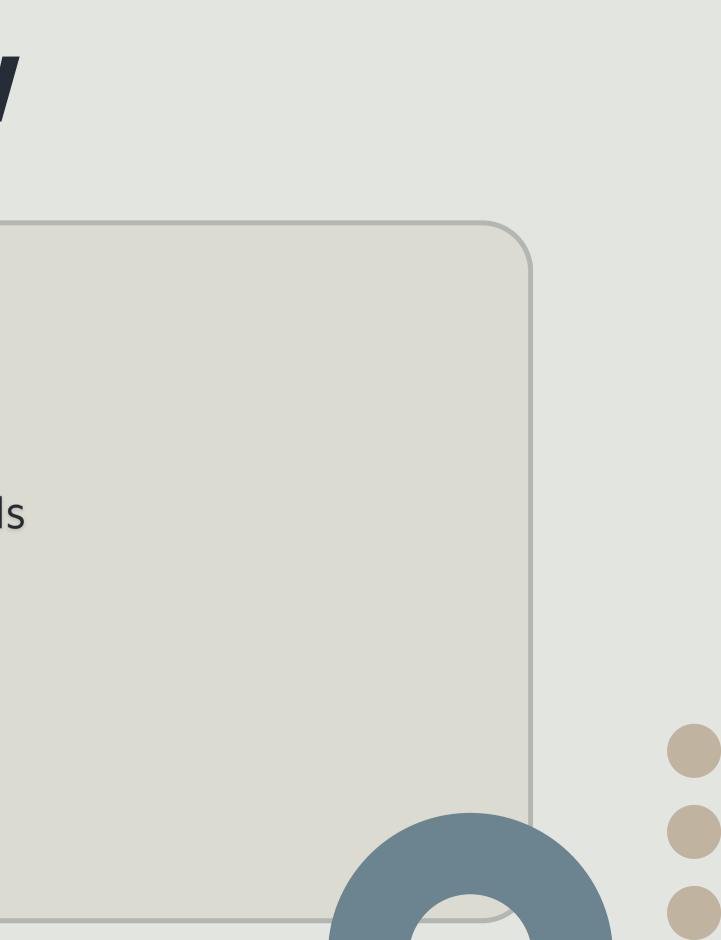
FOUNDATIONS OF COMMUNICATION

Session-1



OVERVIEW

- Introduction
- Types of Communication
- The Importance of Communication Skills
- Barriers to Effective Communication
- The Communication Process in Action
- Improving Your Communication



INTRODUCTION TO COMMUNICATION

Definition:

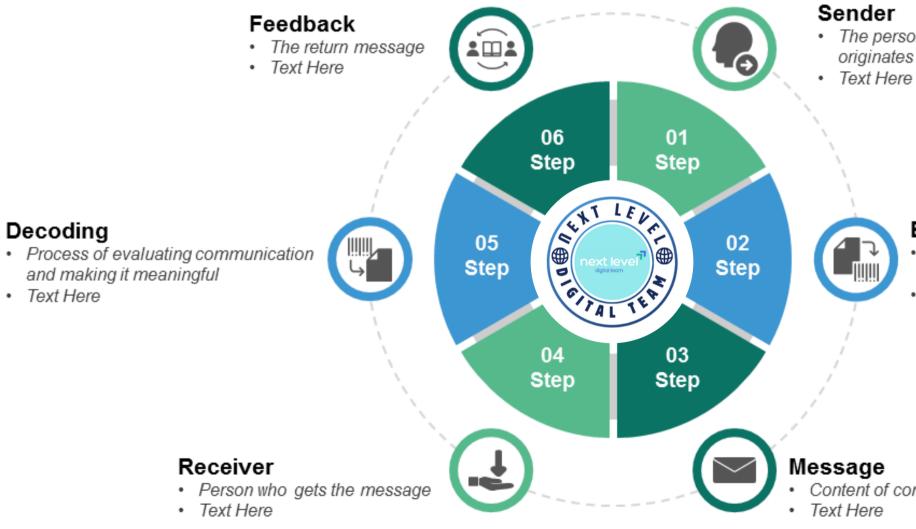
• Communication is the process of It is both transferring information from one person to that can another in a way that is understood. improved.



