

# COMMUNICATION SKILLS




# What is communication ?

Communication is the act of giving, receiving, and sharing information

Good communicators listen carefully, speak or write clearly, and respect different opinions



# *Types of communication*

A photograph of two young children, a boy on the left and a girl on the right, both holding and using toy walkie-talkies. The boy is wearing a blue and white plaid shirt, and the girl is wearing a red and blue striped shirt with a large red bow. They are both smiling and looking towards the camera. The background is a plain, light color.

**Verbal communication** : Verbal communication is the use of words to share information with other people. It can therefore include both **spoken** and **written** communication. However, many people use the term to describe only spoken communication. The verbal element of communication is all about the words that you choose, and how they are heard and interpreted.

# Non – verbal communication

Nonverbal communication refers to the ways in which beings convey information about their emotions, needs, intentions, attitudes, and thoughts without the use of verbal language.

This communication includes:-

- Body movement (kinesics)
- Posture
- Eye contact
- Paralanguage
- Closeness or Personal space (Proxemics)
- Facial expressions
- Physiological changes



# ***Formal & Informal communication***

**Formal communication is also known as official communication and informal communication is also known as grapevine communication.**

**Informal communication is any type of communication that doesn't take place using the formal methods or structures in a company. Unlike a one-to-one or intercompany meeting, informal communication covers the chats, notes and asides we share with one another outside of these formal settings**

**Examples of formal communication are - business letters, reports, orders, etc**

# What is formal communicate?

Formal communication refers to **the flow of official information through proper, predefined channels and routes**. The flow of information is controlled and needs deliberate effort to be properly communicated. Formal communication follows a hierarchical structure and chain of command.

examples of informal communication are face-to-face communication, telephonic conversations, etc



# Interview skills

A photograph of two men in a professional office setting. One man, wearing a dark suit, glasses, and a beard, is seated in a white office chair and is shaking hands with another man. The second man is seen from the side, wearing a light blue button-down shirt. They are seated at a white desk with a laptop, a tablet, a pen, and a pen holder. The background is a bright, modern office with bookshelves.

**Interview is a skill in and of itself, one in which your ability to interact with the interviewer and to articulate your thoughts are factors that are just as important in getting the job as are the qualifications listed on your resume.**

# Self Introduction

Self-Introduction is a **concise and clear summary of who and what you are**. A self-intro enumerates your abilities, qualification and technical and non-technical skill-sets.

**My name is Kevin.**

**I live in France.**

**I speak French.**

**I can speak English.**

**I like to take pictures.**

**I have a nice camera.**

**I want to be a professional  
photographer.**



**I have a (younger) sister.**

**Her name is Lou.**

**She is a crybaby.**

**She likes Italian food.**

**My favorite food is  
Japanese food.**

**We go to a restaurant  
once a week.**

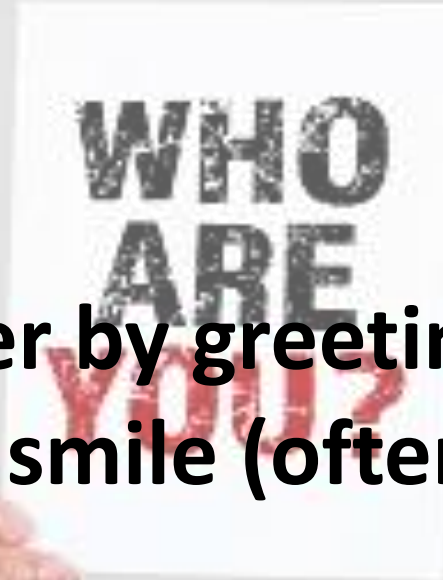
**We don't enjoy cooking,  
but we enjoy eating!**



# As Self – Introduction for Interview:

**Who are you ?**

- ✓ **Begin your answer by greeting your interviewers with a smile (often works well).**
- ✓ **Introduce yourself with your name first.**
- ✓ **You can also include some informal information especially ones which you have not mentioned in resume.**



## Where are you from ?

- ✓ Here you need to specify the location you belong to on your native place if you are not a local resident.
- ✓ Do not drag much about this point

A young girl with glasses and a red dress is balancing a stack of books on her head. She has a joyful expression, with her mouth open as if laughing or shouting. The background is a solid yellow color.

