

Professional Communication Skills

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Today's Session Will Be Great If We Can Agree To...

1. Participate actively and engage in activities
2. Treat one another with respect
3. Use the discussion time professionally
4. Keep an open mind



Please have a pen and paper available for the training session today!

Session Objectives

By the end of this training session, you will be able to:

- Describe the communication process and the importance of communication in professional settings.
- Use verbal and non-verbal skills for communication in professional settings.

Poll

Which part of communication is more frequently used and important

- 1. Words Used**
- 2. Tone of voice**
- 3. Body language**

Reflection

Think about a time your communication failed and why

Use the chat box

Definition: Communication

- How would you explain the meaning of *effective communication skills* to a friend?
- What types of communication are there?



Communication

- Sending and receiving information
- 2-way process: involves **sender** and **recipient**
- Means for creating a shared understanding
- Way for people to connect
- Categories include:
 - verbal
 - written
 - listening
 - nonverbal

What kind of communication is the woman below practicing?



Communication skills are rated by employers as one of the **most important skills** in assessing job candidates

Importance of communication skills

- Communication Skills are **ESSENTIAL** in every job and work environment
- Your technical, financial or other “hard” skills will not matter if you cannot communicate well
 - **Why is this important for you as you prepare for internships or entry-level jobs or in your teaching profession?**
- Good communication skills are **absolutely necessary** if you aspire to be a leader or manager

Importance of communication skills in professional settings

- **Verbal** = ability to speak well
 - Interact with colleagues, supervisors, clients
 - Convince others of your ideas, persuade and negotiate
 - Present information
- **Listening** = understanding words AND emotions
 - Ability to listen to ideas and approaches for projects/assignments, work on a team
- **Writing** = clear, well-written communication, free of errors
 - Emails, reports, surveys, documents and even communication over social media
- **Non-verbal** = sensitivity to body language, facial gestures (even online!)
 - Business meetings

Communication skills for career preparation

Verbal

- Interact with employers, staff members, recruiters
- Sell, convince others of your value and benefit in interviews
- Present clear information about yourself

Listening

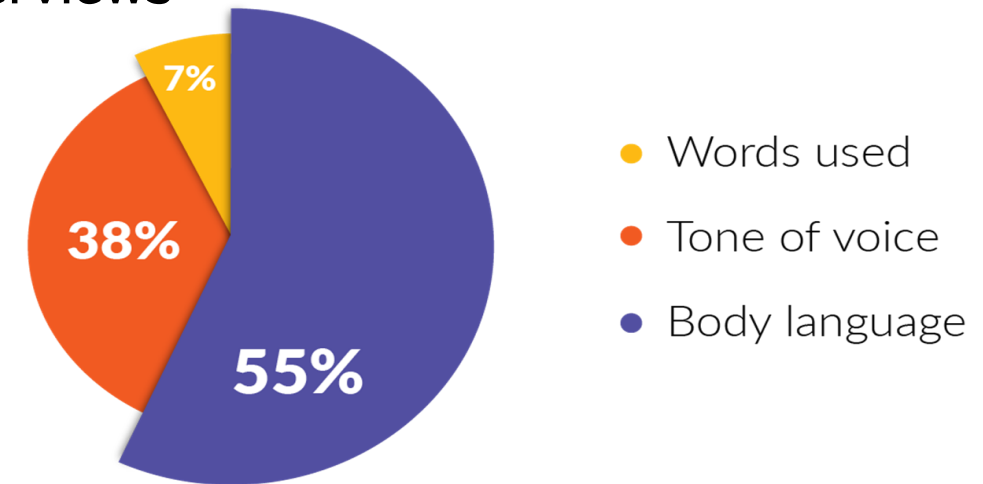
Ability to listen carefully to employer during job interview

