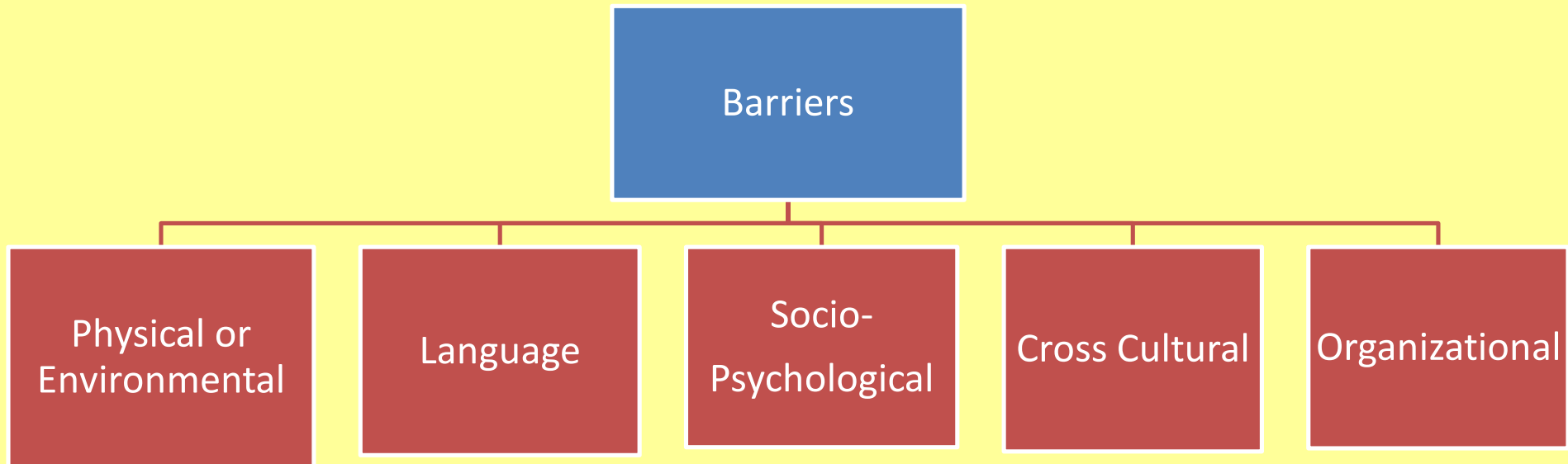
Public Speaking

- Guidelines to improve public speaking/Presentation

Skills:

- Structure your talk
- Research (Speaker must research on the topic)
- Time management
- Analyse your audience
- Gestures
- Eye contact
- Incorporate Humour
- Voice Modulation
- Facial expressions
- Enthusiasm
- ‘Speak ethically – Direct ‘Dil se’
- Seek feedback

Barriers for Effective Communication



- Physical or Environment Barriers:
 - Noise
 - Defects in Communication system
 - Time and Distance
 - Medium of communication (wrong selection)
 - Temperature and Humidity
- Semantic or Language Barriers:
 - Misinterpretation of words
 - Difference in language
 - Use of Jargons (Typical words)

