



# COMMUNICATION SKILLS

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# COMMUNICATION SKILLS

A man is seldom better than  
his conversation

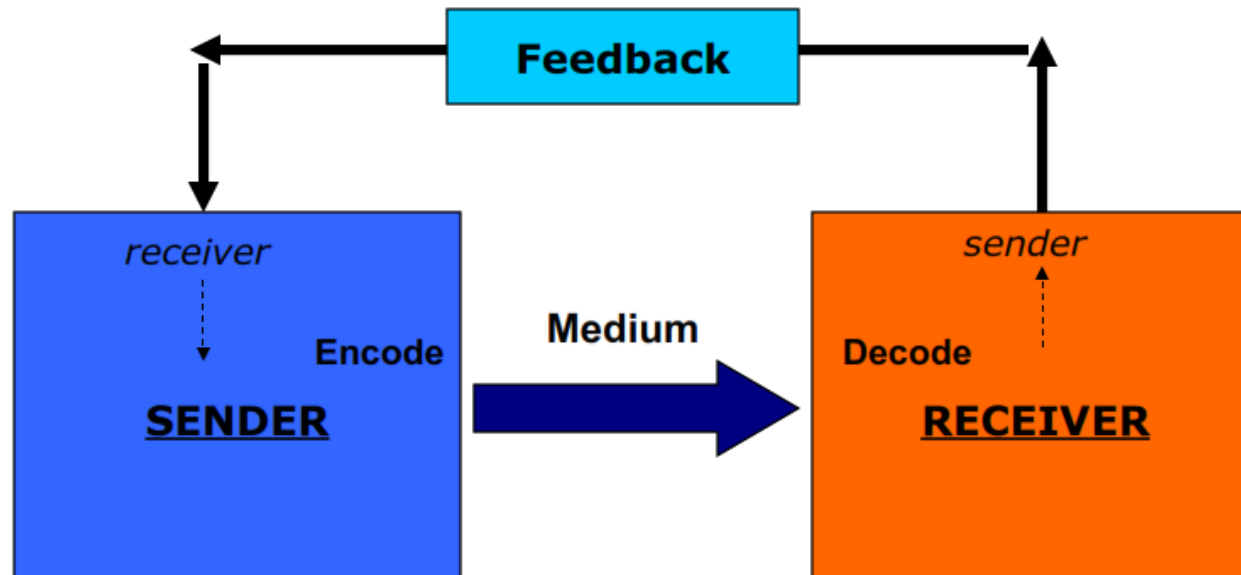
German Proverb

# COMMUNICATION SKILLS



- **Effective communication skills** are a critical element in your career and personal lives.
- We all must use a **variety** of communication techniques to both understand and be understood.

# WHAT IS .. COMMUNICATION



Communication skills is the ability to use language (receptive) and express(expressive) information.

