



The Hasten Program: Communication Skills

The Hasten: Empowering you

In association with

CA Rishi Jha & Associates



Communication

methods of sending information, especially phones, radio, computers, etc. or roads and railways

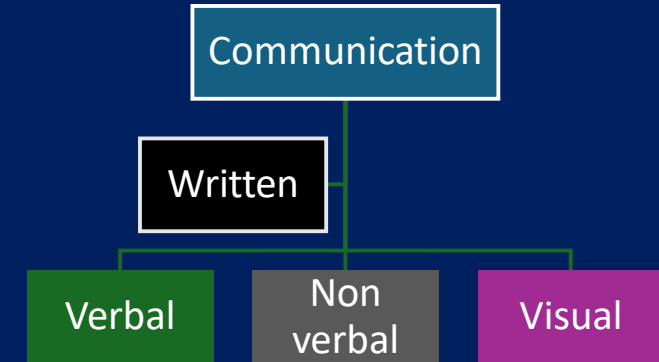
(Oxford learner's dictionary)

the act of communicating with people

a message, letter, or announcement

the various methods of sending information between

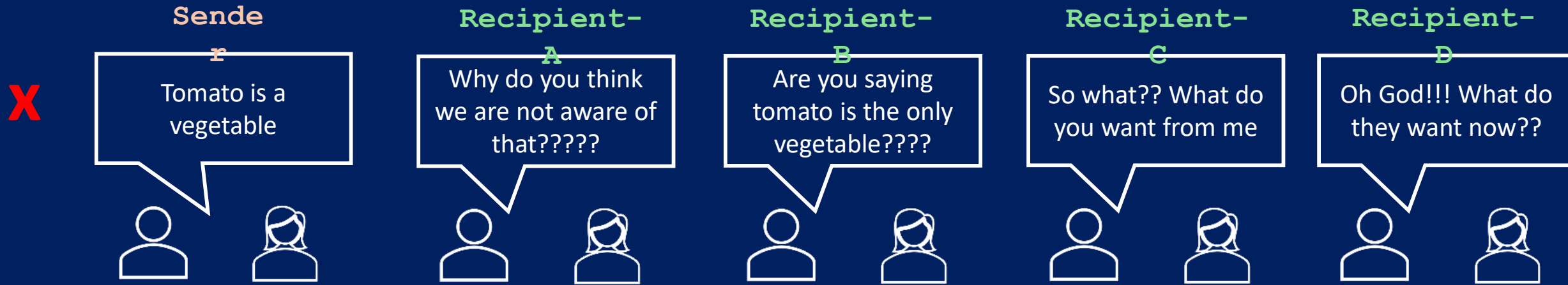
people and places, especially phones, computers, radio, etc. *(Cambridge dictionary)*



- ❖ In a way, communication means the complete / completed process for transferring a message initiated (sent) by initiator (sender) and reaching to the intended recipient with the intent with which it was initiated (sent) with or without expectation of response

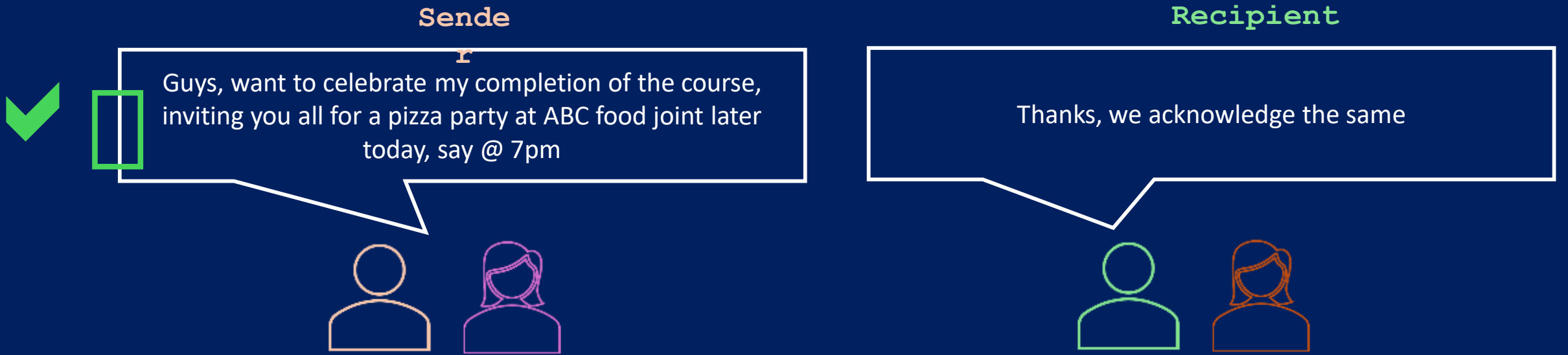
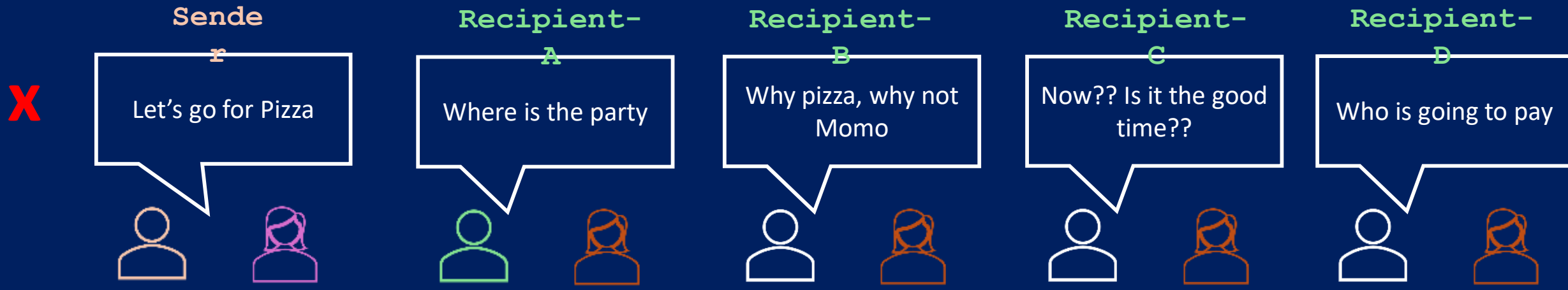