- Personal or Socio-Psychological Barriers

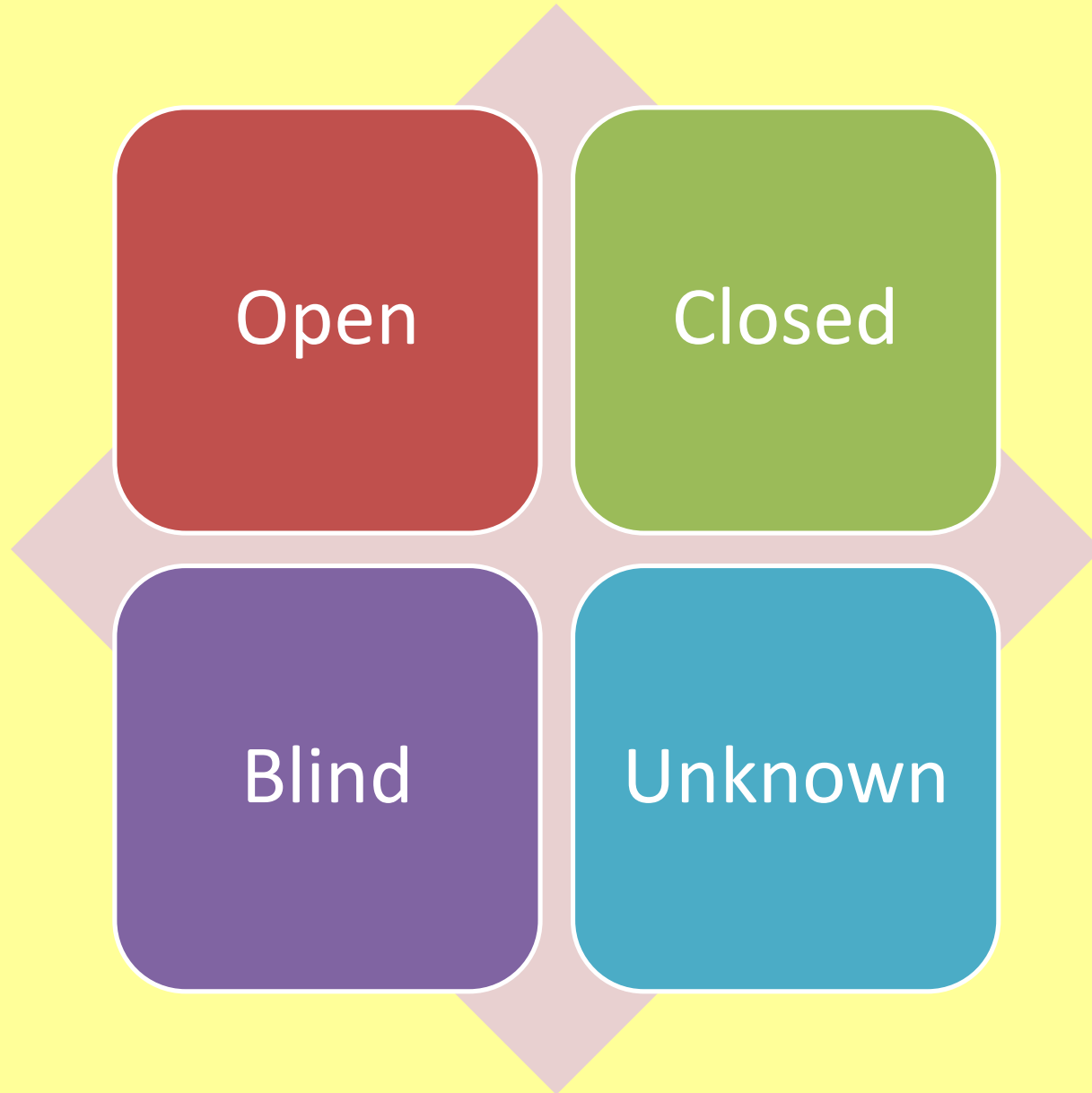
- Different perceptions
- Closed Mind
- Poor retention
- The Halo and Horn Effect
- Emotions
- Slanting
- Filtering
- Rambling
- Impatience

- Cross Cultural Barriers:
 - Colours
 - Body language
 - Time allotment
 - Money saving
 - Food habits
 - Eating habits
- Organizational Barrier:
 - Status Barrier
 - Overload of information
 - Lack of planning
 - Goal conflicts
 - Rude behaviour