# COMMUNICATION GOALS

To get and give  
Information

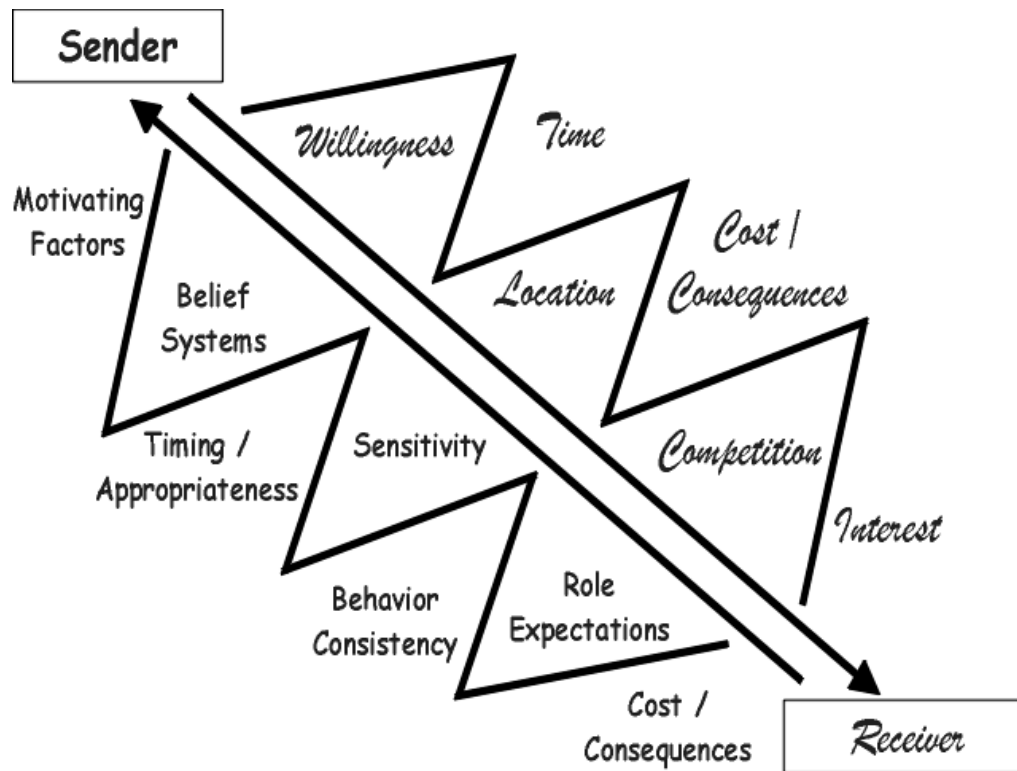
To get action

To persuade

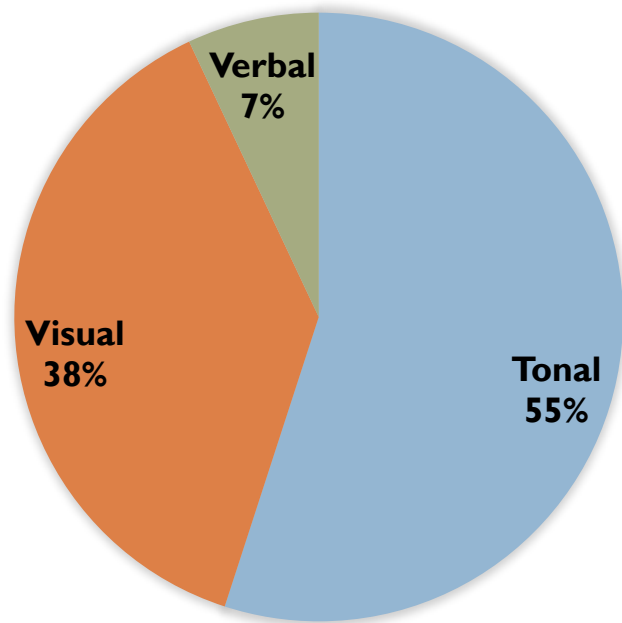
To ensure  
understanding

To change  
behavior

# DISTORTIONS IN COMMUNICATION



# CRITICAL SUCCESS FACTOR



**93% of all Communication is non verbal - SKILL**

# COMMON COMMUNICATION ERRORS

- Finishing others' sentences
- Preparing our response before someone has completed speaking
- Multitasking while 'listening'
- Filtering content or meaning based on the speaker
- Speaking for others (we...)



# WHY IS .. COMMUNICATION IMPORTANT

- Inspires confidence
- Builds respect in business and social life
- Helps make friends
- Develops a distinct personality
- Reveals your ability to others

# TYPES OF COMMUNICATION

## ON THE BASIS OF ORGANIZATION RELATIONSHIP

- Formal
- Informal

## ON THE BASIS OF FLOW

- Vertical
- Crosswise/Diagonal
- Horizontal

## ON THE BASIS OF EXPRESSION

- Oral
- Written
- Gesture

# BARRIERS TO COMMUNICATION

## **SEMANTIC BARRIERS**

- Symbols with different meaning
- Badly expressed message
- Faulty translation
- Unclear assumption
- Specialist's language

## **EMOTIONAL/ PSYCHOLOGICAL BARRIERS**

- Premature evolution
- Inattention
- Loss of transmission & poor retention
- Undue reliance on the written word
- Distrust of communication
- Failure to communicate

## **ORGANIZATIONAL BARRIERS**

- Organizational policy
- Organization rules & regulation
- Status relation
- Complexity in organization

# ESSENTIALS OF GOOD COMMUNICATION

- Knowledge
  - Spontaneity in conversation
  - Level of conversation
- Organizing your thoughts
- Participating in discussions
- Body Language
  - Show v Tell
- Being a good listener
  - Listening v hearing



