

## PROFESSIONAL COMMUNICATION SKILLS

### PROFESSIONAL COMMUNICATION:

It integrates oral, written, visual and digital communication in a particular context of work to make it meaningful and effective.

It helps to deal with tough engaging situation with superiors, subordinates and peers.

Examples:

- Writing formal e-mail
- Preparing formal presentation
- Preparing interactive brochures

### COMMUNICATION SKILLS:

A good communication skill helps to:

- Network/collaborate with various stakeholders
- Work with diverse group of people
- Handle conflicts and disputes easily
- Approach anyone for work
- Solve the problem easily
- Present ideas in better manner

### CRITICAL SKILLS FOR COMMUNICATION:

- Listening
- Non-Verbal communication
- Clarity
- Friendliness
- Confidence
- Empathy
- Open Mind
- Feedback
- Medium of communication

### ASSERTIVE COMMUNICATION SKILLS:

- Believe in your ability
- Send a message which is clear and easy to understand
- Deliver and handle in controlled manner

### LISTENING SKILLS:

- Attention during discussion
- Explore your interest
- Grasp the key point.
- Be calm
- Be open to accept new ideas and information.
- Note down important points
- Summarize the expert's communication
- Ask questions wherever needed

### CONFLICT RESOLUTION SKILLS:

- Don't point fingers
- Let the person to explain
- Maintain a soft tone
- Show your willingness to compromise
- Avoid personal attack
- Keep positive attitude
- Problem solving approach
- Keep patience

### REQUEST AND DIRECTIVES:

- The communication skills of requesting and giving directions are crucial for organizational strategies and to achieve the set goals.
- Requests create a positive environment and gives people a sense of control in carrying out their tasks and responsibilities.

- Directives are important in situations where we can't take risks.

Following comparison gives a clarity between request and directive.

Request	Directive
Can we meet in the evening?	See me at my office at 6.30pm
Where shall I submit the report?	Give this report to Director (Finance)
Can you find a better way to submit the report by today?	I am expecting the project report by today.

Requests create a supportive environment and gives people a sense of control in doing their responsibilities

When we give directives we need to explain to the purpose why we need to do the task. This will inspire the team to achieve the goal.

### CHECK YOURSELF

1. Receiving criticism comes under:
  - a) Assertive skill
  - b) Listening skill
  - c) Mentoring skill
  - d) All of the above
2. Request creates a harsh environment. (T/F)
3. Directives are important when there is a sign of danger (T/F)
4. Eye contact IS a type of ..... communication.
  - a) Verbal
  - b) Non-verbal
  - c) Digital
  - d) Smart
5. Collaboration & compromise come under:
  - a) Conflict Resolution Skills
  - b) Leadership Skills
  - c) Marketing Skills
  - d) Mentoring Skills

### ANSWERS

#### CHECK YOURSELF

1. b
2. F
3. T
4. Non-verbal
5. a

### STRETCH YOURSELF

1. Explain assertive skills.
2. Mention five critical skills for communication.
3. What are the key elements of conflict resolution?
4. Explain request and directives.
5. What are good listening skills?