



COMMUNICATION FOR SUCCESS !!!

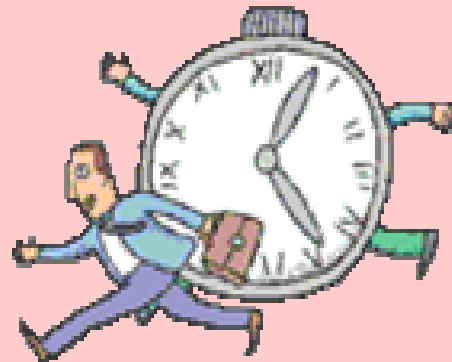
Kaviraj Addangadi

kaviraj_a@yahoo.com

Activity 1

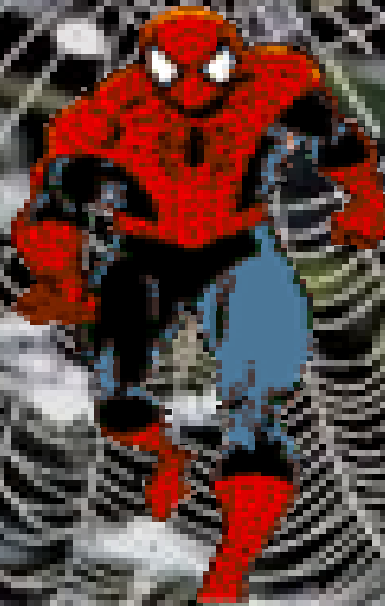


- You have 60 Seconds



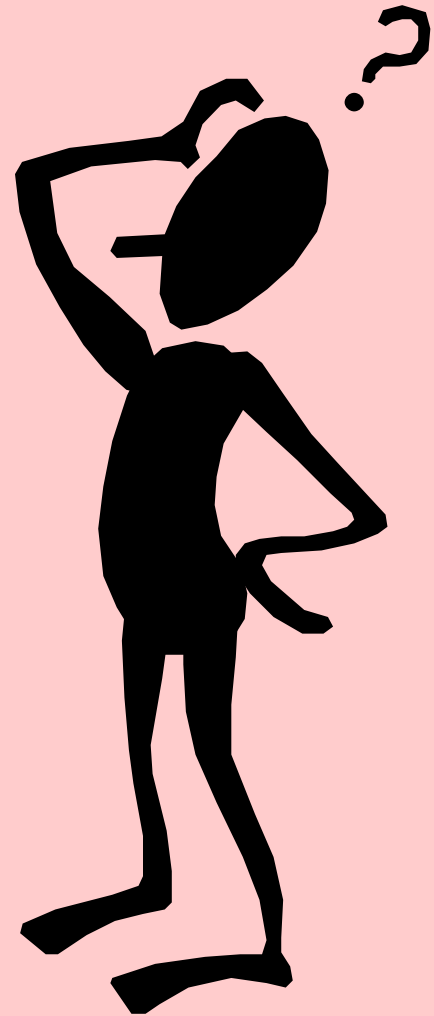
Activity 2

The Spiderman Web Game



Activity 3

- Take any item out of the bag
- Keep it safely with you.

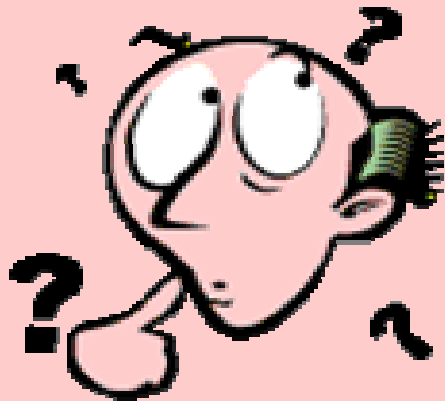


Activity 4

- Three groups
- Team A – Team B – Team C

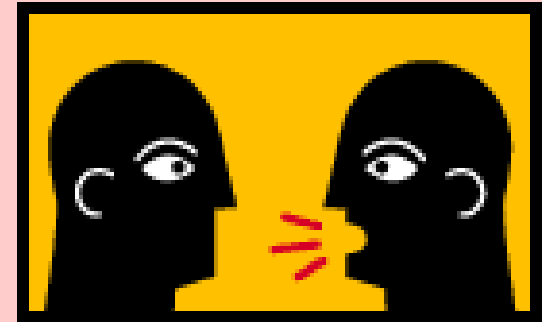


So What is Communication???



Communicating: Vital aspect of management

- In short, it's signaling.
- The transmission, by speaking, writing or gestures, of information which evokes understanding.

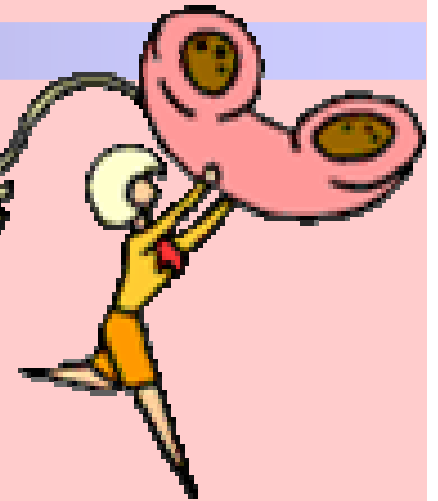


Activity 5:

- ***How Effective Are Your Communication Skills?***



Types of Communication



■ Verbal

- ☐ Oral - person to person ; Over the Telephone ; Meetings
- ☐ Written - E-mail ; reports ;



■ Nonverbal

- ☐ Expression
- ☐ Body language



When is Effective Communication Important?

Teaching a class

Yearly Appraisal

Asking for a raise

Job Interview

At a Business
dinner

Group discussion

Presenting
your idea

Team Meetings

Brain storming
sessions

Issue Instructions
to your staff

Thank you
Speeches

Client interaction

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The 3 M's of Effective Communication

- **Messenger**
- **Medium**
- **Message**



Activity 6

Attention Seekers !!



