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Top Ten 2020 Skills Project

SKILL 5 – COORDINATING WITH OTHERS

EFFECTIVE INTERPERSONAL COMMUNICATION AS A NECESSARY ELEMENT IN MANAGING HUMAN TEAMS



5. Co-ordinating with Others

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- **Aim** – Increasing awareness of the importance of the interpersonal communication
- **Objectives:**
 - The essence and meaning of interpersonal communication in building good relationships with others
 - Impact of interpersonal communication on management
 - Efficient methods of the communication.
- **Content** - elaboration of the ppt with practical hints to each of the objectives.



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Communication is a heart of team relationships

„... effective communication requires more than an exchange of information. When done right, communication fosters understanding, strengthens relationships, improves teamwork and builds trust.”



To create a successful team, effective communication methods are necessary.



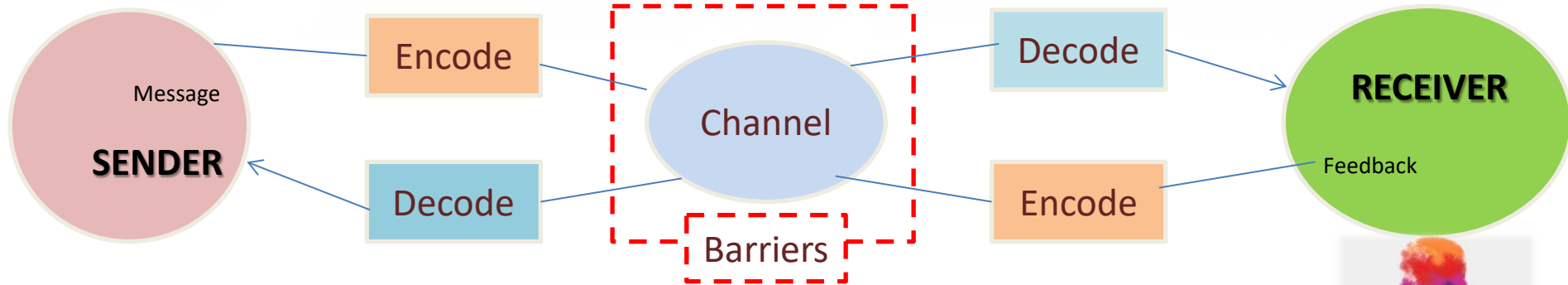
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“The interpersonal communication is a process of transmitting information and common understanding from one person to another” (Keyton, 2011)



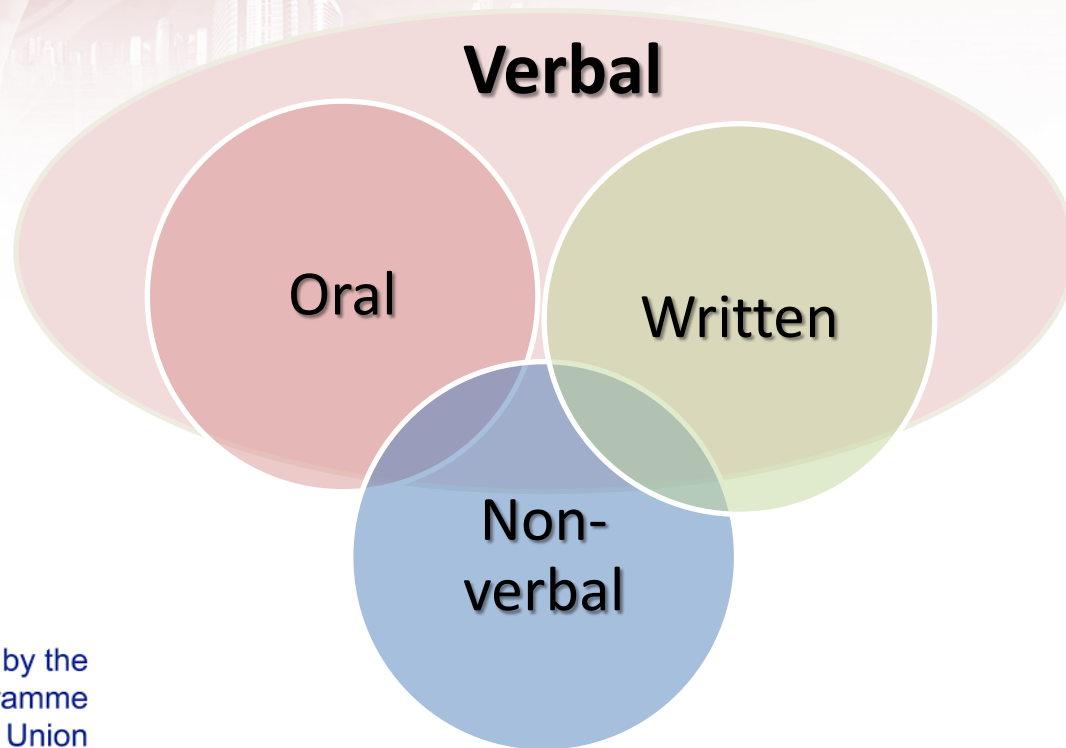
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Types of communication



