

Communication Essentials

Oral Communication Skills Workshop



Human Resources and
Skills Development Canada

Ressources humaines et
Développement des compétences Canada

Canada

What is Communication?

A process by which information is exchanged between individuals through a common system of symbols, signs or behaviour.

~ Merriam Webster Online ~

What is Oral Communication?

Oral Communication is the use of speech to give and exchange thoughts and information.

~ Essential Skills Reader's Guide,
hrsdc.gc.ca/essentialskills ~

Oral Communication – One of Nine Essential Skills

- Reading Text
- Document Use
- Numeracy
- Writing
- Oral Communication
- Working with Others
- Thinking
- Computer Use
- Continuous Learning

Oral Communication – An Essential Skill

- Typical Applications:
 - Greeting people
 - Taking messages
 - Reassuring, comforting, persuading
 - Seeking or obtaining information
 - Resolving conflicts
 - Facilitating or leading a group

Oral Communication – An Essential Skill

- Oral Communication has four levels of complexity.
- The levels increase in difficulty from basic (level 1) to more advanced tasks (level 4).



True or False?

1. Communication happens mostly through words.



True or False?

2. Effective communicators listen more than they speak.



True or False?

3. Most people are already effective communicators.



Why study Communication?

- Effective communication is one of the key foundations of any successful workplace.
~ Warren Sheppell ~
- Relationships are the building blocks of organizations.
~ Margaret Wheatley ~

Why study Communication?

- According to Warren Sheppell, studies show that good communication helps people to:
 - Receive and share information better
 - Define and understand goals
 - Build rapport
 - Promote self-confidence
 - Avoid negative effects of conflict and confusion

Who needs Communication skills?

- If you do one of these, you need strong communication skills:
 - Own your own business
 - Work as part of an organization/team
 - Interact with others on a regular basis for work or personal reasons

Did you know?

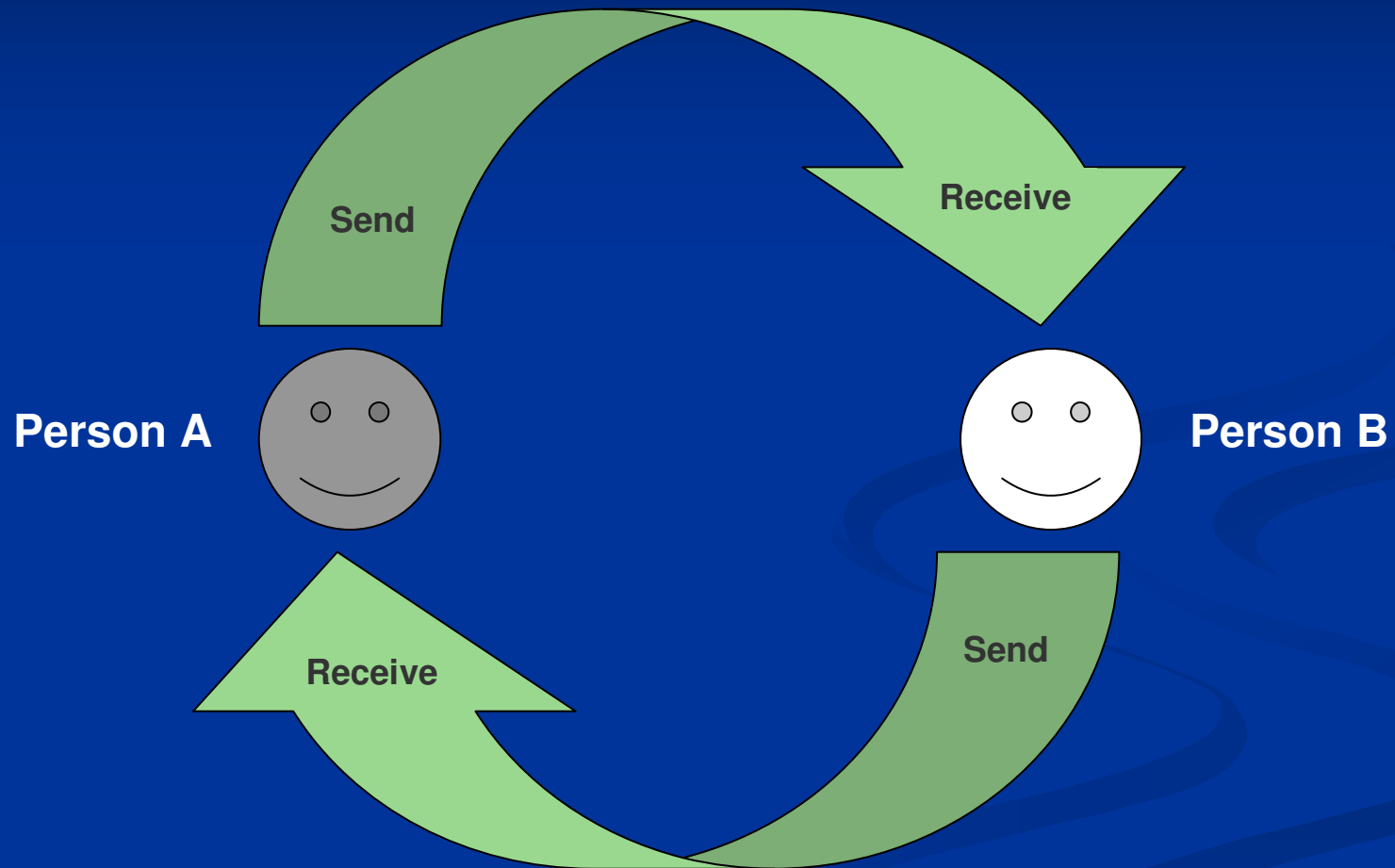
It is estimated that
70% of workplace errors happen
because of communication
breakdowns.