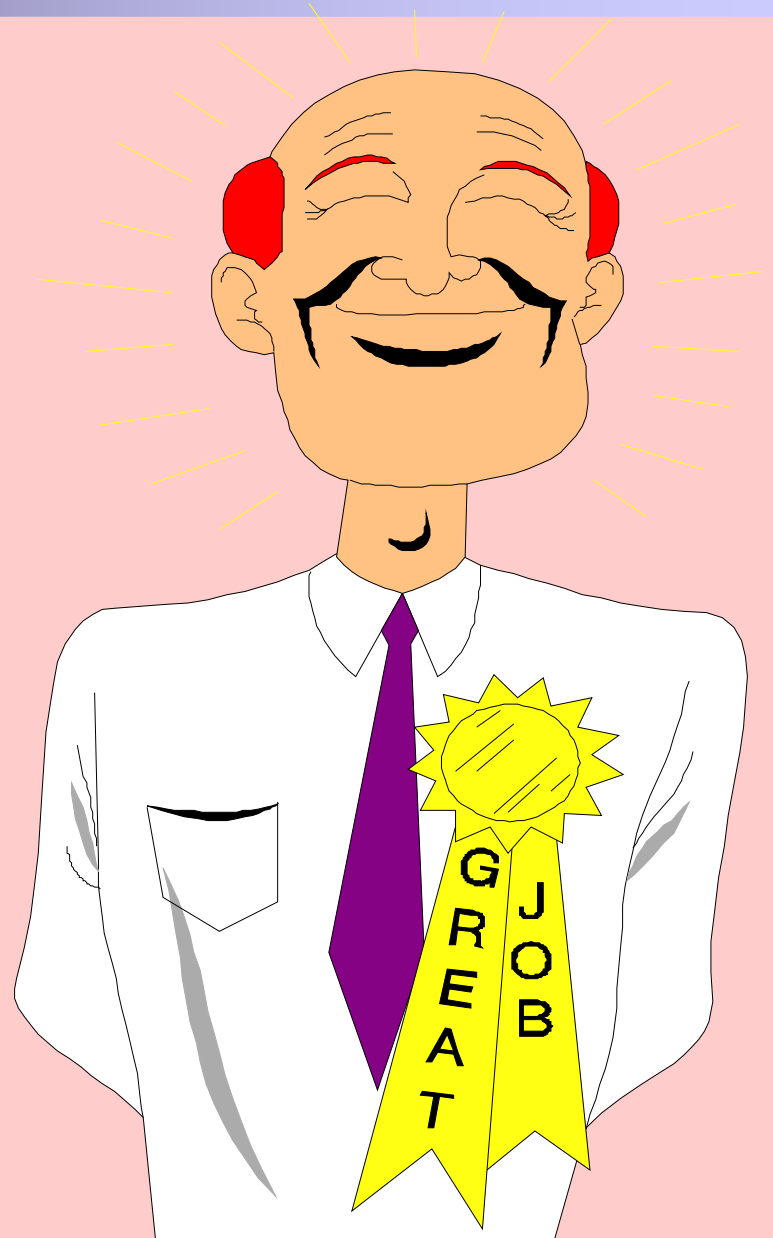
Messenger



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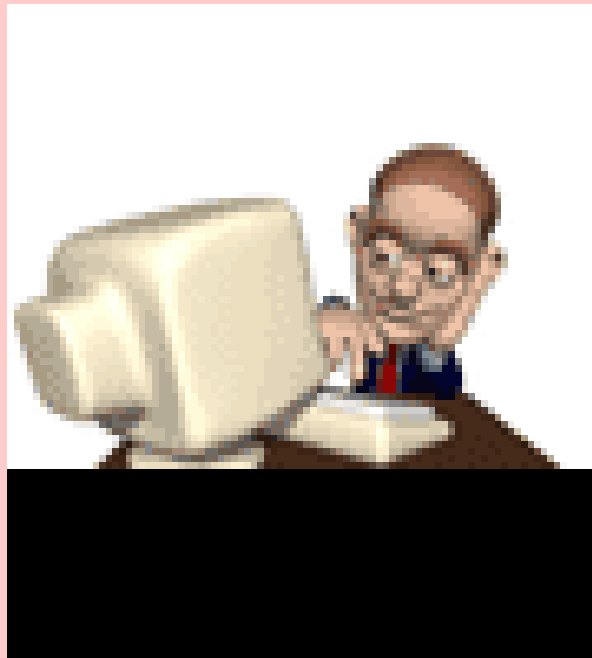
Ask yourself !!

- How do you communicate
- How have you dressed?
- Have you done your homework?



Activity 7

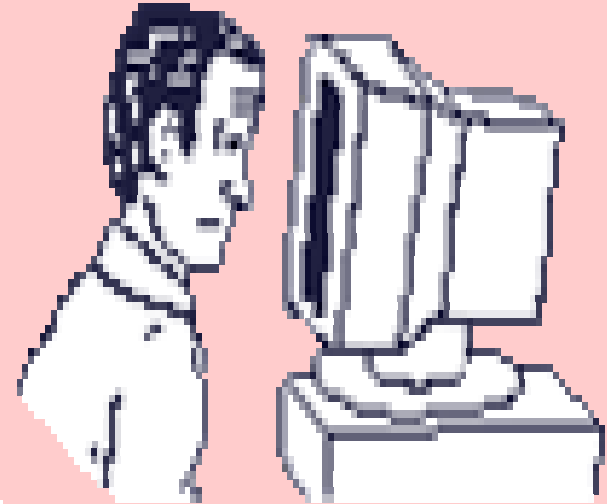
Picture this:



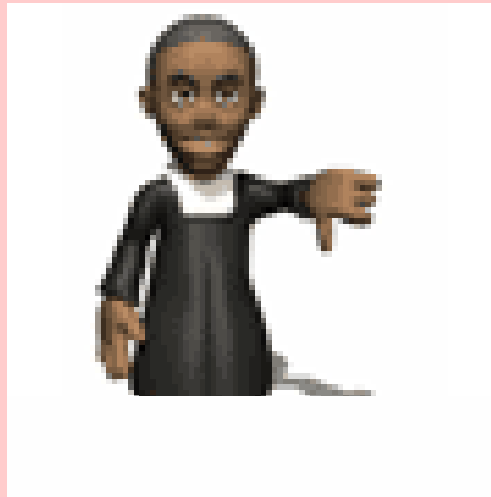
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Which one are you ?

- Submissive



- Assertive



- Aggressive



Activity 8

Styles of communication





Styles of Communication

Submissive	Assertive	Aggressive
Low levels of confidence	Good level of confidence	Over confident
Do not get what you want	Not Always Winning, But Always Understanding -- How You Play The Game	You think you get what you want.
Feel like you are being taken for granted	You are not taken for granted.	People around you feel like they are being taken for granted
High Stress	No stress – a sense of calmness and maturity prevails	High stress
Take too much account of the other person's rights	Recognize the other person's rights to be heard	Other person's rights don't matter
Feeling of guilt	Can say No without feeling guilty	Can say No without feeling guilty

Examples

■ Aggressive

- "If people produce rubbish, I have every right to tell them so"
- "She obviously doesn't care. That's typical of young people today."
- "This reflects badly on me, and I won't stand for it."



■ Assertive

- "This may be uncomfortable for us both, but we can handle it."
- "She has the right to make mistakes, but the responsibility to correct them."
- "I want her to know the effect her errors have on other people."



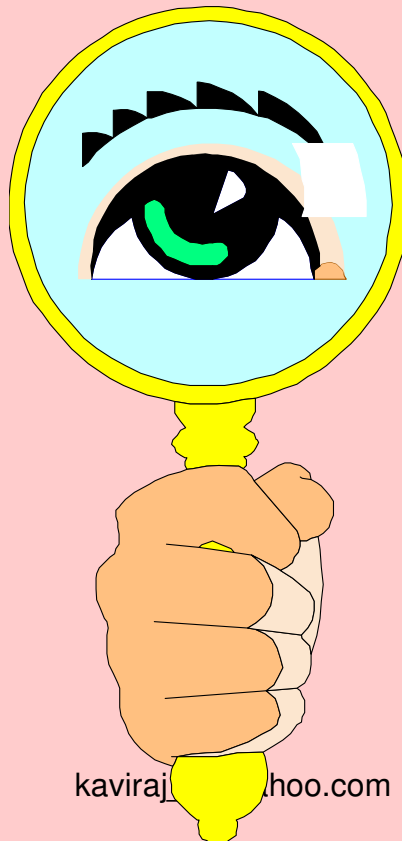
■ Submissive

- "I don't want to make a scene or upset our working relationship."
- "I'm sure these are unintentional errors - I'll let it go this time."
- "I know she's very busy, so I expect that's why these mistakes happened."



Activity 9

- How assertive are you?



Activity 10

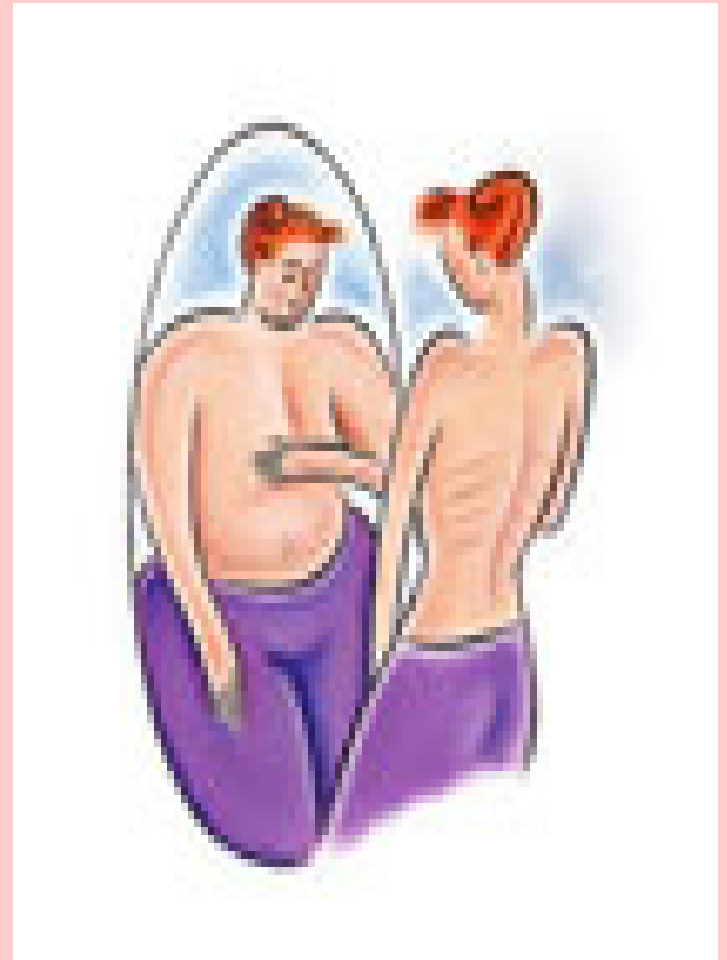
- Managing perceptions



Dressing for Success

There are 3 sides to self image:

1. As you see yourself.
2. As others see you.
3. As you truly are.



Dressing style = First perception !!