Writing

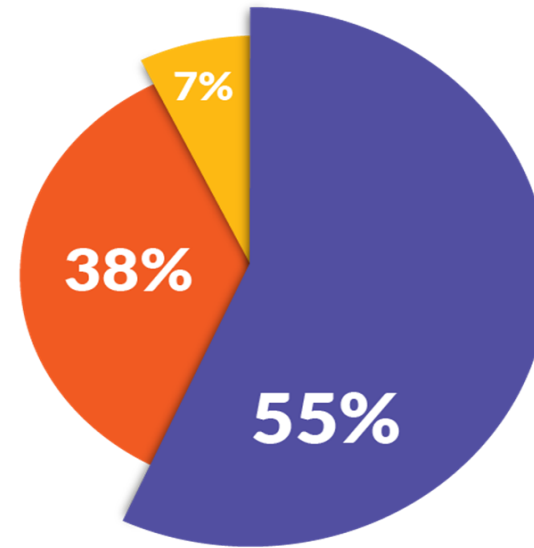
- Emails, CV, cover letter, LinkedIn profile, social media

Non-verbal

- Posture, body language, appearance, eye contact during interview



Communication is not dependent only on
'words'it can also be through your
'body language' and 'tonality'



- Words used
- Tone of voice
- Body language

Poor communication skills in the workplace or at the university

- Results in lower efficiency and productivity
 - Vague email messages require clarification
 - Documents need rewriting due to errors
- Unclear instruction on projects leads to confusion, misunderstandings, mistakes
- Boring presentations and speeches reduce motivation
- Lost business opportunities such as sales of products or services

Verbal Communication

- Verbal communication is **the use of words to convey a message.**
- **Verbal communication** is also known as **oral communication.**



Verbal Communication

Question: What does effective verbal communication look like? Please share your answer!

- Use a strong, confident speaking voice.
- Use active listening.
- Avoid using "uhm", "uh", "like" when you are talking.
- Use language that is clear and concise, and can be understood by everyone.



Nonverbal Communication

Question: What is an example of nonverbal communication? Please share your answer!

- Nonverbal communication includes hand gestures, eye contact, body language, appearance, facial expressions and tone of voice.
- Nonverbal communication is a way to **express feelings and ideas without words.**



Nonverbal Communication

Important point!

- Non-verbal communication is just as **important** as verbal communication when interacting with co-workers in a setting such as an internship or job.



Brainstorming

Why are communication skills important in professional settings, such as workplace, academia and job interviews?

Take one minute to share one thought *in the chat box!*

Effective Nonverbal Communication

Eye Contact

- Maintaining proper contact. Using eye contact and nodding in agreement show that you are paying attention to your colleagues.

Tone of voice

- Using a positive and energetic tone of voice can help to increase the level of interest and generate enthusiasm.

Posture

- Sitting or standing up straight can reflect your level of attentiveness and confident attitude.

Courteous Facial Expressions

- Smiling and nodding can show a positive reaction to when having a conversation with a colleague.

Body Language

- Paying attention to your body language is key. Keeping arms relaxed to your sides shows a desire to listen.

How can you improve
communication skills?

Practice! Start with these...

Interests

Values

Skills

Practicing Communication Skills: Career Development

- Being able to effectively communicate your **own interests** is one of the first steps in boosting your communications skills!
- **Let's practice!** Pick one of these points below and write down your answer. Then, share in the chat box.
 - What do you enjoy doing?
 - What do you enjoy spending time on?
 - What kinds of university projects and assignments do you gain satisfaction from?

Self-reflection Homework Prompts

You will have a chance to use your Verbal and Non-Verbal communication skills for job interviews.

After writing the answers for each below questions, practice saying them with a friend.

- ⑩ Tell me about yourself.
- ⑩ Describe one of your accomplishments.
- ⑩ What are your strengths?

Review Time!

Professional Communication is about:

- A) Only sending information
- B) Only receiving information
- C) Sending and receiving information

Use the chat box if you think the answer is...A.... B.....or C.

**Which part of
communication is
more frequently
used and
important?**

- A. Words Used**
- B. Tone of voice**
- C. Body language**

***Use the chat box if you think the
answer is...A....then B.....then C.***

Communication skills are rated by employers as one of the **most important skills** in assessing job candidates

Write true or false in the chat box!

Communication skills are important only for a particular type of profession

Write true or false in the chat box!

Verbal
communication is
**the use of words
to convey a
message.**

Write true or false in the chat box!

Professional Communication Key Takeaways

1. Good communication skills are important for every professional context.
2. Communication is a skill, and you can get better at it by practicing!
3. Knowing how to communicate well shows your ability to be professional in business or university settings.



Final Questions and Answers