It is both an art and a skill—something that can be learned, practiced, and improved.

ELEMENTS OF COMMUNICATION:

Stages Involved in Communication Cycle



 The person who originates the message

Encoding

Process of turning thoughts and feelings to communication

Text Here

Content of communication

TYPES OF COMMUNICATION



Types of Communication and Ways to Use Them



Verbal

- Use a strong, confident speaking voice.
- Use active listening.
- Avoid filler words.
- Avoid industry jargon when appropriate.

Nonverbal

- Notice how your emotions feel physically.
- Be intentional about your nonverbal communications.
- Mimic nonverbal communications you find effective.

Visual

- Ask others before including visuals.
- · Consider your audience.
- Only use visuals if they add value.
- Make them clear and easy-to-understand.

Written

- Strive for simplicity.
- Don't rely on tone.
- Take time to review your written communications.
- Keep a file of writing you find effective or enjoyable.



• What type of communication do you use most in your daily life? Which is hardest for you?



THE IMPORTANCE OF **COMMUNICATION SKILLS**

Personal Growth:

- Improves relationships
- Increases self-confidence
- • Academic & Career Success:
- Better group projects, presentations, interviews
- Helps in job roles like leadership, sales, teaching, counseling
- • Leadership & Influence:
- Leaders communicate vision and inspire others
- Builds trust, accountability, and clarity in teams
- Digital Age Relevance:
- Remote work, video calls, emails, and social media have increased reliance on communication

BARRIERS TO EFFECTIVE COMMUNICATION



COMMUNICATION BARRIERS



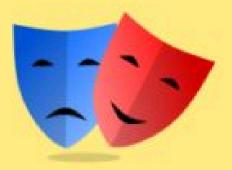
Cultural/inclusion





Language

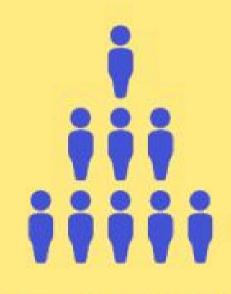
Physical/ environmental



Emotional







Organizational/ hierarchical

IMPROVING YOUR COMMUNICATION

Self-Assessment:

- Are you a good listener?
- Do people often misunderstand you?

Daily Practices:

Think before speaking
Practice active listening
Ask for feedback
Work on clarity and tone

Thank You -Ekampal Singh



VERBAL & NON-VERBAL COMMUNICATION

Session-2



WHAT IS VERBAL COMMUNICATION?

- Use of words to share thoughts, ideas, and emotions.
- Happens in both spoken and written forms.
- Includes tone, clarity, choice of words, and speaking style.

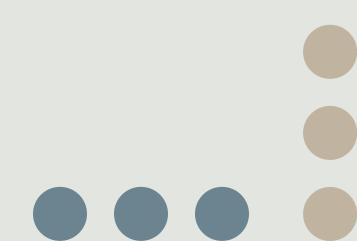




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COMPONENTS OF EFFECTIVE VERBAL COMMUNICATION:

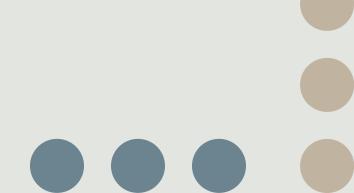
- Clarity Clear and simple language
- Tone Friendly, calm, professional
- Pace Not too fast or too slow
- Volume Loud enough to be heard, but not overwhelming



EXAMPLES:

- Difference in saying "What do you want?" vs. "How can I help you?"
- Saying "I don't know" confidently vs. nervously