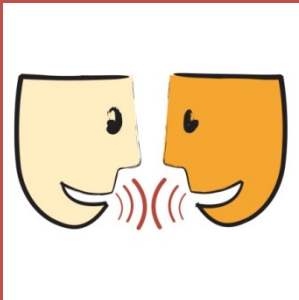
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Oral



Oral communication

- ✓ describes any type of interaction that makes use of spoken words
- ✓ implies communication through mouth
- ✓ Include individuals conversing with each other (face to face, team meeting or group discussion, telephone call)
- ✓ deals with vocalisation (volume, tone, accent, intonation, stress on a particular word, rate of speech)



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Written



Written communication

- ✓ uses words to present ideas, thoughts and feelings
- ✓ can be printed on paper, handwritten or displayed on the screen (textbooks, training manuals , letters, e-mails, sms, handouts, newspaper, noticeboard, etc.)
- ✓ can be asynchronous (occurring at different times)



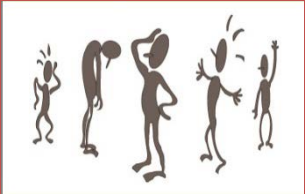
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Non- verbal



Non - verbal communication

- ✓ Giving or exchanging information without using any spoken words
- ✓ Can substitute for verbal messages and stress what you are saying
- ✓ Influences the way a message is interpreted by the receiver
- ✓ Conveys more information than verbal communication
- ✓ Usually believed over verbal communication, as it is harder to hide or fake non-verbals clues.



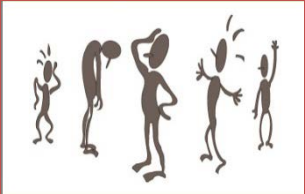
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Non- verbal



Non verbal communication forms

Paralanguage

*Loudness, tempo,
pitch, timing,*

Apperance

*face, hair,
clothes, physique,*

Spatial behaviour

*Proximity, distance,
position, orientation*

Kinesics

*Gestures, posture,
body movement*

Haptics

Bodily contact

Facial expression

*Eyebrow position, eye
and mouth shape, smile*

Occulesics

*Eye movement and
contact*



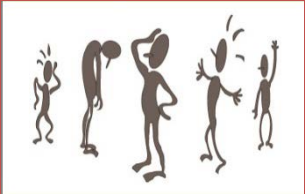
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Non- verbal