Some of the perceptions people can form solely from your appearance are:

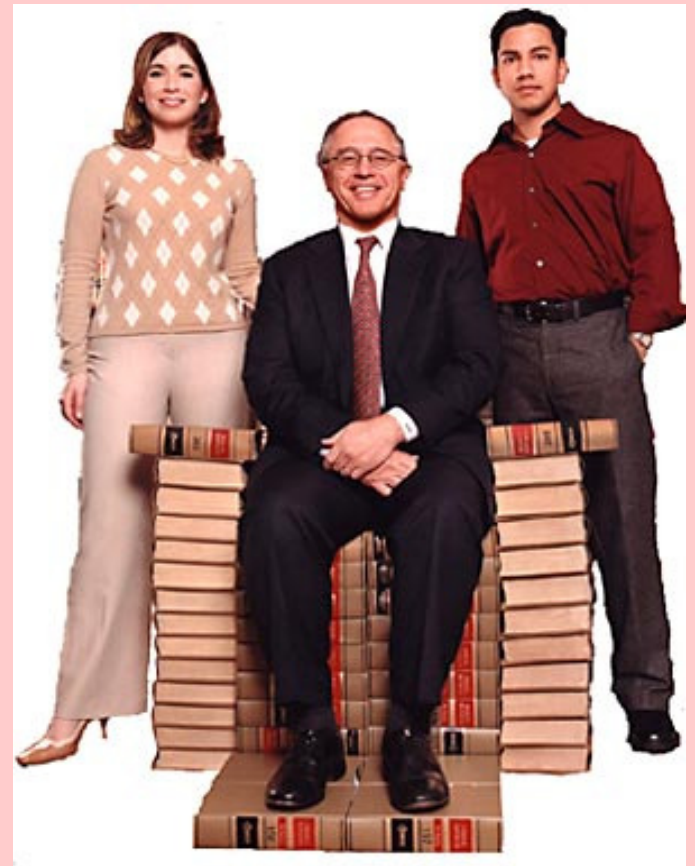
- Your professionalism.
- Your level of sophistication.
- Your intelligence.
- Your credibility.



Business Attire

Three basic things you need to consider :

1. Your Line of Work
2. Your Corporate Culture
3. Your Audience





Before you buy something to wear to work, ask yourself:

- Is it appropriate for the kind of job I have?
- Is it a fad or will it hold up as a basic wardrobe foundation?
- Does it fit properly?
- Will I stand out (in a positive light) if I wear it to work?
- Do I feel successful and confident wearing it?
- Would my boss wear it?

What look does this convey??



Authoritative, Conservative, and Competent.

kaviraj_a@yahoo.com

What look does this convey??



Trustworthy, Approachable, and Knowledgeable.

What look does this convey??



Casual , Creative, Unique, and Contemporary

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Business Casual vs. Business Formals !!



<<Business Casual

Business Formal >>



Business Casual vs. Business Formals !!

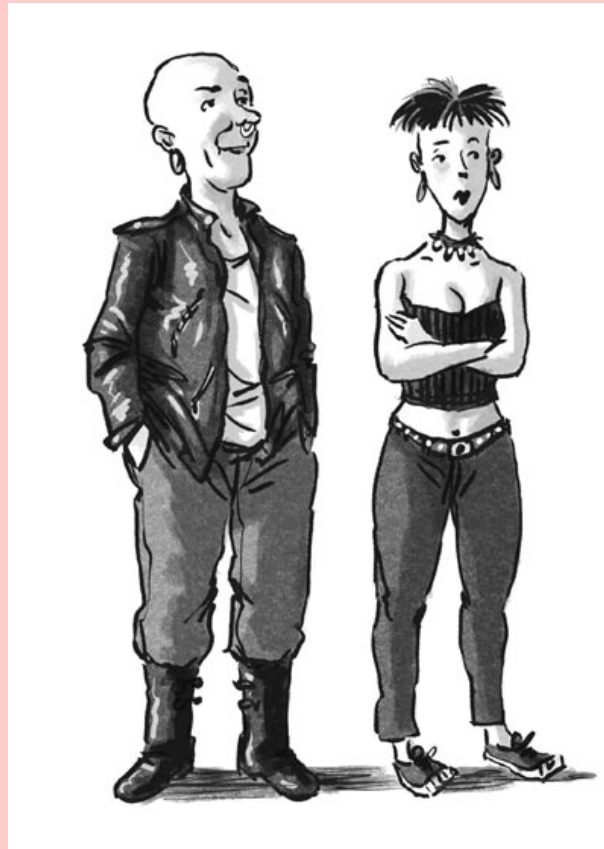


<<Business Casual



Business Formal >>

But its MY style statement !!



I am like this only...MIND IT !!

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Activity 11

What do YOU think when You see:





1



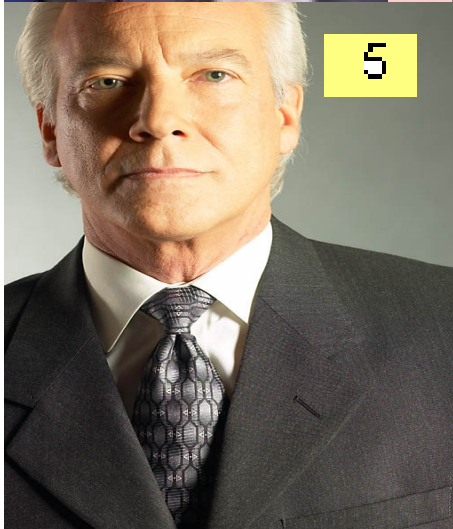
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3



4



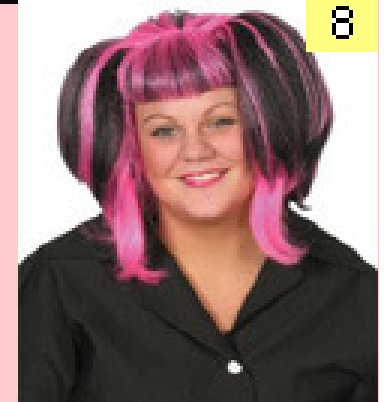
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6



7



8



9



10



11



12

Final Thoughts on Apparel



- NEVER under estimate the power of first impressions..
- Dress appropriately for your surroundings
- Conservative colors are always safest.
- Underwear stays UNDER your wears !!

Never go extreme !!!



"ED, I THINK WE SHOULD TALK ABOUT OUR 'CASUAL FRIDAY' POLICY..."

Remember

YOU NEVER get a
second chance to make a
FIRST IMPRESSION



Activity 12

- The Sandwich technique



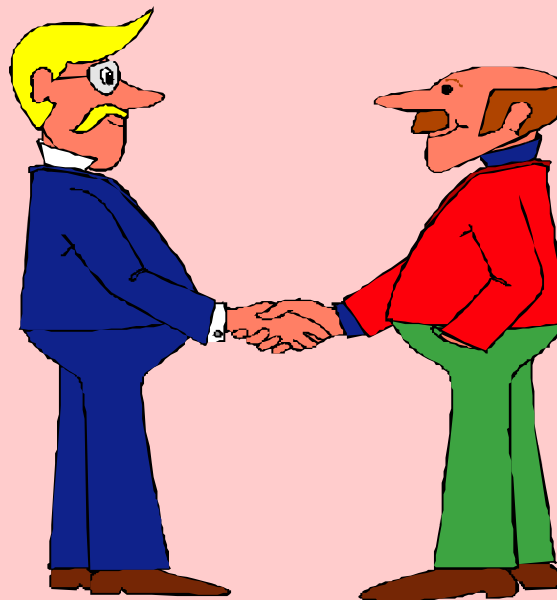
Preparation



- Do your homework – research.
- Ensure that all possible questions will be covered.
- Always do a dry run with yourself !!
- Never Assume Anything !!



Medium



kaviraj_a@yahoo.com

Medium

■ Verbal :

- face to face
- Telephonic
- E-mail

■ Non-verbal

- Expressions
- Body language



Verbal

- Not 'what' is said but 'how' it is said.
- Changing emphasis or our tone of voice.



