**LO2. Be able to demonstrate acquired interpersonal and transferable skills**

2.1 Communicate in a variety of styles and appropriate manner at various levels

Communication theory states that communication involves a sender and a receiver conveying information through a communication channel.

**Communication Channels** is the term given to the way in which we communicate. There are multiple communication channels available to us today, for example face-to-face conversations, telephone calls, text messages,  email, the Internet (including social media such as Facebook and Twitter), radio and TV, written letters, brochures and reports to name just a few.

**Choosing an appropriate communication channel** is vital for effective communication as each communication channel has different strengths and weaknesses.

1. **Verbal communication**

* It refers to the form of communication in which messafe is transmitted verbally
* Communication is done by word of mouth and a piece of writing
* In verbal communication remember the acrnym “keep it short and simple”

Verbal communication is divided into:

1. **Oral communication:**  Oral communication implies communication through mouth. It includes individuals conversing with each other, be it direct conversation or telephonic conversation. Speeches, presentations, discussions are all forms of oral communication. Oral communication is generally recommended when the communication matter is of temporary kind or where a direct interaction is required. Face to face communication (meetings, lectures, conferences, interviews, etc.) is significant so as to build a rapport and trust.

The principles of oral communication are:

1. Clear pronunciation: Clear pronunciation of message sender in the main factor or oral communication. If it is not clear, the goal of the message may not be achieved.
2. Preparation: Before communicating orally the speaker should take preparation both physically are mentally.
3. Unity and integration: The unity an integration of the speech of the message sender is a must for successful oral communication.
4. Precision: Precision is needed to make oral communication effective. The meaning of the words must be specific.
5. Natural voice: The speaker’s must not be fluctuated at the time of oral communication. On the other hand artificial voice must be avoided.
6. Planning: Organized plan is a must for effective oral communication. The speaker should take proper plan for delivering speech.
7. Simplicity: The speaker should use simple an understandable words in oral communication. It should be easy and simple.
8. Vocabulary: Words bear different meanings to different people in different situations. In oral communication, a speaker should use the most familiar words to the receiver of the message to avoid any confusion in the meaning of the words
9. **Writting communication**: The **Written Communication** refers to the process of conveying a message through the written symbols. In other words, any message exchanged between two or more persons that make use of written words is called as written communication.

The written communication is the most common and effective mode of business communication. In any organization, the electronic mails, memos, reports, documents, letters, journals, job descriptions, employee manuals, etc. are some of the commonly used forms of written communication.

The principles of writing communication are:

* 1. Have the right mind-set: Before you begin any writing project, gather the necessary resources and have them nearby. The more prepared you are, the more relaxed you’ll be as you start. If you’re feeling angry, confused or unhappy, step away from the keyboard. Chances are, you’ll write something you’ll regret later.
  2. Sort it out: Make sure you have a game plan in place. What is the main message you want to get across? What do people need to know to support your goal? It’s helpful to write down all your key points in advance, so you don’t forget any. Also create a brief outline of what you’d like to cover in a logical order. This step can be particularly useful for larger documents that need to address many issues.
  3. Don’t keep readers in suspense: Professionals with strong written communication skills know that it’s critical to get to the point with any message, or readers may just stop reading. Between emails, texts, the Internet, memos and reports, people are on information overload today, and they won’t wade through long-winded materials.
  4. Stay professional: As you try to improve your written communication skills, take everything you write seriously, steering clear of any controversial or sensitive subjects. This can be easier said than done
  5. Check it again: Maybe you feel like your written communication skills are on track as you make a compelling case for updating your office’s phone system. However, as you put together your masterpiece, you’re moving along so quickly that the document is filled with typos and spelling mistakes. No worries, you tell yourself, you’ll just run a spellcheck, and all will be fine.

1. **Non-verbal communication:** Nonverbal communication is a process of generating meaning using behavior other than words, it is usually understood as the process of communication through sending and receiving wordless messages. Non-verbal communication is a powerful arsenal in the face-to-face communication encounters, expressed consciously in the presence of others and perceived either consciously or unconsciously. Much of non-verbal communication is unintentional people are not even aware that they are sending messages. Non-verbal communication takes place though gestures, facial expressions, eye contact. Some important definitions of non-verbal communication are as follows:

## **Facial Expressions:** Facial expressions usually communicate emotions. The expressions tell the attitudes of the communicator. Researchers have discovered that certain facial areas reveal our emotional state better than others. For example, the eyes tend to reveal happiness or sadness, and even surprise. The lower face also can reveal happiness or surprise; the smile, for example, can communicate friendliness and cooperation. The lower face, brows, and forehead can also reveal anger. Mehrabian believes verbal cues provide 7 percent of the meaning of the message; vocal cues, 38 percent; and facial expressions, 55 percent. This means that, as the receiver of a message, you can rely heavily on the facial expressions of the sender because his expressions are a better indicator of the meaning behind the message than his words.

