



Monday, December 3, 2007

Effective Communication
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Synopsis:

This seminar is intended to enhance the capacity of the attendee to be a better communicator and a more efficient teacher through analyzing the essential aspects of effective communication.

Summary:

- Types of Communication
 - Non-verbal Communication
 - Signs: this is the mechanical type of communication, which includes writing, the use of signal flags, etc.
 - Symbolic: this is the type of communication that makes use of religious symbols
 - Aesthetic: this is the type of communication that takes place through creative expressions: playing instrumental music, dancing, painting, and sculpturing
 - Physical: this is the personal type of communication. It includes facial expressions, tone of voice, sense of touch, sense of smell, body motions and body posture
 - Physical Non-verbal Communication ~ Body language
 - Perhaps the most prevalent form of non-verbal communication is body language.
 - Be aware that...
 - Our bodies sometimes express our feelings and emotions better than our words
 - You are always conveying/communicating something
 - You never really say nothing
 - Body language or the physical method of non-verbal communication includes...
- Gestures: how the body and hands are synchronized with what you say
- Facial expressions: how you pull your face
- Essentials of a Great Speaker/Communicator
 - Personable and eloquent
 - Passionate about the topic
 - Compassionate to the audience
 - Has and projects a positive self-image
 - Remains focused on the objective of the presentation
 - Has ability to be innovative, captivating, articulate, persuasive, and motivational
- Effective communication
 - Speaker says what he/she really means
 - Audience hears what is really being said

- Vocal Image of Presenter
 - Enunciation: pronounce words with proper pronunciation
 - Rate: pace or speed of speaking
 - Volume: project your voice only as far as necessary
- Classifying the Audience
 - What you say and how you say it depends on who you say it to. Check variables of:
 - Age
 - Educational level
 - Ideological/religious/political inclination
 - Emotional state
 - Ask yourself:
 - Who are they?
 - Why are they attending?
 - What do they expect?
 - How do you wish them to react to your message?
 - The audience is constituted of:
 - Captives: have no choice but to attend
 - Pragmatists: partial choice
 - Socially motivated: attended by choice
 - Committed: enthusiastic
- Six Levels of Listening
 - Ignoring: hearing but deliberately avoiding the message being conveyed
 - Pretending: hearing but not listening
 - Selective: hearing only what you want to hear, indicating prejudice/bias
 - Combative: listening impatiently with the aim of rebutting
 - Passive: listening carefully without evaluating what is being said
 - Empathic: listening to the words and the feeling behind the words while being cognizant of the frame of reference and the context