

Non verbal communication

- ❖ process of sending and receiving information, both intentionally and unintentionally without using written or spoken words
- ❖ strengthen the verbal message, weaken a verbal message
- ❖ replace words entirely
- ❖ convey more than the spoken words
- ❖ paying attention to nonverbal signals will enhance ability to communicate successfully
- ❖ don't necessarily translate across cultures

Categories of non verbal communication

- Facial expression:
- Gestures and postures
- Vocal characteristics
- personal appearance
- Touch
- Time and space

- Facial expression
 - ❖ primary vehicle for expressing emotion
 - ❖ reveals intensity
 - ❖ eyes indicates attention and interest
 - ❖ influencing others
 - ❖ establishing others

- gesture and posture
- ❖ the way we move our body express meaning
- ❖ reveal whether you feel confident ,nervous, friendly, assertive, passive, powerful and powerless

- Vocal characteristics
 - ❖ speaker can control pitch,pace,stress to convey specific meaning
 - ❖ can express happiness ,fear, surprise and other emotion

- Personal appearance
 - ❖ people respond on the basis of their physical appearance
 - ❖ adopt the style of the people you want to impress

- Touch
 - ❖ convey warmth, comfort, and reassurance and control
 - ❖ often governed by culture
- Time and space
 - assert authority,intimacy,regard,disregard,repect

Listening

- ❖ listening is hearing switching off all the biases of the mind
- ❖ we just make conscious effort to hear and understand speaker or other party
- ❖ Effective listening strengthens organization relationship , enhances product delivery , alerts an organization to opportunities for innovation , allows an organization to manage diversity

- ❖ poor listening skills can cost companies millions of dollars a year
- ❖ loose opportunities , commit legal mistakes
- ❖ vital to build trust not only between organizations and between individual also.

Types of listening

effective listeners recognize different types of listening and choose the best approach for each situation

❖ **Content listening**

- we just try to understand the speaker message
- we do not evaluate the information
- does not matter whether you agree or disagree
- overlook the speaker's style, the way of presentation

❖ Critical listening

- we try to understand and evaluate the meaning of the message on several levels
- we look logic of the argument ,strength of the evidence, the validity of the conclusion, the implication of the message

❖ Empathic Listening

- try to understand the feelings, needs, and wants of the speaker
- help vent the emotion
- don't judge the speaker
- let the speaker know that you appreciate his feelings

Understanding the listening process

- ❖ listening is a complex process than we think
- ❖ many people aren't very good at it.
- ❖ people typically listen at no better than a 25 percent efficiently rate
- ❖ forget almost 50 percent within 48 hrs
- ❖ listening follows the same sequence as the general communication process

- ❖ **Receiving**
- ❖ **Decoding**
- ❖ **remembering**
- ❖ **Evaluating**
- ❖ **responding**

Overcoming Barriers to Effective listening

- ❖ **Control whatever barriers to physical reception you can**

- ❖ Avoid selective listening by focusing on the speaker
- ❖ keep an open mind by avoiding any prejudgement and by not listening defensively
- ❖ don't count on our memory; write down or record important information
- ❖ improve your short term memory by repeating information or breaking it into shorter lists
- ❖ improve your long memory by using association

Communicating Effectively in Teams

- ❖ A team is a unit of two or more people who share a mission and the responsibility for working to achieve a common goal
- ❖ problem solving teams and task forces assemble to resolve specific issues and then disband when their goals have been accomplished
- ❖ such teams are cross-functional
- ❖ Committees are formal teams that usually have a long life span and can become a permanent a part of the organizational structure

Advantages and Disadvantages of team

- ❖ successful teams can help improve productivity, employee involvement and even job security
- ❖ teams are the core of participative management
- ❖ teams can play vital role in helping an organization reach its goal.
- ❖ A successful team can provide a number of advantages:
 - Increased information and Knowledge
 - Increased diversity of views

- Increased acceptance of solution
- Higher performance levels

Although teamwork has many advantages, it also has a number of potential disadvantages:

- Group Think
- Hidden Agendas
- Cost

Characteristics of Effective teams

- *Effective teams have clear sense of purpose, open and honest communication, consensus-based decision making, creativity and effective conflict resolution.*

- ❖ clear objective and share sense of purpose
- ❖ communicate openly and openly and honestly
- ❖ reach decision by consensus
- ❖ think creatively
- ❖ know how to resolve conflict
- ❖ small size

- Group Think: like other social structure, a business team can generate massive pressures to conform accepted norms of behavior. It occurs when peer pressures cause an individual member to withhold contrary or unpopular opinions. The result can be a decision that is worse than the decision made individually.
- Hidden Agendas: some team members may have a hidden agenda-private , counterproductive motive,such as a desire to take control of the group,to undermine someone else on the team, or to pursue a business goal that counter the team's mission.

Intercultural communication

- ❖ Intercultural communication is the process of sending and receiving message between people whose cultural backgrounds could lead them to interpret verbal and non verbal signs differently.
- ❖ Every attempt to send and receive message is influenced by culture, so to communicate successfully, you need basic understanding of the cultural differences you may encounter and you should handle them.

Opportunities and challenges of intercultural communication