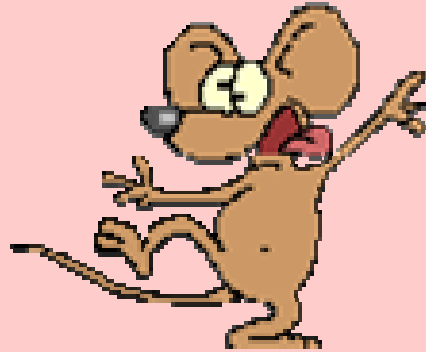
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Activity 13

Who wants to be a lawyer...

■ INFLECTION

I see,
I hear,
I understand,
I feel,
'but I don't agree with this,
throw it out'



Who wants to be Tarzan...

■ TO LOOSEN UP

Me Tarzan,
me king of the jungle,
me call lion –
come here lion,
me call elephant –
come here elephant



Who wants to tell
Dennis...

■ VOICE

Dennis,
don't you ever ever
ever
let me catch you
using my toothbrush
on your dog

Who wants to sell a
product...

■ TO BECOME MORE
EXPRESSIVE

The floor is so dirty,
the stains won't go,
it's time for a change,
with clean and glow.
Just shake it up, and pour it down,
WOW,
it looks so good,
with Clean and Glow,
Clean and Glow, Clean and Glow

Who wants to be a Cushion

■ Disagree Agreeably

I hear you saying...

I understand...

I appreciate your view...

That's an interesting point of view...



Avoid

- But...
- However...
- Nevertheless...
- No...(sometimes you need to use this!!)



Activity 14

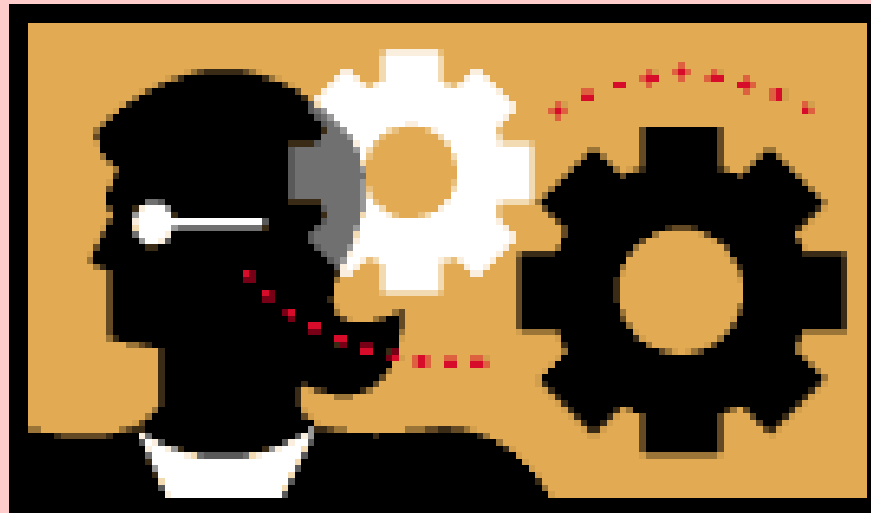
- You Said it.

Show me the money!!



Syllable stress

- I am content with the content of this training



Activity 15

Stress it out !!!



Its not about Accent – Its about Clarity

R S V P P

- Rhythm
- Speed
- Volume
- Pitch
- Pause



RSVPP this !!

- Woman without her man is nothing.



Pay attention to:

- Tone/inflection
- Timing
- Speech Errors
- Accent
- Emphasis



Communicating With Questions

- Open ended
- Close ended
- Leading



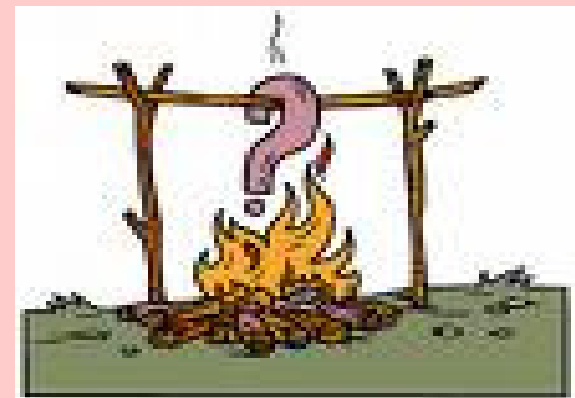
Activity 16

- What was that again??



Four suggestions for more productive questions:

1. Ask questions that elicit detail. These are often "What?" questions.
2. Ask open questions that require more than a Yes or No. These are What, Why, Where, and How.
3. Ask some questions that are a little bit surprising or "edgy".
4. Use some "If?"



Words

- **Keep it brief**
- **Keep your language simple**
- **Slang or profanity is neither correct nor effective**
- **plan your conversation**