Communication





Communication





Communication Skill: How it helps

A good communication skill can help/enable/facilitates in order to

- ∅ connect with others
 - ∅ sharing of ideas, and
 - ∅ building relationships,
 - ∅ express thoughts and emotions,
 - ∅ foster understanding and empathy.
 - ∅ resolve conflicts,
 - ∅ promote teamwork,
- drives personal and professional growth.



The Program: Communication Skills

knowing about communication and working
consciously to improve the same **continuously**,
through out the life makes **life easy** for everyone 😊



Communication Skill: Always to be adhered to

Few MUSTs for a good communication skill that need to be adhered to always :

- ∅ Think, plan, strategize
- ∅ Short, simple and direct:
- ∅ Learn and practice to listen:
- ∅ Be positive, stay constructive
- ∅ Play the role of solution provider not the reason for problem
- ∅ Power of silence
- ∅ Specific for face to face (both online and offline)

Gestures and postures aligned to the message:

Eye contact with “ALL” is always welcome



Communication Skills: Think, plan, strategize

1

Look before leap is always fruitful, i.e. always think before any communication takes place

irrespective of the fact whether you are sender or recipient of message in subject

For example: do you pick up the phone call made by the person whom or whose message you wish to avoid either for ever or for that moment – now that is termed as ‘look before you leap’ and thinking became instrumental.



Communication Skills: Think, plan, strategise

2

Here on, begins the journey of effort investment, **reading** of well known and widely respected **books, articles, newspapers, journals** can be useful

Reading of content before sending out carefully, keeping in mind (not and exhaustive list)

- the personality of recipient,
- her/his expectation, experience, maturity,
- possible current state of mind

Understanding of the above will (more often than not) **enable the sender** to modify the content, change the language used

✓ **Remember!!!** *a message should reach the intended recipient along with the initiated intent, then only communication can be called as complete & correct*



Communication Skills: Reading between the lines

Reading between the lines 😊

Many a time, we come across contents, Texts, words, sentences where unwritten words, sentences, texts become the intent of message.

One has to practice, not over practice, how and when to read between the lines



Communication Skill: Short, simple and direct

1

Messages written or verbal must always be short, simple and direct

- ∅ Short: Short and crisp messages are quick and easy to read; the conciseness of messages ensures that they are read promptly **without investing too much of time** to understand the content (**time is money**), making communication more efficient. Short messages has more possibility of instant feedback, creating a dynamic conversation that keeps conversation more realistic.

Keeping message short implies that there should not too many examples, explanation etc. as that may make the message ambiguous and/or vague.



Communication Skill: Short, simple and direct

2

Messages written or verbal must always be short, simple and direct

- ∅ Simple: Simpler messages are equally quick and easy to read and understand without investing too much of time to for the purpose (time is money), making communication more efficient. Simple language used for the messages has more well directed feedback, creating a dynamic conversation that keeps conversation more realistic.

Keeping message simple mean the languages, words, idioms, phrases used in the content should be of such nature, degree and type that is easy for the recipient to easily understand (without referring to dictionaries, encyclopedias, friends or internet 😊)



Communication Skill: Short, simple and direct

3

Messages written or verbal must always be short, simple and direct

- ∅ Direct: Simpler, shorter content ensure that the message is **direct to the point**. (**no beating around** the bush direct to the **main business**). Such messages are seen as assertive, the sender is found to be more **in control** of the conversation and having **positive impact** more often than not.



Communication Skill: Active listening *specific to* *verbal communication*

Active listening includes paying attention, reflecting, and empathizing with others.

Benefits to be reaped out of active listening :

- ∅ Broadening knowledge and perspectives
- ∅ Anticipating problems and finding solutions
- ∅ Resolving conflicts and misunderstandings
- ∅ Promoting collaboration and empathy
- ∅ Building trust and loyalty with others



Communication Skills: Power of Silence

Silence can be used very effectively, it is intentional absence of spoken words, but can make the prior or subsequent portion of message even more intense; it can be paced accordingly to

- ∅ Put extra stress on the given point, attract more attention
- ∅ Express agreement or disagreement
- ∅ Provide time space to the audience for reflection
- ∅ Encourage/push/enforce more understanding/thinking about the topic or element of topic

Silence can convey the message and touch upon the emotions at the same time. It can also be used as a tactic to cut off communication, without warning or explanation, to avoid conflict or to freeze out someone who is seen as an opponent, an annoyance, or as a threat to the status quo.



A lot can be said and also understood by being conscious, attentive, observant about the following:

- ∅ Gestures
- ∅ Postures
- ∅ Eye contact
- ∅ Walking
- ∅ Seated
- ∅ Standing



Get Ready to take the world head on!
Preparation is the assurance that luck
is on your side!!

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