~ Denise Bissonnette ~

Did you know?

- Albert Mehrabian's model for spoken communication indicates that:
 - 7% of meaning is in the words that are spoken
 - 38% of meaning is in the way words are said
 - 55% of meaning is in the facial expression

Communication Loop



Communication Loop

- Discussion Questions
 1. How does the sender know whether the message was received?
 2. Why and when does miscommunication occur?
 3. What affects how we send and receive messages?

Communication Loop

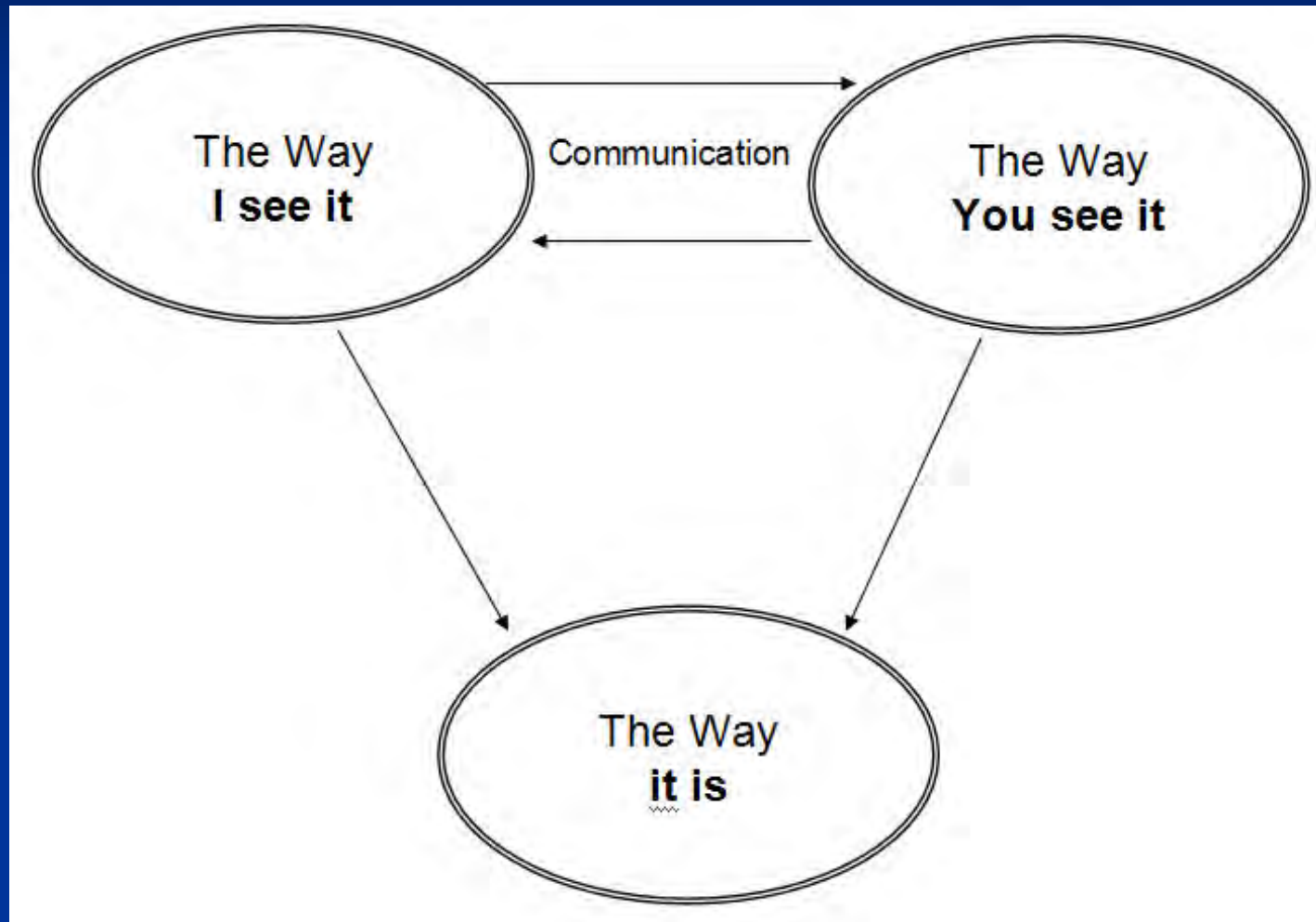
We have 100% control over how we send and receive messages on our side of the communication loop.