7 Cs of Communication

Courtesy **Respect recipient's** feeling

Concrete Back information with facts

7 Cs of Communication

4

5

Consideration **Consider recipient's** opinions

7

6

Concise Message should be concise



2

3

Clarity Message should be clear

> Complete All information should be complete

Correct Detail should be correct

IMPROVING VERBAL COMMUNICATION SKILLS

Tips:

- Think before you speak Choose words wisely
- Use pauses Avoid filler words like "uhh," "you know," "like"
- Be respectful and positive Use encouraging and inclusive language
- Ask open-ended questions Encourage deeper conversation

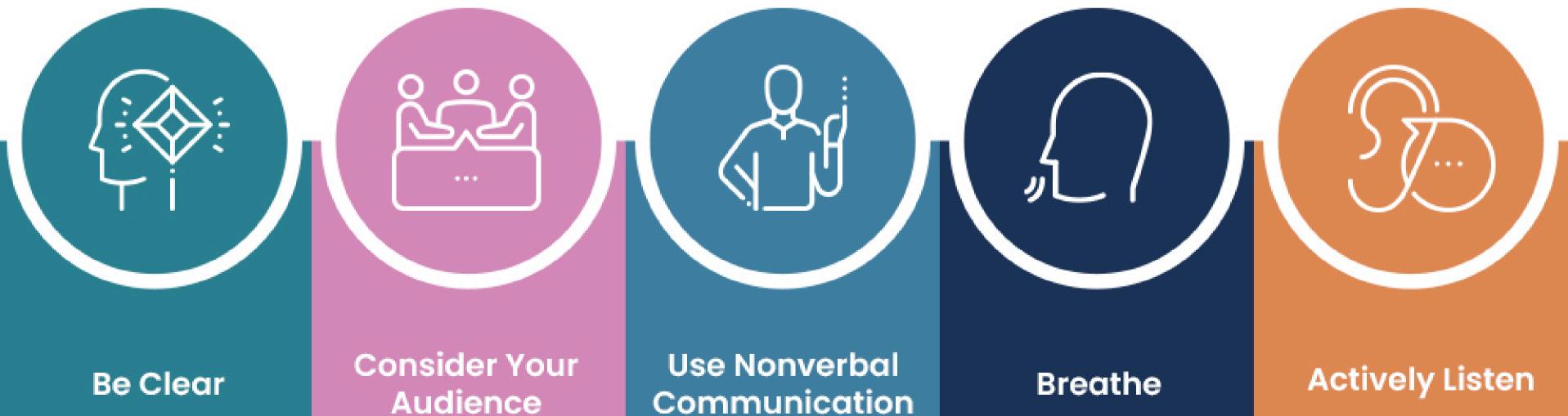
PRACTICE TECHNIQUES:

- Read aloud daily
- Mirror speaking exercises
- Record your voice and evaluate





Five Ways to Improve Your **Verbal Communication Skills**



INTRODUCTION TO NON-VERBAL COMMUNICATION



DEFINITION:

• All unspoken communication: body language, facial expressions, gestures, posture, etc.



IMPORTANCE:

- 70-90% of communication is non-verbal
- People often believe what they see more than what they hear



KEY NON-VERBAL CUES:

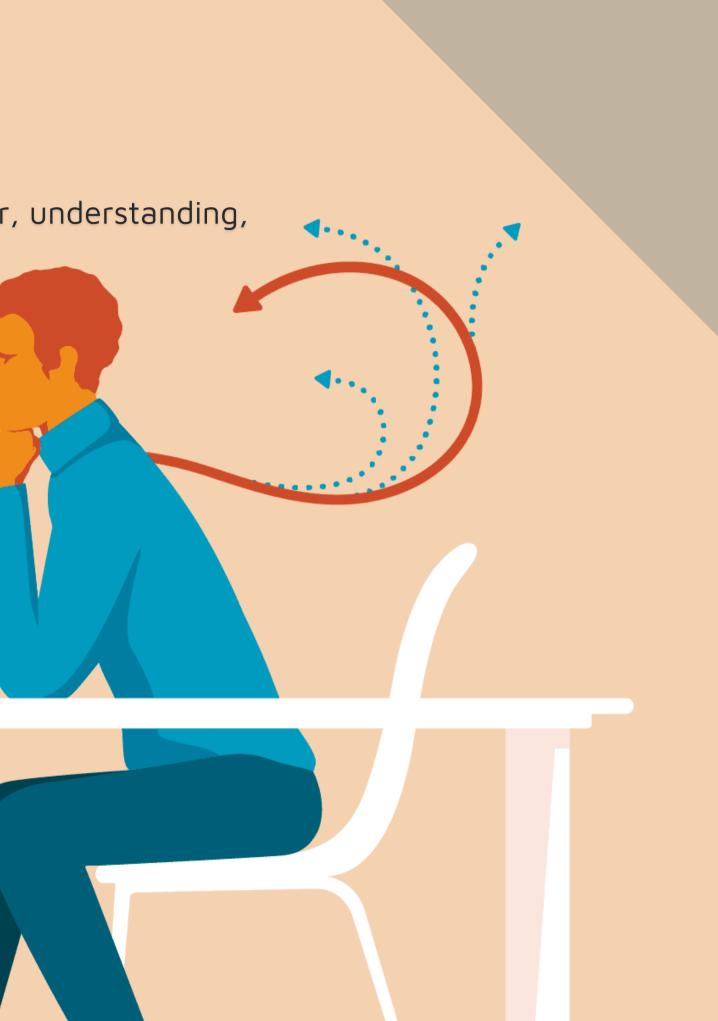
- **Posture**: Straight and open = confidence
- Eye Contact: Builds trust, shows attention
- Facial Expressions: Smile, frown, eyebrow raise, etc.
- Gestures: Hand movements for emphasis
- Appearance: Grooming, clothing, hygiene
- ce ion row raise, etc sis ene

ACTIVE LISTENING SKILLS



WHAT IS ACTIVE LISTENING?

Fully concentrating on the speaker, understanding, responding, and remembering.



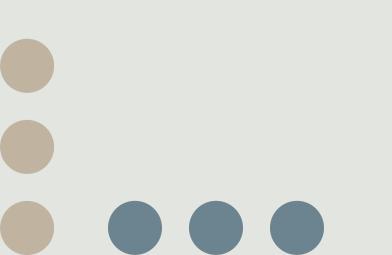
TECHNIQUES:

- Give full attention Eye contact, no distractions
- Show interest Nod, use short affirmations ("I see," "Got it")
- Reflect & Clarify Repeat/paraphrase what the speaker said
- Avoid Interrupting

tractions ions ("I see," "Got it") /hat the speaker said



- Builds deeper understanding
- Strengthens relationships
- Avoids conflict and confusion





Thank You -Ekampal Singh



PUBLIC SPEAKING & PRESENTATION SKILLS

Session-3



INTRODUCTION TO PUBLIC SPEAKING

What is Public Speaking?
The act of delivering a message to an audience in a structured and deliberate way.
Used in meetings, presentations,

speeches, training, webinars, and even group discussions.



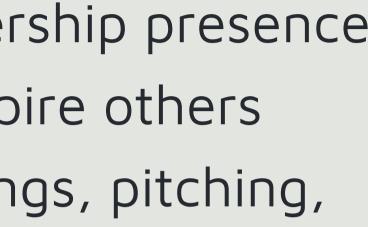
WHY IT MATTERS:

- Builds confidence and leadership presence
- Helps you influence and inspire others
- Crucial in interviews, meetings, pitching, teaching

COMMON FEARS:

- Stage fright
- Forgetting lines
- Audience judgment
- Nervousness





OVERCOMING STAGE FRIGHT



CAUSES OF NERVOUSNESS:

- FEAR OF FAILURE OR JUDGMENT
- LACK OF PREPARATION
- NEGATIVE SELF-TALK





STRATEGIES TO MANAGE IT:

- Preparation Know your content thoroughly
- Practice Rehearse in front of friends or mirror
- **Positive Self-Talk** Replace fear with empowering thoughts
- Breathing Techniques Deep breaths before speaking
- Focus on the Message, Not Yourself

STRUCTURING A PRESENTATION OR SPEECH

The 3-Part Format:

1. Introduction (Hook the audience)

- Start with a question, quote, story, or statistic
- Clearly state your topic and purpose
- 2. Body (Deliver the message)
 - Divide into 2–4 clear main points
 - Use examples, data, or stories for each point
 - Use transitions between points
- 3. Conclusion (Leave impact)
 - Recap key points
 - End with a call to action or powerful closing line

DELIVERY TECHNIQUES: VOICE, BODY & STYLE

Voice Control:

- Volume Speak loudly enough for all to hear
- Pace Don't rush; allow pauses for effect
- Tone Express passion, excitement, or seriousness where needed
- Clarity Pronounce words properly, avoid mumbling



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DELIVERY TECHNIQUES: VOICE, BODY & STYLE

Body Language:

- Eye contact with audience
- Open gestures and relaxed posture
- Smile to build rapport
- Move naturally, avoid pacing or fidgeting



DELIVERY TECHNIQUES: VOICE, BODY & STYLE

Presentation Style:

- Be conversational, not robotic
- Engage with questions and personal stories
- Adjust energy level based on topic and audience



tories pic and

USING VISUAL AIDS & SLIDES EFFECTIVELY

POWERPOINT/VISUAL TIPS:

- Use large, readable fonts
- Avoid long paragraphs use bullet points
- One idea per slide
- Include images, charts, and infographics to support your points



BEST PRACTICES:

- Don't read the slides word-for-word
- Maintain eye contact with the audience, not the screen
- Keep slides clean and consistent in design



Thank You -Ekampal Singh



PROFESSIONAL & INTERPERSONAL COMMUNICATION

Session-4



UNDERSTANDING PROFESSIONAL COMMUNICATION

What Is Professional Communication?

- Clear, respectful, and purpose-driven interaction in a business or workplace setting.
- Includes spoken, written, and digital exchanges.



1 UNDERSTANDING PROFESSIONAL COMMUNICATION

Where It's Used: Meetings, interviews, email, reports, chats, calls, presentations



UNDERSTANDING PROFESSIONAL COMMUNICATION

Importance:

- Represents your professionalism and credibility
- Impacts career growth, relationships, and teamwork
- Miscommunication can lead to conflicts, delays, and poor results

2 WORKPLACE ETIQUETTE & TONE



2 WORKPLACE ETIQUETTE & TONE

Verbal Behavior:

- Be polite, respectful, and clear
- Avoid slang, sarcasm, or overuse of jargon
- Adapt tone based on the audience (manager, peer, client)





2 WORKPLACE ETIQUETTE & TONE

Professional Attitude:

- Active participation in meetings
- Punctuality in replies and presence
- Showing appreciation: "Thank you," "I appreciate your help"





2 WORKPLACE ETIQUETTE & TONE

What to Avoid:

- Interrupting others
- Speaking out of frustration
 Gossiping or oversharing
- Gossiping or oversharing personal details





3 MASTERING EMAIL & WRITTEN COMMUNICATION

Structure of a Professional Email:

- Subject Line Clear and relevant
- Greeting "Dear Sir/Ma'am" or "Hi [Name]"
- Body Brief, to the point, polite
- Closing "Regards," "Thank you," etc.
- Signature Name, title, contact







3 MASTERING EMAIL & WRITTEN COMMUNICATION



- Proofread for grammar and spelling
- Vise bullet points or short paragraphs
- X Avoid emojis or texting language
- X Avoid writing in all caps or all lowercase