## **What is the Educational Qualification ?**

- ✓ **Mention your educational qualification along with the university / school name and location.**
- ✓ **Start with your highest qualification first, followed by under graduation, and schooling clearly.**
- ✓ **You can include some of your extracurricular activities here.**

A photograph of two men in an office environment. One man, wearing glasses and a red and black plaid shirt, is seated at a desk with a laptop. The other man, wearing a light blue button-down shirt, is leaning over his shoulder, looking at the laptop screen. They both appear to be smiling and engaged in a collaborative work activity. The background shows a bookshelf with several books.

## What is your work experience ?

- ✓ Begin this part specifying the total experience you hold .
- ✓ Then mention your current job work and the designation.
- ✓ Brief about your current duties and responsibilities.
- ✓ Mention about other roles which you are expertise at.



# What can you bring to the team?

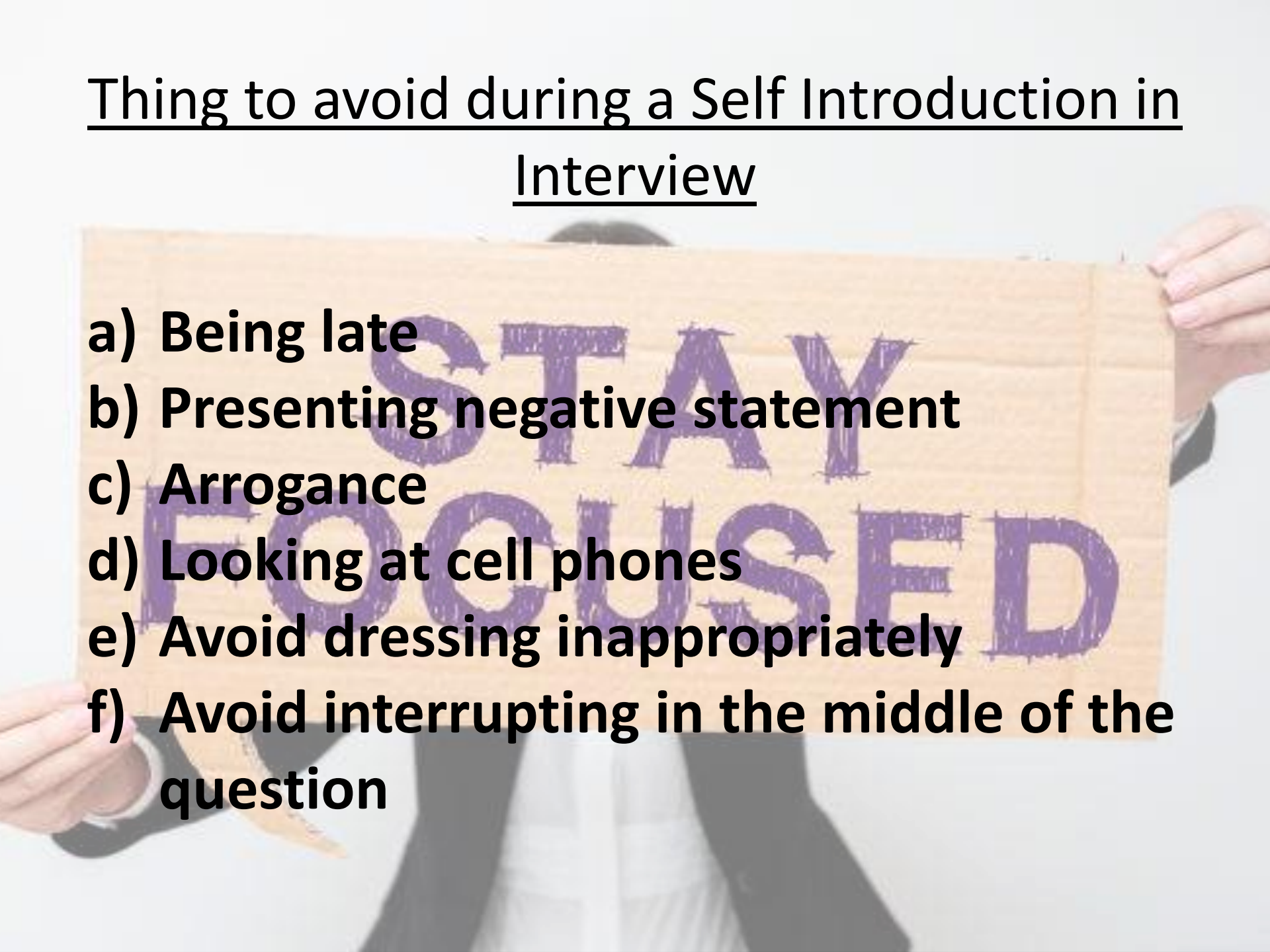
- ✓ Specify about your extra skills and achievements.
- ✓ Mention about the unique traits you have gained (only if syncs with the role you have applied for).

