

Communication Practices

Q1. Make a do's and don'ts list for effective communication.

Ans. Do's:

- Keep communication concise.
- Be authentic.
- Be consistent.
- Show up (face to face conversation).
- Tailor messages to the person you're speaking to.
- Listen.

Don'ts:

- Communicate without a clear purpose.
- Shy away from tough topics.
- Rely only on emails or chat apps.
- Overwhelm your people.
- Leave anyone out.
- Be afraid to step out of your comfort zone.

Q2. List top three factors that are important for effective communication. Why do you think they are top three?

Ans. Top three factors of effective communication are:

- Listening
- Non-verbal communication
- Be clear and concise

I think they are top three because one of the most important aspects of effective communication is being a good listener. People do not like communicating with others who are only interested in speaking and not listening. Effective communication requires active listening, active listening involves hearing and understanding what a person is saying to you. Unless you understand clearly don't understand what a person is saying to you, you can't respond appropriately. Gain clarification by asking questions or rephrase what you're being told, so that you're sure you fully understand the message that's being conveyed to you.

The words we choose make up just 7% of the message being conveyed, which makes Non-verbal communication more important. Body language is an important communication tool. Your body language should help convey your words. Other factors we should consider are things like the tone of your voice, gesture, facial expression and ensuring eye contact. A person is going to be encouraged to speak openly with you if you are relaxed and have a friendly tone. It is important to make eye contact with the person you're communicating with.

Convey your message using as few words as possible. Whether in person, via telephone or email, convey your message clearly, concise and direct. If you are excessive with your words, the listener will either lose focus or just be unsure as to what it is that you want. Before

speaking give some thought as to the message you want to convey. This will prevent you rambling and causing confusion.

Q3. Why interpersonal competencies are essential?

Ans. There are two important types Interpersonal skills

Five essential interpersonal competencies are as follows:

- Self awareness
- Control
- Motivation
- Acknowledging the interests of others
- Communication skills

They are essential because they help us to develop:

- INTERPERSONAL SKILLS AT HOME

Good interpersonal skills helps you to communicate more effectively with your family and friends. So we can small issues gently and easily before they become big problems.

- INTERPERSONAL SKILLS AT WORK

At work we communicate with wide range of people, suppliers, customers, colleagues, manager. Without interpersonal skills, everyday business would be very difficult, since almost all aspects of work involves communication.

Q4. Why do you think making great presentation is effective?

Ans. Making great presentation if effective because presentation makes the best use of the relationship between the presenter and the audience. It takes full consideration of the audience's needs in order to capture their interest, develop their understanding, inspire their confidence and achieve the presenter's objectives.