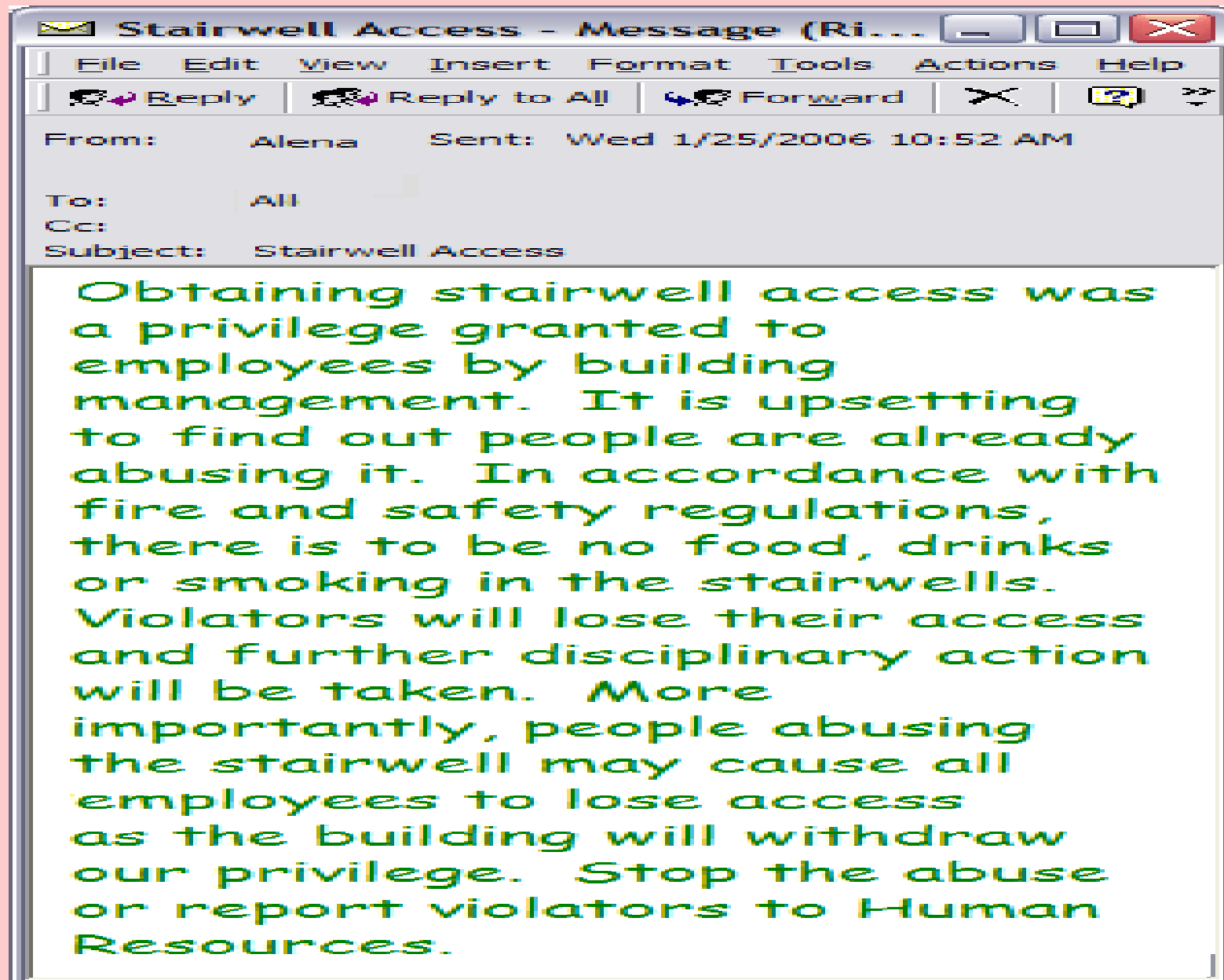


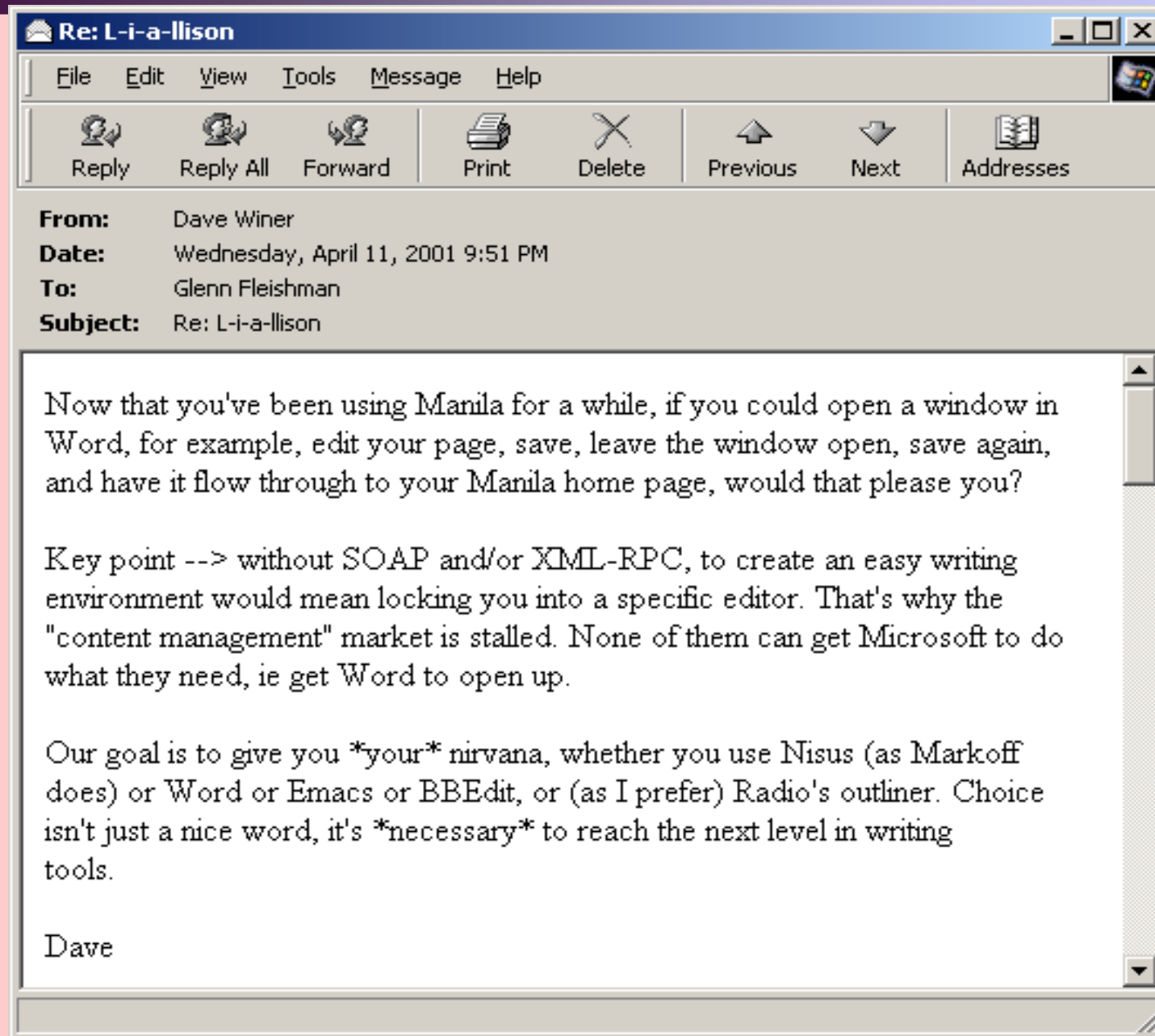
Activity 17

- Read the following Emails closely



kaviraj_a@yahoo.com





kaviraj_a@yahoo.com



To: HK supplier

Subject: Walkie Talkie

Dear Madam/Sir,

We are a UK importer of many products and we are looking for promotional items for Christmas. Please can you provide the following information on your products? Volume would be in the region of 10,000 units.

Please provide an image of the products, packaging, your best price, lead time, international standards met.

We look forward to your early reply.

Yours sincerely,
Mr. John Citizen

UK Buyer

Send | Save Draft | Attach | ! | Tools | Cancel

To: John.Smith@officeworksconsulting.com

Cc:

Bcc:

Subject: Disappearing Ink pen

Paragraph ▾ Font Style ▾ Font Size ▾ **B** *I* U | | |

| | | | | | |

Dear Sir,

We are glad to tell you that we are manufacture of disappearing ink pen ttached please check our disappearing ink pen catalogue with pricepictures and other details. Any interested itmes please kindly inform us."

Bob miller

 Send |  Save Draft |  Attach ▼ |   |  Tools ▼ |  Cancel

To: kevin@officeworksconsulting.com

Cc:

Bcc:

Subject: hey !!



Kevin,

I am so sic and tired of all the crap that goes on in this off. Judy is the MOST ANNOYING prsn that I've evr kwn and she hrdly ev gets her work dne in a timely manner and I'm tired of watching her do nthng. Besides that, every time I try and get help Larry just acts like there isn't a problem. I am SO CLOSE TO QUITTING! I swear that if smne says anthr thing to me I am out the door honestly. The procedures in here are only for certain people and the rest are favorites. As a matter of fact, I don't even think this problem can be solved until Judy is fired." I dsverd that promotion!!

Anyways !!

Revert back to me ASAP !!

Sandy

kaviraj_a@yahoo.com

General Format: The Basics

- Write a salutation for each new subject email.
- Try to keep the email brief (one screen length).
- Return emails within the same time you would a phone call.
- Check for punctuation, spelling, and grammatical errors
- Use caps when appropriate.
- Format your email for plain text rather than HTML.
- Use a font that has a professional or neutral look.

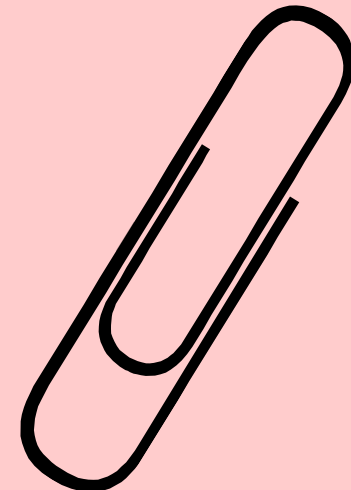


- Don't write when you're angry.
- Use clear subject lines.
- Change the subject line if you change the topic of a thread.
- Don't hit the "Reply All" button if not required
- Fill in the "To" recipients only AFTER drafting the mail !!



SO REMEMBER !!!

- Plz Don't Abbrvt
- And Your Point Would Be...?
- What's In a Name?
- Mind Your Manners
- Do not "Reply All"
- Spelling Counts... Grammar Too
- Don't Get Too Attached





"What do you mean, we don't communicate? I sent you an email on Monday."

When Email Won't Work

- Make a phone call.
- When you are delivering very delicate news then the best way is still face-to-face.



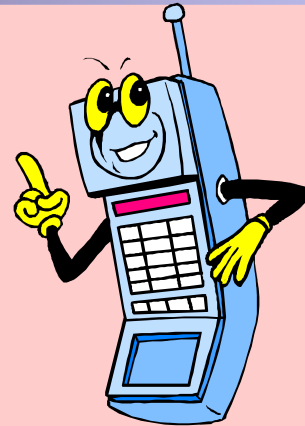
Telephone etiquette



Sound/Look familiar?