# Tips to Improve self introduction in the interview process

- Put on a Smile and greet the interviewers.
- Mention your name and place along with greeting.
- Be seated as per the direction of the employer.
- Add family details, if asked for.
- Describe the educational qualification.
- Previous job experience.

- Mention about the previous projects.
- About mentor and professional support.
- About aspirations, goals and hobbies.
- Talk about all the fun time with friends and family .
- Describe professional skills.
- Conclude with a thank you.
- While delivering a Self Introduction in Interview.
- Keep it clear and precise.
- Body language.
- Avoid being emotional or nervous .
- Maintain good eye contact .
- Always show respect.
- Maintain a position .

# Thing to avoid during a Self Introduction in Interview

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- A person is holding a large cardboard sign with the words "STAY FOCUSED" written in purple marker. The sign is held in front of a person wearing a white shirt and a dark suit jacket. The background is a plain, light-colored wall.
- a) **Being late**
  - b) **Presenting negative statement**
  - c) **Arrogance**
  - d) **Looking at cell phones**
  - e) **Avoid dressing inappropriately**
  - f) **Avoid interrupting in the middle of the question**



# **Self Introduction for Freshers Sample**

**Good morning sir, mam.**

**Thank you for giving me the opportunity to introduce myself.**

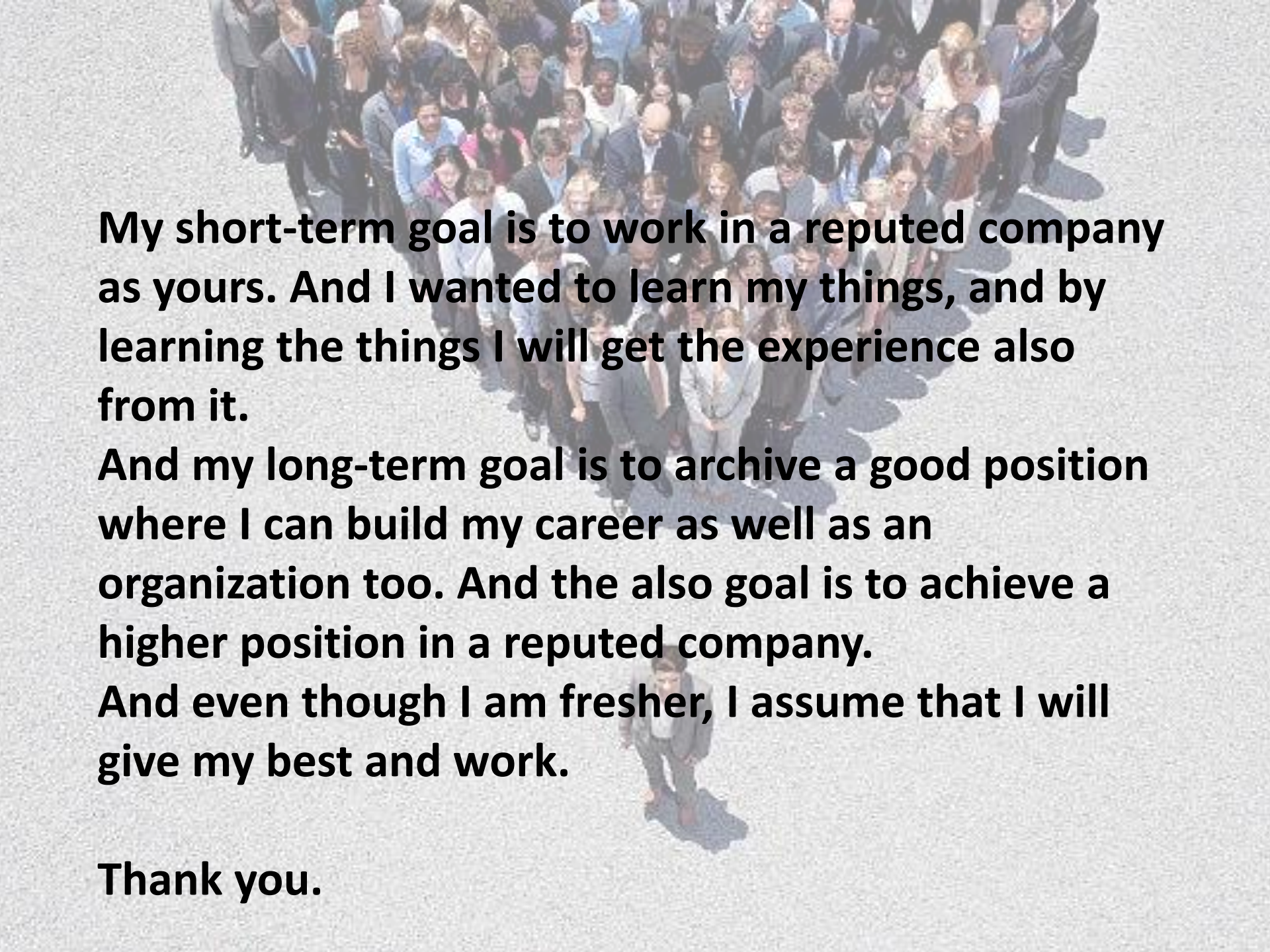
**My name is \_\_\_\_\_ . I live in Delhi.**