Food for Thought

We don't see things as they are,
we see things as we are.

~ Anais Nin ~

“The Way It Is” Model



The Four Ps

- Four Elements of Successful Communication
 - Purpose
 - Preparation
 - Patience
 - Persistence



Things That Help Communication

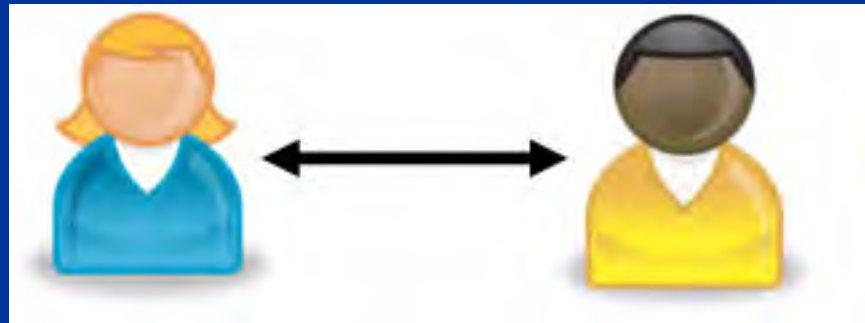
- Using “I” statements
- Admitting problems on both sides
- Thinking positively
- Seeking to understand views of others
- Striving to achieve a “win-win” scenario
- Being willing to compromise
- Being authentic, honest and open

Things That Hinder Communication

- Having a defensive attitude
- Talking too much
- Assigning blame
- Judging
- Making assumptions
- Being disrespectful towards others

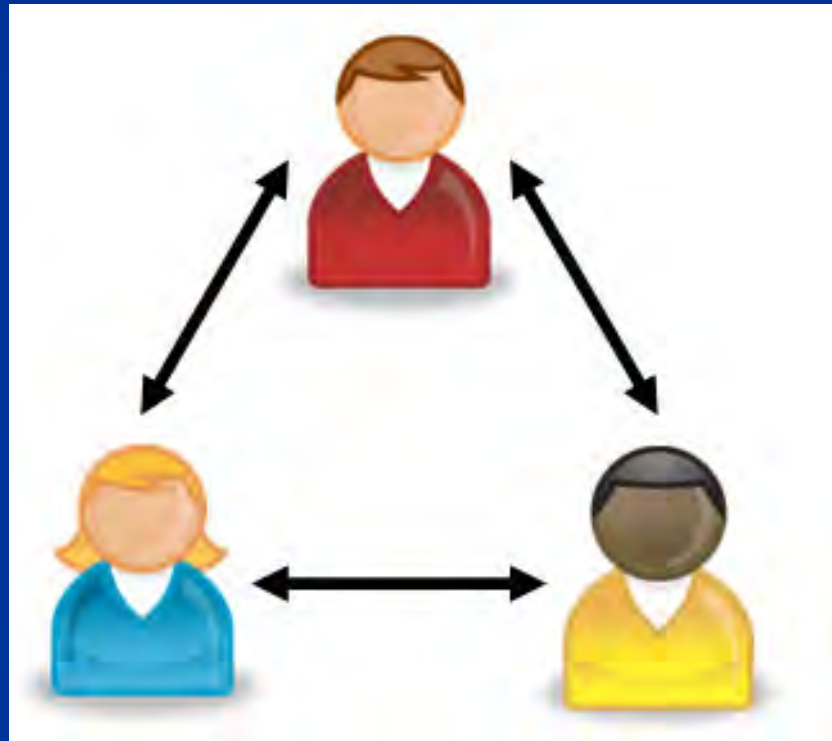
Group Communication

- As the number of people in a group increases, the communication process becomes more complex.
- Two-way Communication between two people:



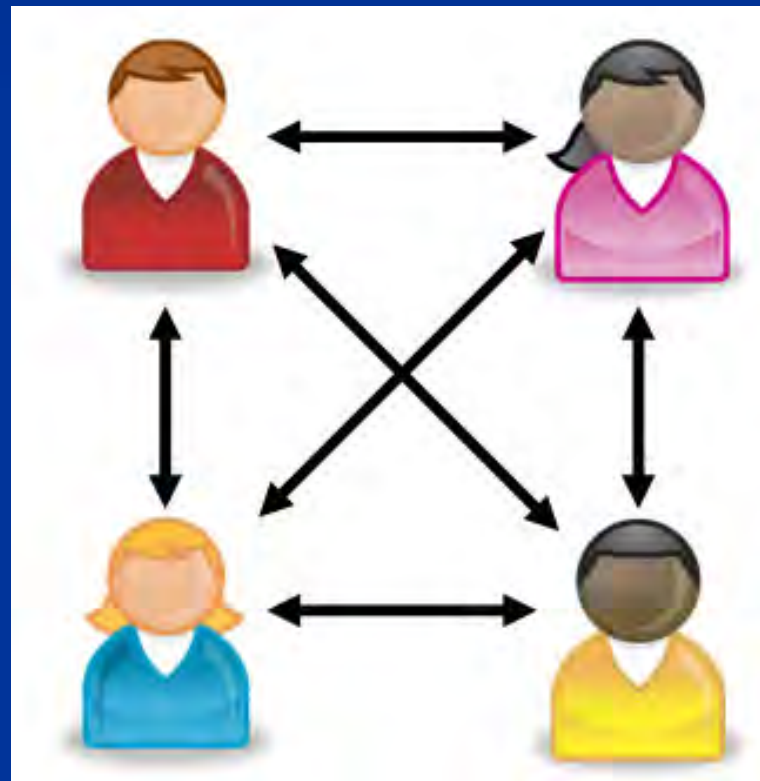
Group Communication

- Two-way Communication between **three** people:



Group Communication

- Two-way Communication between four people:



Five Principles of Effective Communication

1. Treat each relationship with care

- Relationships are the building blocks of organizations
- Productive relationships encourage positive growth, individually and collectively
- Each relationship is an opportunity for growth and learning

Five Principles of Effective Communication

2. Think win/win

- Try to find a solution that satisfies everyone
- Try to find ways to co-operate creatively
- Treat each other equally

Five Principles of Effective Communication

3. Respect others' points of view

- Validate the way others feel, think or react
- Let the other person vent
- Know that it is okay to disagree
- Accept that each person has a unique viewpoint
- Accept that other people are entitled to being who they are

Five Principles of Effective Communication

4. Seek first to understand rather than to be understood

- Truly listen to others
- Ask open-ended questions
- Avoid interrupting
- Avoid putting words into the other person's mouth

Five Principles of Effective Communication

5. Be honest and open

- Be open to the opinions and views of others
- State your views clearly by using “I” statements
- Face the speaker and maintain eye contact
- Make sure that your body language is consistent with your words

Culture and Communication

- Culture affects the way in which people view life
- Cultural background may define both verbal and non-verbal communication
- Cultural differences may cause communication challenges



Culture and Communication

- Our cultural background influences our
 - Values
 - Beliefs
 - Motivations
 - Goals
 - Assumptions

Culture and Communication

- Culture may be defined by:
 - Ethnicity
 - Gender
 - Sexual Orientation
 - Age
 - Language
 - Religion
 - Profession
 - Place of work
 - Et cetera

Culture and Communication

- Tips for Effective Cross-Cultural Communication
 - Accept others' views, even if they differ from yours
 - Be patient with non-native speakers
 - Recognize that differences exist
 - Avoid judging, stereotyping or discriminating
 - Avoid forcing your own cultural beliefs onto others

Communication Tips

- Organize your thoughts and ideas before speaking
- Don't interrupt when someone else is speaking
- Listen attentively—Take notes to help you remember
- Ask questions to clarify
- Keep an open mind to others' ideas