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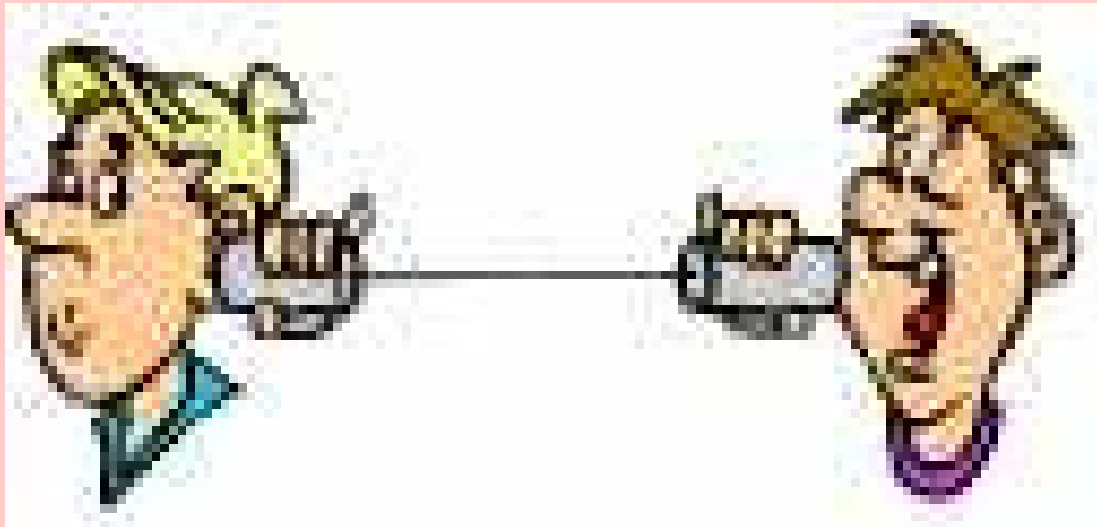
Ask Yourself !!



- **How do you feel when a business doesn't answer the phone until after many rings?**
- **How do you feel when someone says, "Please hold?" and not give you time to answer.**
- **How do you feel when you can hear a lot of noise in the background and you know the person you are speaking with is distracted?**

Activity 18

- Role plays



Role Play Scenario One

- Name: Mrs Rose Woods
- Address: 165 Pell Street,
Richmond Estate
Gurgaon, Haryana -2880
4014329 / 9877221899
- Situation: Calling doctor John Smith's office to make an appointment for her very ill son. The doctor has a very tight schedule, you need to call her back to confirm/ reschedule the appointment.



Give me a call!

Role Play Scenario Two

■ Name: Mrs Rose Woods

■ Address:
Richmond Estate
Bangalore, Karnataka

■ Situation: You are now calling Mrs Rose Woods to reschedule the appointment for the next day. You could recommend medication/another doctor if the situation is bad.



Give me a call!



11 Most Frequent Caller Complaints



1. **"The telephone rings for a long time before it is answered."**

Try to answer calls within 3 rings.

2. **"They place me on hold for sometimes, it seems, hours."**

If you find yourself placing many calls on hold, write down the name of the caller and a brief description of what they are calling about.

3. "The line is busy for hours it seems."

Try to keep calls short.

4. "They are very rude and get offensive when asked their full name or sometimes just won't give it."

Try to stay pleasant.

5. "They let me talk on and on only to realize that they're not the person I should be talking to."

Politely interrupt the caller if you are unable to help them

- 
6. **"If I call the wrong department for help, they don't give me suggestions to where I should be calling, they just say, 'I don't know, not our department.'"**

It could happen that your number is similar to another department. Rather than hanging up on a caller or saying you don't know, try to be helpful (within reason).

7. **"They don't clearly listen to my needs before they transfer me to the wrong person."**

Listen to the caller carefully!

8. **"Sometimes they disconnect me while transferring my call."**

Be careful when transferring a call.

9. "They told me to call back, but never gave me a name or number or division to ask for."

If you tell a caller to call back later, tell them which number to call.

10. "The person says, 'Wait', and then talks to other co-workers without putting me on hold so that I can't hear their small talk."

Use the hold button!

11. "They answer with an aggravated voice, as if I disturbed them by calling."

Remember that it may be your 99th call for the day; but its still the caller's first call!

Greet The Client/ Customer

Identify yourself and your company

State the Purpose of the call

Note down all
relevant
information.

Pause

Warp-up/ summarize/close
the call by thanking the client/customer





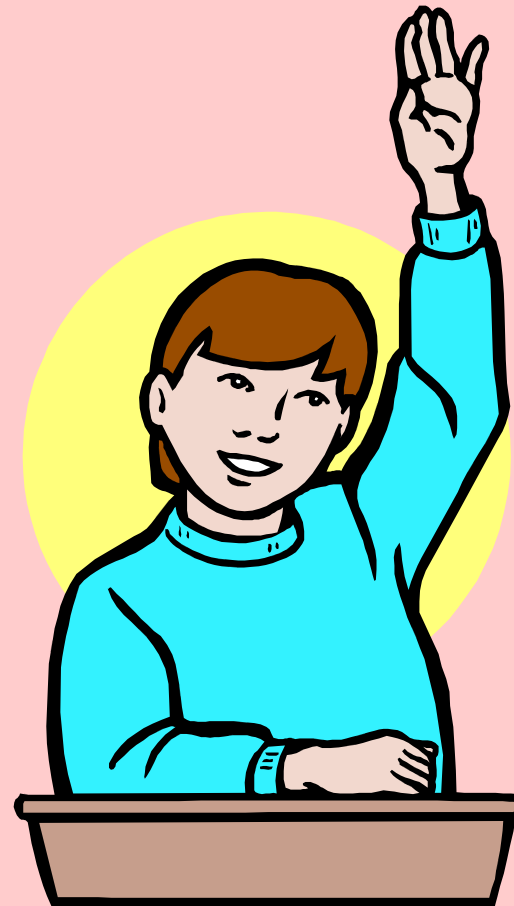
Conversation Techniques

Acceptable Responses

What You Mean:	Tell the Caller:
"He/She is out."	"He/She is not in the office at the moment. Would you like to leave a message on his/her voicemail?"
"I don't know where he/she is."	"He/She has stepped out of the office. Would you like to leave a message on his/her voicemail?"
"He/She is in the men's/ladies room."	"He/She has stepped out of the office. Would you like to leave a message on his/her voicemail?"
"He/She hasn't come in yet."	"I expect him/her shortly. Would you like to leave a message on his/her voicemail?"
"She/He took the day off."	"She/He is out of the office for the day. Can someone else help you or would you like her/his voicemail?"
"He/She doesn't want to be disturbed."	"He/She is unavailable at the moment. Would you like to leave a message on his/her voicemail?"
"She is busy"	"She is unavailable at the moment. Would you like to leave a message on his/her voicemail?"

Be an ACTIVE listener – Verbal nods

- That's right
- Excellent
- That's perfect
- All right
- Sounds good.
- Okay



Avoid Verbal Barriers to Communication

NOT THIS

Are you indifferent?

"Hold on..."

"You'll have to check with Mr. X."

Are you arbitrary?

"You have to...."

"You need to..."

Are you tactless?

"Who's calling?"

"What is your name?"

Are you casting reflections?

"I don't know where he is."

"He hasn't come in yet."

"He's still out to lunch."

"

BUT THIS

"Do you mind waiting while I check that for you?"

"Mr. X is handling that matter. May I have him get in touch with you?"

"Will you please ask Mr. Jones to call Mr. B?"

"May I tell her who's calling, please?"

"May I ask your name?"

"Mr. X isn't in the office just now."

"May I have him call you later?"



Activity 19

- What's in the bag ???!



Activity 20

- How Important is body language?



kaviraj_a@yahoo.com

Body Language

- Eye contact
- Facial expression
- Postures and gestures
- Personal biases and prejudices
- Personal space
- Orientation



Activity 21: The Handshake !!

- The Limp Fish
- The Wrestler
- The Cup
- The Finger toucher
- The Cling-on
- The Oh-too-personal
- The proper handshake



Activity 22: The proper handshake

- Start with eye contact and a smile.
- Go for the thumb.
- Firm, not strong.
- Up and down, not back and forth.
- Adjust duration.
- Consider your left hand.
- Close with eye contact and a smile.



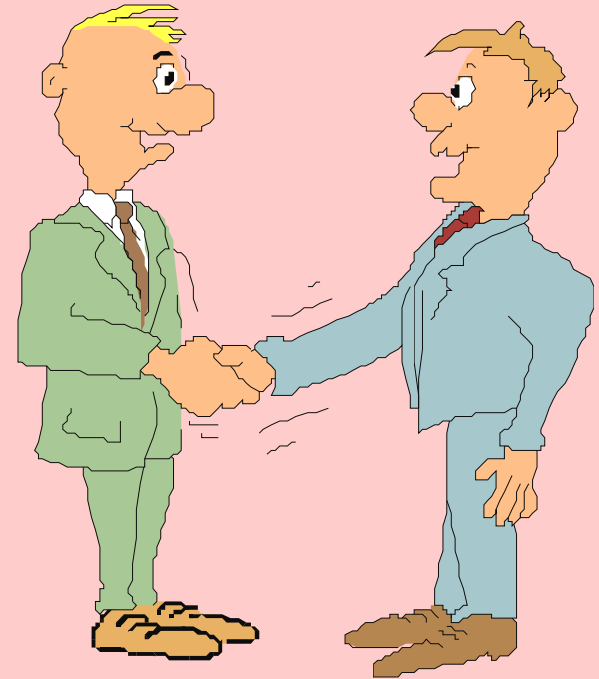
Activity 23

- I See What You are Saying



A few Tips on Great Body Language !!