**I have completed my graduation in BCA from IGNOU (MERIT) university.**

**Now coming to my strengths I am a self-motivated person. I am eager to learn different things. I always use to keep calm and relaxed during any ups and downs of life by doing some meditation and exercise.**

**My weakness is that I am an emotional person and I easily trust people. But I am trying to overcome my weakness.**





**My short-term goal is to work in a reputed company as yours. And I wanted to learn my things, and by learning the things I will get the experience also from it.**

**And my long-term goal is to archive a good position where I can build my career as well as an organization too. And the also goal is to achieve a higher position in a reputed company.**

**And even though I am fresher, I assume that I will give my best and work.**

**Thank you.**

# Self Introduction for experience Sample

**Good evening Sir/Madam,**

**I am glad to be here for the interview. I am Aman, an engineering graduate from Delhi Technical University. I graduated in the year 2014, and since then I have been working as a system administrator. I have worked upon various operating systems, troubleshooting, managing in-house servers, and so on. I always had an interest in exploring operating systems, and during my graduation, I had a good hold over managing PCs and windows of the college. As of now, I am looking forward to expanding my portfolio and enhance my technical skills as a senior system administrator.**

**That's a brief about me, and thanks for this opportunity.**



# **CONFIDENCE BUILDING**

**Following are some points that you should remember to show confidence in job interview :**

**Eye contact**

**Body positioning**

**Don't fidget**

**Smile and try to enjoy the process.**

**Practice your handshake**

**Talk slowly**

**Interview THEM**

**Don't be Desperate**

**Listen, don't wait to talk**

**Know what you want in a job**



# Perception management

perception management combines truth projection, operations security, cover and deception, and psychological operations. "Perception" is defined as the "process by which individuals select, organize, and interpret the input from their senses to give meaning and order to the world around them".

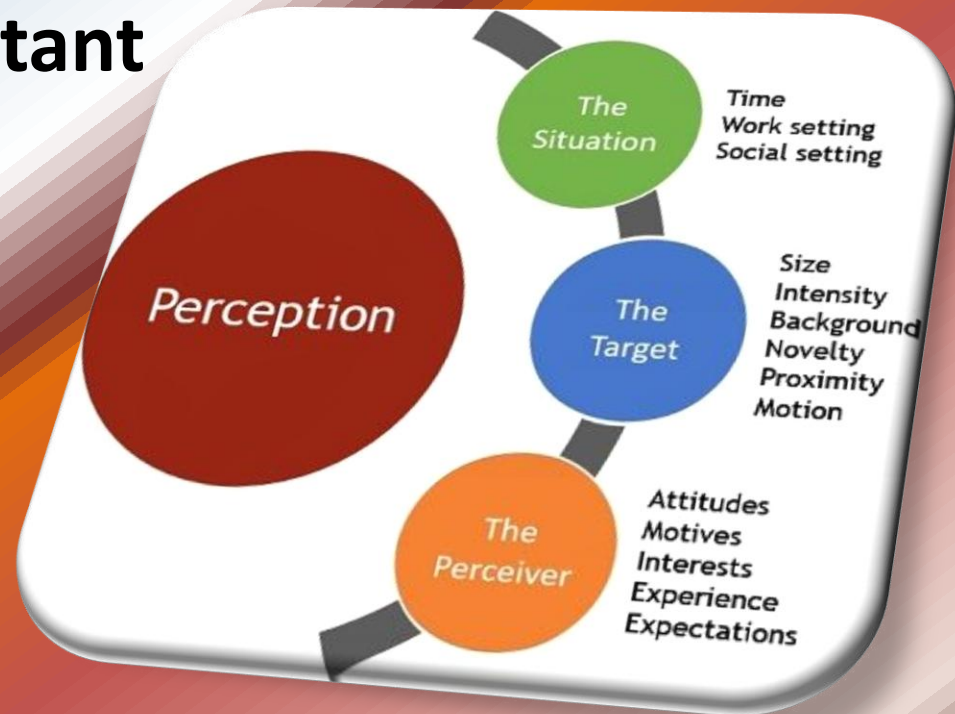
Perception includes the 5 sense ; **touch** , **sight**, **taste** , **smell** and **sound**. It also includes what is known as perception, a set of senses involving the ability to detect changes in body position and movements.