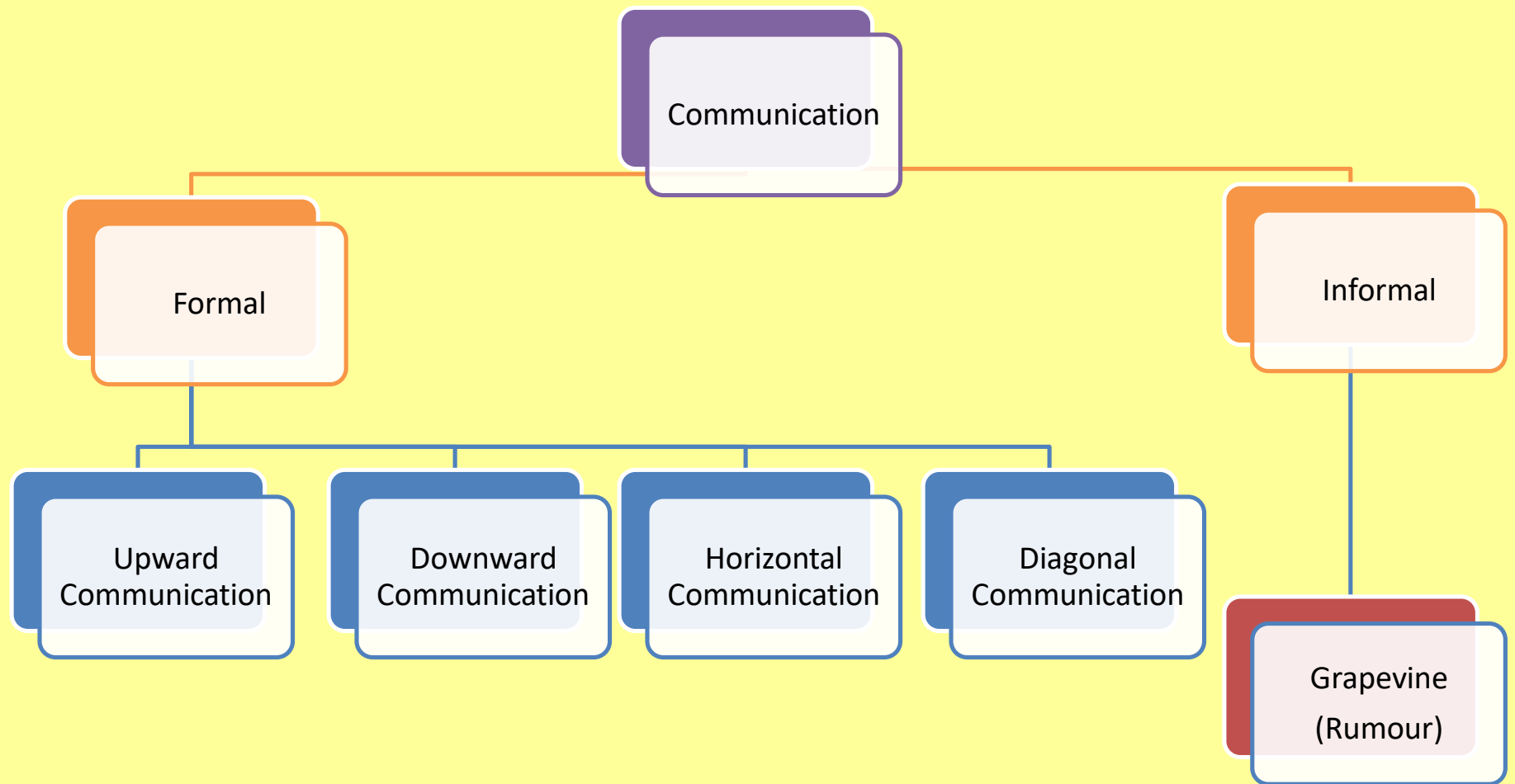
Tips for Effective Communication

- Read
- Listen effectively
- Clarity of purpose
- Think and plan
- Use Appropriate language
- Be open-minded
- Obtain Feedback
- Set high standards
- Use body language properly
- Focus on the needs of the receiver
- Give Complete message
- Socio-psychological background
- ABC of communication – Accuracy, Brevity, Clarity

Self Awareness – Johari Window



Types of Communication



- Upward Communication:
 - Lower level to Upper level
 - Respect
 - Suggestive
- Downward Communication:
 - Upper level to the lower level
 - Command / Order
 - Authority
- Horizontal Communication:
 - Between people of the same rank in the same department.
 - Combination of Suggestion or Command.
 - Combination of Formal and Informal communication.
- Diagonal Communication:
 - Between people of the same rank in different departments.
 - Combination of Suggestion or Command.
 - Combination of Formal and Informal communication.

Leadership

- Characteristics of a good leader:
 - Personality
 - Human Skills
 - Communication Skills
 - Administrative skills
 - Decision-making skills
 - Conceptual skills
 - Innovative
 - Initiative
 - Intelligent
 - Ethics and values
 - Respect and Trust
 - Ready to delegate
 - Appreciation
 - Handle Success and Failure

Types of Leadership

- Autocratic
- Beauraucratic
- Consultative
- Participative
- Lassiez Faire
- Paternalistic style
- Socialistic style
- Neutrocratic
- Transformational
- Situational