- Use eye contact.
- Avoid too much movement.
- Smile– Use expressions and hand movements.
- Hold your hands open and wide apart to show sincerity and honesty.
- Ensure your body language communicates "I am glad to be here"



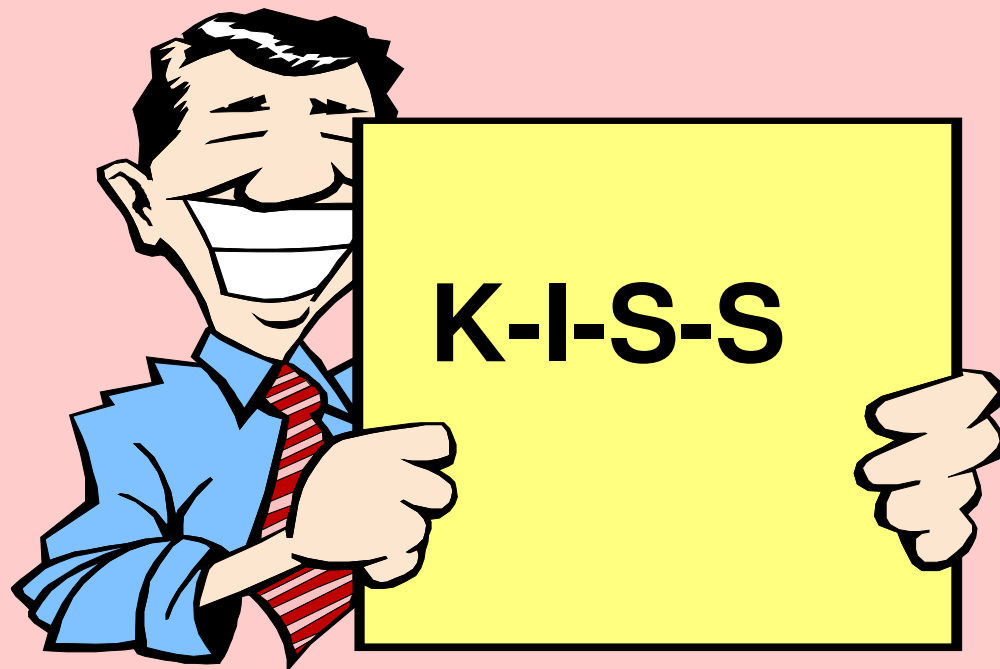
Remember !!!

- Only 7% of the impact you make comes from the words you speak.



kaviraj_a@yahoo.com

Message



kaviraj_a@yahoo.com

Message

- What information do you wish to convey?
- What do you want the other person to do as a result?
- KISS – Keep It Short and Sweet.



aviraj_a@yahoo.com

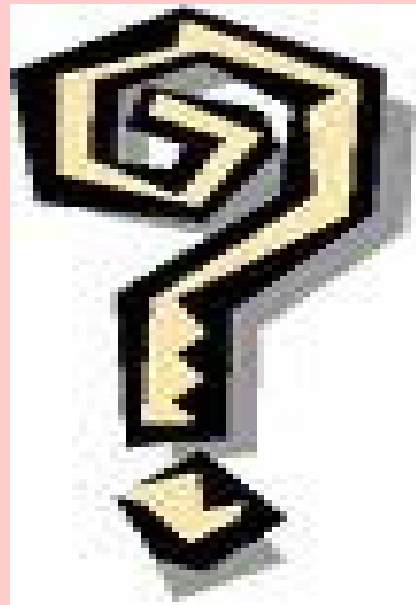
Barriers of communication

- Perceptions; bias or prejudice;
- Language differences or accents; MTI / Vernacular
- Noise;
- Worry, fear, or anger; and
- Lack of attention span.



Activity 24

- What's In It For Me?



So What is the basis of all communication???



Listening skills !!!!

Hearing V/s Listening

- ▶ Hearing- physical process; natural; passive
- ▶ Listening- physical & mental process; active; learned process; a skill



You must CHOOSE to participate in the process of listening.

Most people tend to be "hard of listening" rather than "hard of hearing."



Listening / Identifying Needs

- Encouragement to the customer
- Possession of all the information
- Improved relationships
- Resolution to differing points of view
- Better understanding of the customer



Barriers to Listening

- ▶ Uninteresting Topics
- ▶ Speaker's Delivery
- ▶ External Distractions
- ▶ Mentally Preparing Response
- ▶ Personal Concerns
- ▶ Personal Bias
- ▶ Language/Culture Differences
- ▶ Faking Attention



Bad Listening Habits



- Criticizing the subject or the speaker
- Getting over-stimulated
- Listening only for what you want to hear
- Not taking notes OR outlining everything
- Tolerating or creating distraction
- Letting emotional words block message
- Wasting time difference between speed of speech and speed of thought

Good listening gains

- Information
- Understanding
- Listening in return
- Co-operation



Types of listening

- Simple
- Selective
- Active



What is Active Listening???



Active Listening – 4 Steps

1. Listen
2. Reflect-Paraphrase
3. Verbal and Non-Verbal Encouragers
4. Feedback



Activity 25

- Shhh say that again??



How does effective communication assist with Client interaction?



kaviraj_a@yahoo.com

Double Think



- What do you want? (think)
- What does the Customer want? (double think)
- What does the Customer think you want? (triple think)
- Where's the middle ground?

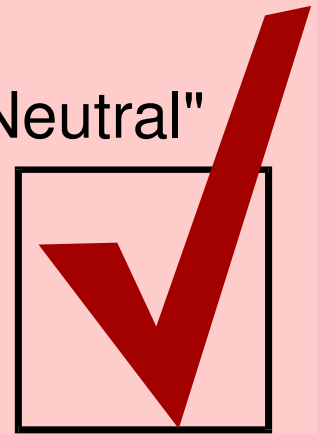
Client management

- Know Your Client
- Communicate with the client
- Think Like the Client
- Escalations



5 Steps to Handle Client Interactions With Ease

1. Approach Each Client Situation in a "Charge Neutral" Manner
2. Honor Your Client's Perspective
3. Be Curious About Your Clients and Their Issues
4. Ask Powerful, Clarifying Questions
5. Create a Clear Agreement About the Resolution and Next Steps



Remember.....

"If we don't take care of our customers,
someone else will."

Author Unknown



Business Networking !!

What is business Networking???



Activity 26 - Ask yourself....

- In a room full of unfamiliar faces you find the one person who looks familiar and stick with that person for the duration of the event.
- At a business-related social event you make the food table or bar your permanent home.
- After being at an event for an hour you still find yourself wandering the room saying hello to many different people without ever engaging in a full conversation.
- Don't you just hate those feelings you have when you are in someone's company but you've got nothing to say?





- Do you HATE the silence?



- Are you worried about what the other person thinks of you for saying nothing?

- When they are talking are you too busy thinking of what to say rather than actually listening to what is being said?

- Do you go away wishing "You'd have said this or that"?

What is the Basis of Great Business Networking??

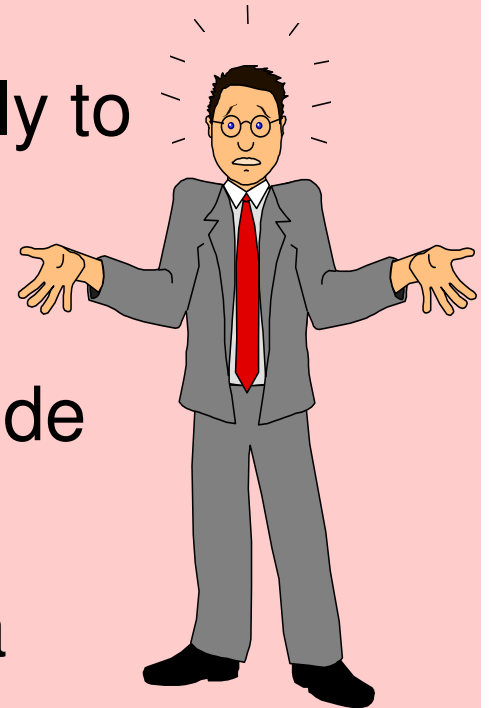
Conversational Skills



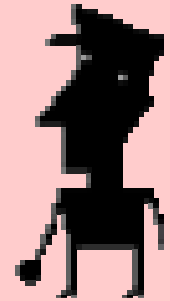
kaviraj_a@yahoo.com

Why work on Conversational Skills??