How to improve non-verbal communication skills

Keep eye contact

Nod your head to convey that you agree

Smile and show interest

Lean forward to show speaker your interest

Use tone of voice that matches your message



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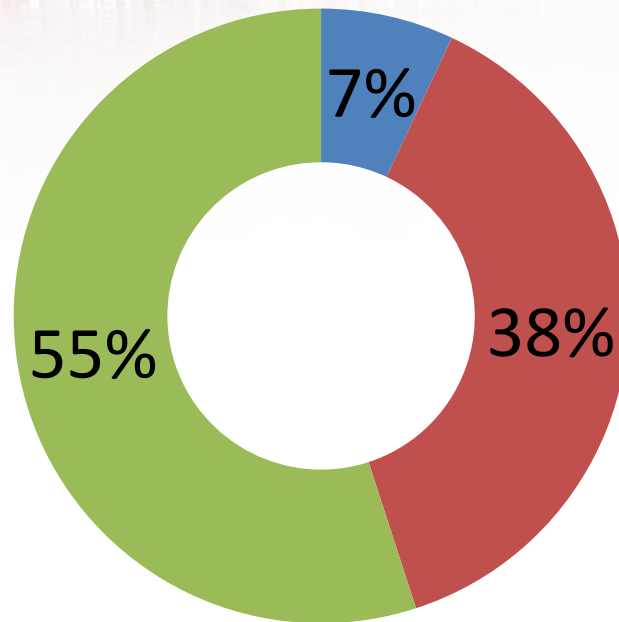


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Mehrabian rules - 7 -38 - 55

*“People speak with the
vocal organs but
communicate with the
whole body”
(Abercrombie, 1968)*



- Words
- Tone of voice
- Body language



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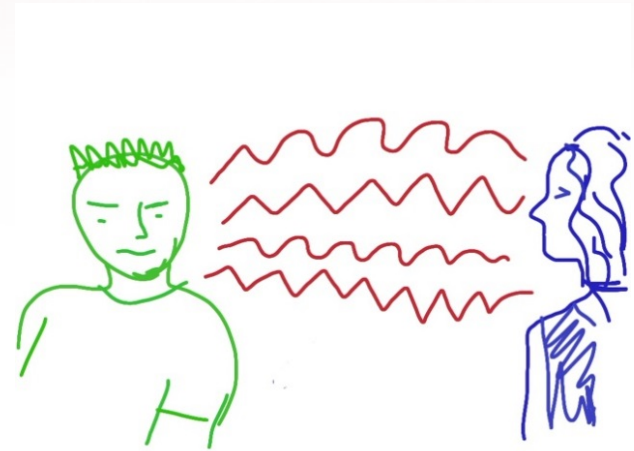


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Communication role in team success

Effective communication plays a main role in organisation success. It's been told that three or more people working together are much more effective than a single person spending all of his time doing the same thing. Nevertheless, without effective communication, the team will be useless.



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Effective communication skills

- ✓ Active listening
- ✓ Using appropriate non-verbal communication
- ✓ Using appropriate voice and tone
- ✓ Communicating at the case's level of understanding
- ✓ Giving factual information
- ✓ Giving and accepting criticism
- ✓ Recognizing communication barriers



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Barriers to effective communication

Personal

Organisational

Cross-cultural

Semantic

Gender

Perceptual

Language

Socio -
psychological

Environment

Physical



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Overcoming communication barriers

1. Avoid information overload
2. Stay open minded
3. Control over emotion
4. Avoid jargon
5. Avoiding physical distraction
6. Use words everyone can understand
7. Give constructive feedback
8. Be conscious of your non-verbal communication



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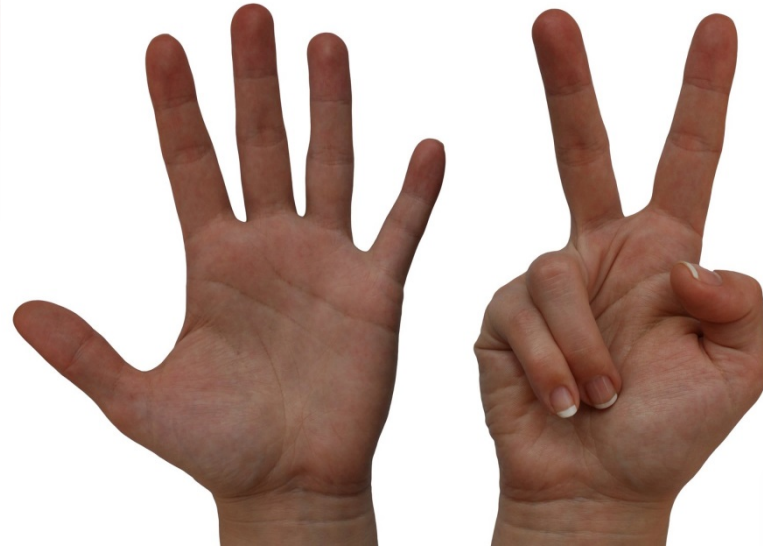