## **Eye contact:** Eye contact is a direct and powerful form of non-verbal communication. The superior in the organization generally maintains eye contact longer than the subordinate. The direct stare of the sender of the message conveys candor and openness. It elicits a feeling of trust. Downward glances are generally associated with modesty. Eyes rolled upward are associated with fatigue.

* **Gestures:** One of the most frequently observed, but least understood, cues is a hand movement. Most people use hand movements regularly when talking. While some gestures (e.g., a clenched fist) have universal meanings, most of the others are individually learned and idiosyncratic. Gesture include movement of the hands, face, or other parts of the body.

**Communication at various levels:**

1. **Junior:**

* **Proactively raise questions:** As a junior, you have to try to be agile, resourceful, observant, always listen and ask questions. However, you have to choose the right time to ask your questions, because in some cases, your question maybe accidentally disrupt the others, making them feel uncomfortable. So, only raise your questions when truly necessary and be sure not to affect the person you want to ask.
* **Friendly relationship:** Be friendly with everyone in the company, proactive acquainted and always affable and enthusiastic in everything even if no one knows about you, pay attention and respond to that affable.
* **Keep smiling:** Success, support, encouragement has always been marked by a friendly smile. The secret of communication is always maintained amiable attitude with permanent smile on the lips not only brings a touch of friendly people around, but also makes itself has been the delight, serenity.
* **Participate all activities: Y**ou should take every opportunity to communicate with colleagues, showing the spirit of energetic, enthusiastic, energetic communication skills in extracurricular activities. Keep a deep connection with colleagues, congratulating them when they are happy and mourning with them when they face the loss of life.

1. **Management:**

* **Body Language and overall personality of an individual play an essential role in effective communication**. It is essential for managers to express their thoughts in a positive way. Remember shouting at team members and quarrelling with them lead to no solution; instead make the situation all the more worse. There are several other ways of expressing your displeasure. Make sure you do not lose your temper while communicating. Take care of your pitch and tone. Speak in a convincing way for people to understand what you intend to communicate.
* **People generally like to communicate with someone who is nicely dressed and presentable**. No employee would ever like to communicate with a shabbily dressed manager. Be an idol for your team members. It is really important for managers to dress well for co workers to look up to them. Clothes must be clean and ironed properly and you really need to create that much needed first impression.
* **Take care of your facial expressions and gestures**. A smile on your face will attract employees and they would readily come to you to discuss their problems.
* **Be Honest**. Pass on information to your team members in its correct form. Playing with information and data tampering lead to ineffective communication. Communicate directly with your team members rather than appointing middle men.
* **Speak Relevant**. The choice of words is really very important in verbal communication. Do not use slangs and abusive words in your speech. Loose talks must be avoided at the workplace.
* **Be Focussed**. Know what you intend to communicate. Managers must prepare their speech well in advance before addressing their team members. Do not communicate just for the sake of communicating. Deviating from the topic only confuses recipients. Managers must ensure their team members are able to understand them well.
* **Be Confident**. You must believe in yourself for others to believe you. Learn to stick to your words. It is really important for effective managerial communication. Never be low on self belief.

1. **Executive:**

* **The ability to proactively share difficult messages and feedback**: Make and keep commitments without needing to have people check up on you
* **The ability to proactively resolve small conflicts before they become major conflicts:** Be proactively honest, don’t wait until someone asks you. Proactively share problems, challenges, ideas, opportunities, etc.
* **The ability to create a safe environment so people will want to share information:** Be direct- if you have an issue with someone go directly to that person as opposed to talking around that person or using an ambassador.
* **Their ability to appreciate their employees:** Appreciate the people around you. “Teams win championships, individuals go home.” An interesting note, even in an individual sport like golf, tennis, or swimming all of those people who win required a team of people. Including coaches and supporters that enable them to be what they are and whom they have become. So never forget that what got you here and what is going to get you where you want to go, will be the people around you. So just remember to constantly appreciate.

Basically communication is not an easy task and has a lot of levels and stages to overcome, so one has to settle proper communication channel for the components and fundamentals one working with. Clear communication channel is required at all stage of organizational performance.

* 1. Demonstrate effective time management strategies

Time management refers to numerous techniques and skills that can help a person to make use of the available time in the most efficient way and to accomplish goals, tasks and projects within the predetermined period of time. Time management skills vary from, but are not limited to, prioritizing tasks, planning, scheduling, organizing and the delegation of functions. However, it also includes an analysis of the time spend for different activities as well as close monitoring that allows one to improve his time management skills.