- Express your ideas completely and clearly to build rapport
- Avoid leaving others in “mind-reader” mode
- Use effective business conversation as a coaching and performance tool
- Come out a winner in any business conversation



Common Conversational Errors !!

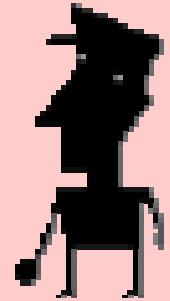


- **Self- absorption**

- **Mature alternative:** Ask about others.
"What kind of work do you do?" Or "Where are you from originally?"



More Common Conversational Errors !!

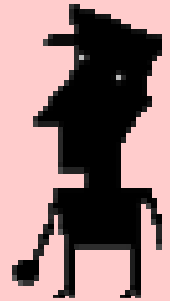


- **Poor listening**
- **Mature alternative:** Give others their due by listening carefully rather than rehearsing your own thoughts



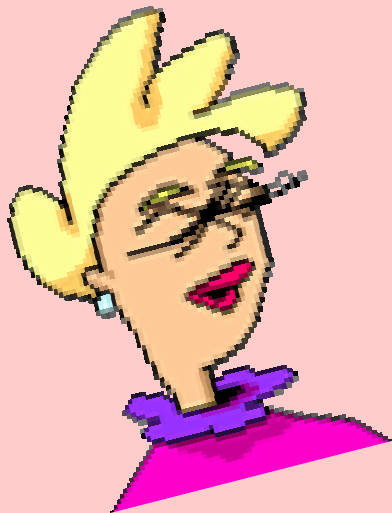
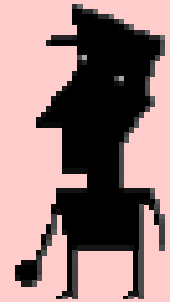
Even More Common Conversational Errors !!

- **Breaking the flow**
- **Mature alternative:** there is no need to contradict others. You could, however, say something like this: "*I have a different point of view about that issue.*" That way you are not directly contradicting the other person, but merely stating an alternative view.



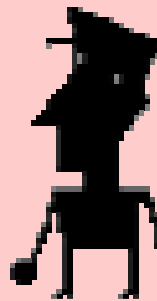
Many More Common Conversational Errors !!

- "Me, too!" plays
- **Mature alternative:** Ask Bill, *"What kind of experience did you have in Mexico?"*



The grand finale of errors !!

- Stuck in one topic
- **Mature alternative:** Mature alternative: Be prepared to introduce a new topic, or take a detour from the dead one. Without anyone having that skill, the conversation will remain stuck.



kaviraj_a@yahoo.com



Three steps to improve your skills



■ Stage One: Meeting New People and Initiating New Conversations

1. Always say hello and greet people warmly
2. Use an ice breaker
3. Learn, remember, and use a person's name.
4. Prepare, prepare, prepare.

Activity 27

Conversational skills



■ Stage Two: Keeping the Conversation Going



1. Show an interest in others.
2. Be a good listener.
3. Dig Deeper.
4. Don't dominate the conversation and don't let others dominate it either
5. Respect others and their opinions.
6. Weave newcomers into the conversation

Business Cards

- Never say "just ran out" or "forgot them".
- Should be easy to access
- Handing over the card
- Notate each card collected.

kaviraj_a@yahoo.com



Activity 28:

■ Dig Deeper.



Remember !!

- When someone asks, “How’s business?” and “What’s going on?” Answer with more than “Pretty good” , “Same old thing”, “Not much” or “Nothing”.
- **Don’t act like you’re an FBI agent.**



■ Stage Three: Exiting the Conversation

1. Be prepared with exit strategies.
2. Wave the white flag
3. Make a lasting impression.



Quick Tips !!

- Smile first and always shake hands when you meet anyone.
- Take your time during introductions!
- Maintain eye contact in any conversation
- Listen carefully



You WANT to avoid these looks !!



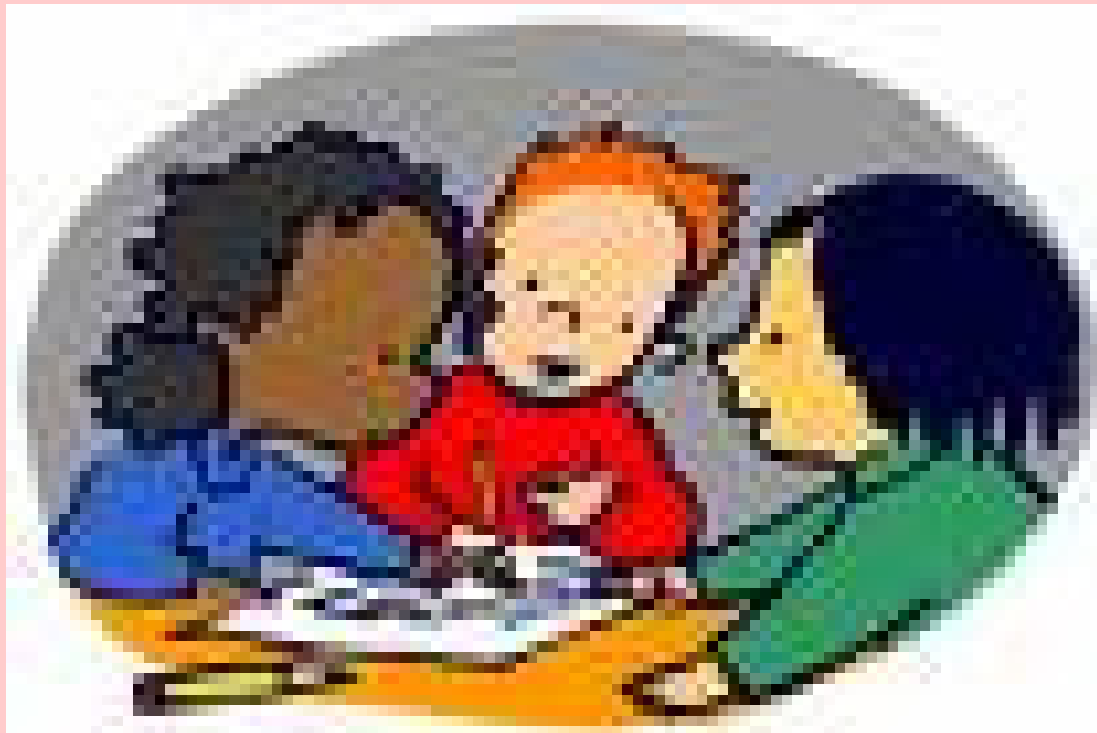
How can you improve??

- **Pay close attention to the responses of others** when you're talking.
- You can **ask a few people in private about how you're doing** when you converse.
- Record yourself

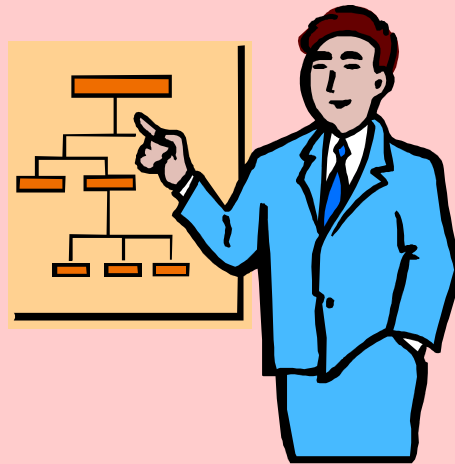


Activity 29

■ ***3 COMMON 1 UNIQUE***



Recap !!!



Activity 30

Game Show



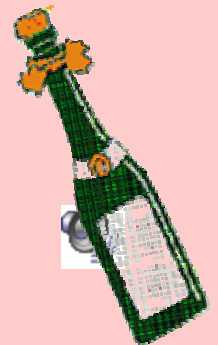
Activity 31

- Each person has to give a 5 minute presentation on the item that they received on Day one of training.



Activity

1. Stand
2. Raise your right hand
3. Bend it at the elbow
4. Touch the back of your left shoulder several times



Question Time !!!!