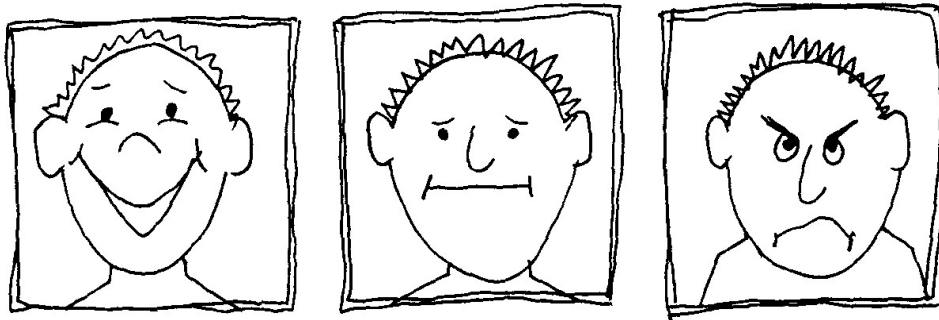
# EFFECTIVE VERBAL MESSAGES

- Are brief, succinct, and organized
- Are free of **jargon**
- Do not create **resistance** in the listener

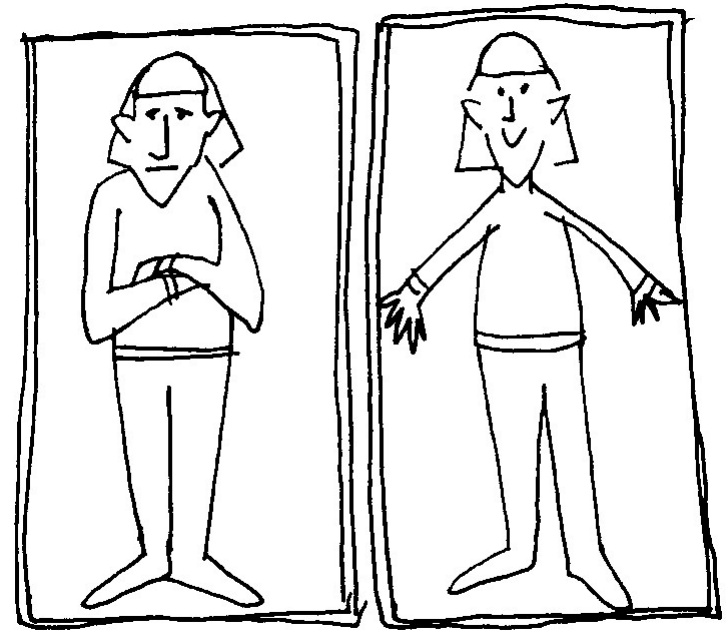


# NONVERBAL MESSAGES

Nonverbal messages are the **primary** way that we communicate emotions



**Facial Expression**



**Postures and Gestures**

# PARAVERBAL MESSAGES

- Paraverbal communication refers to the messages that we transmit through the tone, pitch, and pacing of our voices.

"I didn't **SAY** you were stupid."

"I didn't say **YOU** were stupid."

"I didn't say you were **STUPID**."

# RECEIVING MESSAGES

## *Listening*

- *Requires concentration and energy*
- *Involves a psychological connection with the speaker*
- *Includes a desire and willingness to try and see things from another's perspective*
- *Requires that we suspend judgment and evaluation*



# KEY LISTENING SKILLS

## *Nonverbal*

- Giving full physical attention to the speaker;
- Being aware of the speaker's nonverbal messages;

## *Verbal*

- Paying attention to the words and feelings
- that are being expressed

# ADDING COLOR TO COMMUNICATION

- Images – Describe, relive
- Show, don't tell
- Use audience's senses
  - Sight
  - Taste
  - Sound
  - Smell
  - Touch



# PUBLIC SPEAKING

## The 5-P's

- Prior
- Preparation
- Prevents
- Poor
- Performance



# TIPS TO GOOD COMMUNICATION SKILLS

- Maintain eye contact with the audience
- Body awareness
- Gestures and expressions
- Convey one's thoughts
- Practice effective communication skills

# EFFECTIVE COMMUNICATION ..

- It is **two way**.
- It involves **active listening**.
- It reflects the **accountability** of speaker and listener.
- It utilizes **feedback**.
- It is **free of stress**.
- It is **clear**.



# THANK YOU

NEXT LECTURE: PRESENTATION SKILLS