An individual that applies time management techniques can improve his productivity, which allows this person to get more work done within shorter amounts of time. Time management allows us furthermore to take control over our professional as well as personal life, as it helps us to know what needs to be done and what goals need to be accomplished on a daily basis. Effective time management can be a true advantage for an employee as it allows him to meet deadlines of projects without having to delay the completion of it.

**The importance of effective time management strategies**

* **You can accomplish more with less effort:** When you learn to take control of your time, you improve your ability to focus. And with increased focus comes enhanced efficiency, because you don’t lose momentum. You’ll start to breeze through tasks more quickly (the workday will also seem to fly by
* **Self-discipline is valuable:** When you practice good time management, you leave no room for procrastination. The better you get at it, the more self-discipline you learn. This is a valuable skill that will begin to impact other areas of your life where a lack of discipline has kept you from achieving a goal.
* **Free time is necessary:** Everyone needs time to relax and unwind. Unfortunately, though, many of us don’t get enough of it. Between jobs, family responsibilities, errands, and upkeep on the house and the yard, most of us are hard-pressed to find even 10 minutes to sit and do nothing. Having good time management skills helps you find that time. When you’re busy, you’re getting more done. You accumulate extra time throughout your day that you can use later to relax, unwind, and prepare for a good night’s sleep.
* **Reduce stress:** Once you learn how to manage your time, you no longer subject yourself to that level of stress. Besides it being better for your health, you have a clearer picture of the demands on your time. You’re better able to estimate how long a given task will take you to complete, and you know you can meet the deadline.
* **Become more successful in your career:** Time management is the key to success. It allows you to take control of your life rather than following the flow of others. As you accomplish more each day, make more sound decisions, and feel more in control, people notice. Leaders in your business will come to you when they need to get things done. And that increased exposure helps put you in line for advancement opportunities.

**How to make an effective time management strategies**

* **Set priorities:** Managing your time effectively requires a distinction between what is important and what is urgent, the most important tasks usually aren’t the most urgent tasks. However, we tend to let the urgent dominate our lives. One of the easiest ways to prioritize is to make a “to do” list. Whether you need a daily, weekly or monthly list depends on your lifestyle. Just be careful not to allow the list-making to get out of control and do not keep multiple lists at the same time. Rank the items on your “to do” list in order of priority (both important and urgent). You may choose to group items in categories such as high, medium and low, number them in order, or use a color coding system. Keep in mind that your goal is not to mark off the most items; rather you want to mark off the highest priority items. Having a prioritized “to do” list allows you to say “no” to activities that may be interesting or provide a sense of achievement but do not fit your basic priorities.
* **Use a planning tool:** Time management experts recommend using a personal planning tool to improve your productivity. Examples of personal planning tools include electronic planners, pocket diaries, calendars, computer programs, wall charts, index cards and notebooks. Writing down your tasks, schedules, and memory joggers can free your mind to focus on your priorities. Auditory learners may prefer to dictate their thoughts instead. The key is to find one planning tool that works for you and use that tool consistently. Some reminders when using a planning tool are:
* Always record your information on the tool itself. Jotting notes elsewhere that have to be transferred later is inefficient.
* Review your planning tool daily.
* Carry your planning tool with you.
* Remember to keep a list of your priorities in your planning tool and refer to it often.
* Synchronize electronic planners with your computer and recharge the batteries in your planner on a regular basis.
* Keep a back-up system
* **Get organized:** Most people find that disorganization results in poor time management. Professional organizers recommend that you first get rid of the clutter. A frequently used method is to set up three boxes (or corners of a room) labeled “Keep” – “Give Away” – “Toss.” Separate the clutter by sorting items into these boxes. Immediately discard items in your “Toss” box. Your “Give Away” box may include items you want to sell, delegate, or discontinue so find a method to eliminate these items such as a yard sale, charitable donation, or gifts to friends or family members outside your home. With the clutter gone, the next step is to implement a system that allows you to handle information (e.g., tasks, papers, e-mail, etc.) less, only once, when possible.
* **Get help from others:** You need to select someone with the appropriate skills, experience, interest, and authority needed to accomplish the task. Be as specific as possible in defining the task and your expectations, but allow the person some freedom to personalize the task. Occasionally check to determine how well the person is progressing and to provide any assistance, being careful not to take over the responsibility. Finally, don’t forget to reward the person for a job well done or make suggestions for improvements if needed. Another way to get help is to “buy” time by obtaining goods or service that save you a time investment. For example, paying someone to mow your lawn or clean your house, using a computerized system, or joining a carpool to transport your children to their extracurricular activities can allow you free time to devote to other activities.
* **Avoid multi tasking:** Recent psychological studies have shown that multi-tasking does not actually save time. In fact, the opposite is often true. You lose time when switching from one task to another, resulting in a loss of productivity. Routine multi-tasking may lead to difficulty in concentrating and maintaining focus when needed.