

Employability Skills

Module 6 - Communication Skills

 CBSE

Effective communication relies on both verbal and nonverbal elements. Here's a clear demonstration and explanation of how to use both types of communication etiquette effectively:

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1. Verbal Communication Etiquette:

This includes the words you use, tone of voice, and clarity of message. Here's how to communicate verbally with etiquette:

 NTSE

Best Practices:

- **Speak clearly and confidently:** Use a moderate pace and volume.
- **Use polite language:** Say "please," "thank you," "excuse me," and "sorry" when appropriate.
- **Listen actively:** Don't interrupt; show you're listening by summarizing or paraphrasing.
- **Ask clarifying questions:** If unsure, say "Can you please clarify what you meant by that?"
- **Stay on topic:** Avoid rambling or unrelated tangents.

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Example:

"Hi Mohak, thanks for meeting with me today. I wanted to talk about the project deadlines coming up and how we can help each other. Is that okay with you?"

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2. Nonverbal Communication Etiquette

This includes body language, facial expressions, eye contact, gestures, and posture.

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Best Practices:

- Maintain eye contact (but not staring) to show engagement.
- Smile appropriately to appear approachable and positive.
- Use open body language: Arms uncrossed, body facing the speaker.
- Nod occasionally to show understanding or agreement.
- Control nervous habits: Avoid fidgeting, looking at your phone, or crossing your arms tightly.

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Example:

While listening, nod gently, smile slightly when appropriate, keep your body oriented toward the speaker, and avoid checking your watch or phone.

Meaning of Active Listening

Active listening means giving full attention to the speaker, understanding their message, and responding thoughtfully. It involves both verbal and nonverbal cues to show that you're truly engaged.

Importance of Active Listening:

1. **Builds Trust and Respect:**

When people feel heard, they are more likely to open up. Active listening shows empathy and respect, which strengthens relationships in personal and professional settings.

Example: In a team meeting, if a manager listens carefully to a team member's concern and responds thoughtfully, it builds trust and improves team morale.

2. **Reduces Misunderstandings:**

Active listening ensures you fully understand the speaker's message before responding. This helps avoid confusion and miscommunication.

Example: Clarifying a customer's issue before jumping to a solution ensures the problem is accurately solved the first time.

3. **Encourages Openness and Collaboration:**

People are more likely to share ideas or feedback when they know they'll be listened to without interruption or judgment.

Example: In group discussions, actively listening promotes equal participation and better collaboration.

4. **Improves Problem-Solving:**

Understanding all sides of an issue helps in making informed decisions and finding better solutions.

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Example: In conflict resolution, actively listening to both parties can help identify the root cause and lead to a fair resolution.

5. **Enhances Learning and Retention:**

When you listen actively, you retain more information and grasp the deeper meaning behind what's being said.

Example: In a classroom or training session, students who actively listen take better notes and perform better.

Meaning of Working Collaboratively:

Working collaboratively means that individuals with diverse skills, experiences, and perspectives come together to achieve a common goal. It involves communication, cooperation, mutual respect, and shared responsibility.

Significance of Working Collaboratively:

1. **Combines Strengths and Skills:**

Each team member brings unique strengths to the table. Collaboration allows the team to leverage these different skills for better outcomes.

Example: In a project team, one member may be good at research, another at presenting, and another at organizing tasks – combining these makes the team more effective.

2. **Encourages Creative Problem-Solving:**

Working with others allows for brainstorming and exchanging ideas, often leading to more innovative and effective solutions than working alone.

Example: A team discussing multiple approaches to a problem is more likely to find a creative or efficient solution than an individual.

3. **Promotes Learning and Growth:**

Team members learn from each other's experiences, improving their own skills and broadening their knowledge.

Example: A new team member can learn workplace norms or technical skills from more experienced colleagues.

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4. Improves Efficiency and Productivity:

When tasks are divided based on strengths and coordinated properly, teams can complete work faster and more efficiently.

Example: In a group assignment, dividing research, writing, and editing among team members speeds up completion.

Assignment

1. Which of the following is an example of nonverbal communication?

- A. Giving a speech
- B. Writing an email
- C. Smiling while greeting someone
- D. Talking on the phone

2. What does "active listening" mean?

- A. Waiting for your turn to speak
- B. Listening carefully and responding with understanding
- C. Listening while doing something else
- D. Asking questions without listening

3. Which of the following is good verbal communication etiquette?

- A. Interrupting someone often
- B. Speaking clearly and respectfully
- C. Shouting to make a point
- D. Using slang in a formal meeting

4. Why is teamwork important in communication?

- A. It helps one person do all the work
- B. It avoids communication
- C. It builds trust and better results through shared effort
- D. It increases competition within the team

5. Which action shows you are an active listener in a team meeting?

- A. Checking your phone while others speak
- B. Nodding and making eye contact
- C. Talking over someone
- D. Ignoring others' ideas

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