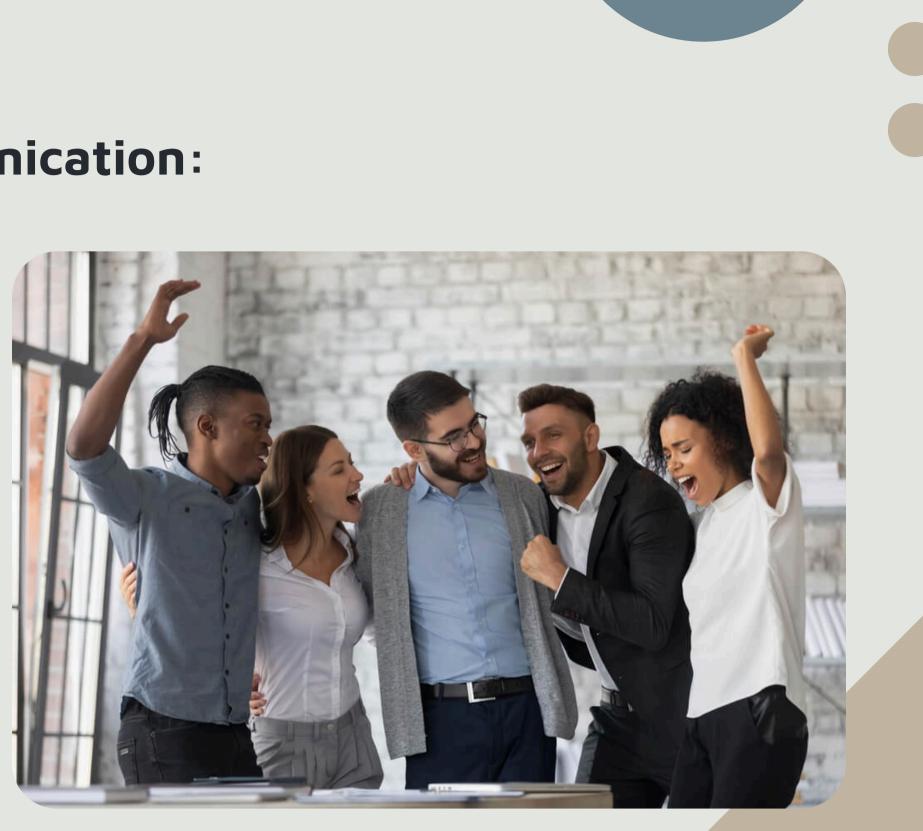




4 TEAM & INTERPERSONAL COMMUNICATION

Importance of Team Communication:

- Encourages collaboration
- Builds trust and morale
- Helps align goals and avoid duplication of work



4 TEAM & INTERPERSONAL COMMUNICATION

Essential Skills:

- Listening Don't dominate conversations
- Respecting Opinions Encourage different views
- Clarifying Roles Avoids confusion in group projects
- Giving Credit Celebrate others' efforts



age different views sion in group projects rs' efforts

4 TEAM & INTERPERSONAL COMMUNICATION

Giving & Receiving Feedback:

- How to give feedback: Be specific, focus on behavior, not personality
- "I noticed in the report, there was a small error. Maybe we can double-check together?"
- How to receive it: Don't take it personally; ask clarifying questions



5 HANDLING CONFLICTS WITH EMPATHY & ASSERTIVENESS

Conflict Is Normal:

Differences in opinion, style, or approach are common in teams

Managing Conflict:

- Stay calm and solution-focused
- Use "I" statements (e.g., "I feel concerned when deadlines are missed...")
- Avoid blame and accusations
- Focus on common goals





5 HANDLING CONFLICTS WITH EMPATHY & ASSERTIVENESS

Empathy in Conversations:

- Put yourself in the other person's shoes
- Acknowledge their feelings: "I understand this is frustrating for you"
- Ask open-ended questions: "How do you think we can resolve this?"



5 HANDLING CONFLICTS WITH EMPATHY & ASSERTIVENESS

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THANKS

Meeting in you in next Modules!!

Next Level Digital Team