# Importance of Perception

Perception not only creates our experience of the world around us; it allows us to act within our environment.

**Perception is very important in understanding human behavior because every person perceives the world and approaches life problems differently**



# Professionalism in Workplace & Institute

Professionalism is **the conduct, behavior and attitude of someone in a work or business environment.** A person doesn't have to work in a specific profession to demonstrate the important qualities and characteristics of a professional.



# **TIME** **MANAGEMENT**

Time management is the process of organizing and planning how to divide your time between different activities. Get it right, and you'll end up working smarter, not harder, to get more done in less time – even when time is tight and pressures are high. The highest achievers manage their time exceptionally well.



# Planning skills

**Accurately estimate time and effort required to complete a task.** Identify and organise systems and required resources.

Organise personal time to carry out responsibilities. Maintain adequate preparation time for scheduled meetings/deadlines.

# Deal with Setbacks



## How to Deal with Setbacks

Moving up in a career may not follow a straight line. Sometimes you may feel like you are going backwards or standing still. Learn how to deal with setbacks and keep moving forward.

Everyone faces problems in their lives and careers. People who move up in their careers do not let these problems stop them.

Here are some personal strengths and attitudes to remember when you face setbacks.

# Expect Discomfort

Like playing a new sport or a musical instrument, it takes practice to do something new. This includes going to school or getting a new job. You will feel uncomfortable for a while. That's normal.

Many people do not feel confident in new situations. But act "as if" you are capable and that you fit in. Don't give up or go back to old ways of behaving. In time, you will feel more confident and comfortable.



# Have a Positive Attitude

In all of your jobs, believe in yourself. Expect that you will do well at your job. Employers and coworkers enjoy working with people with a "can-do" attitude.

Try new skills and experiences. You will fail sometimes. You will also succeed a lot.

Think about what you learned or gained from each new situation. Apply what you learned to improve your work. A positive attitude will help you recover from setbacks.



# Watch and Learn

**Speak and act in a professional manner. Find people at work who you see are doing well. Observe them.**

- **How do they dress?**
- **How do they communicate with coworkers?**
- **How do they interact with bosses?**
- **What are their work behaviors?**
- **What skills do they use?**

**For example, many employers expect workers to keep personal issues outside of work. Notice how coworkers limit personal phone calls or do them on their breaks. Start to mirror these professional behaviors. You'll gain recognition and rewards for being a good worker.**

# Take Good Care of Yourself

A silhouette of a person in a yoga pose, with arms raised and hands clasped at the top, set against a warm, golden sunset background with a field of tall grass in the foreground.

How serious are you about being successful?  
Successful people know the importance of taking care of themselves.

- Manage your personal life outside of work.
- Get enough exercise and sleep.
- Eat healthy foods.
- Belong to a social or spiritual group.
- Spend time with your family.
- Set a regular schedule.
- Get regular checkups.

# Developing strong professional Contacts / Network

Building a professional network is crucial to career success. In fact, Studies show that 85 percent of all jobs are filled through networking. Having a strong set of professional contacts can open doors, give you access to industry expertise, and even help you access to industry expertise, and even help you land your dream job.



The background consists of a dense, overlapping collage of colorful sticky notes in shades of yellow, blue, pink, and green. Each note has the words "thank you" written on it in a casual, handwritten style. The text is centered horizontally and vertically across the image.

**THANK**

**YOU**