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7 C's of effective communication

- ✓ Correctness
- ✓ Clarity
- ✓ Conciseness
- ✓ Completeness
- ✓ Consideration
- ✓ Concreteness
- ✓ Courtesy



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Effective communication in 4 steps – DISC model

DISC is the personal assessment tool used to improve work productivity, teamwork and communication. The DISC model provides a common language that people can use to better understand themselves and to adapt their behaviours with others.



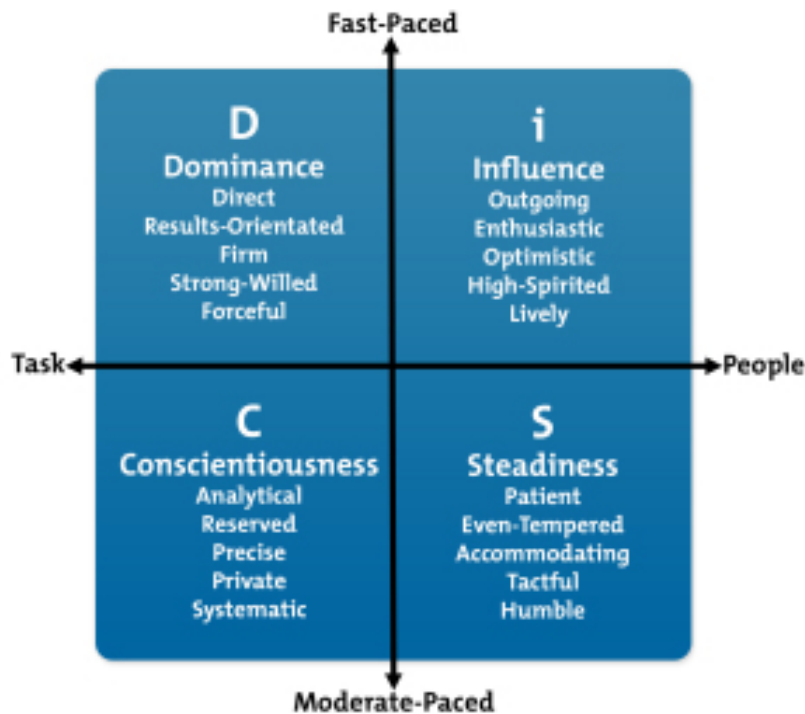
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Effective communication in 4 steps – DISC model



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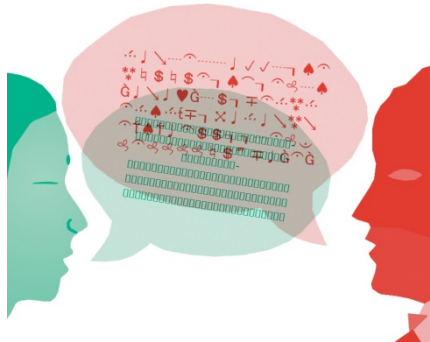
Effective communication in 4 steps

Step 1 – Understand DISC styles – how people are similar and different

Step 2 – Identifying your style – self-awareness

Step 3 – Identify the main DISC styles in others

Step 4 – Modify your own behaviours to improve interaction and communication



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Summary

“Communication is a skill that you can learn. It is like riding a bike or typing. If you are willing to work at it, you can rapidly improve the quality of every part of your life.”

Brian Tracy



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<http://www.topten2020.eu/>

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