

A LECTURE ON
COMMUNICATION SKILLS

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A lecture was held in the Conference Hall by the Department of English, Government Degree College for Women Begumpet on 30th January, 2023 to enrich the knowledge of faculty, about 'communication skills'. The importance of developing the soft skills and communication skills was emphasized in the lecture. The following are some of the points highlighted:

Soft Skills

Empathy: Empathy means that you can understand and share the emotions of others. This communication skill is important in both team and one-on-one settings. In both cases, you will need to understand other people's emotions and select an appropriate response.

Respect: A key aspect of respect is knowing when to initiate communication and respond. In a team or group setting, allowing others to speak without interruption is seen as a necessary communication skill. Respectfully communicating also means using your time with someone else wisely—staying on topic, asking clear questions and responding fully to any questions you've been asked

Responsiveness: Whether you're returning a phone call or sending a reply to an email, fast communicators are viewed as more effective than those who are slow to respond. One method is to consider how long your response will take.

How to improve your communication skills?

With experience and practice, you can learn and improve communication skills. Start by identifying your strengths and then practice and develop those areas.

1. Ask a close friend or colleague for constructive criticism. It can be hard to know how you are perceived as a communicator. To get an objective opinion, ask a trusted friend for their honest feedback.

2. Practice improving communication habits. Many communication skills are habits you have developed over time. You can improve those skills by practicing new habits that make you a better communicator.

3. Attend communication skills workshops or classes. There are several online and offline seminars, workshops and classes that can help you become a better communicator.

4. Seek opportunities to communicate. Seek opportunities, on and off the job, that require you to use communication skills.

Communicating effectively in the workplace/ in Institution

While there are several communication skills you will use in different scenarios, there are few ways you can be an effective communicator at work.

1. Be clear and concise. Making your message as easy to consume as possible reduces the chance of misunderstandings, speeds up projects and helps others quickly understand your goals.

2. Practice empathy. Understanding your colleague's feelings, ideas and goals can help you when communicating with them.

3. Assert yourself. At times, it is necessary to be assertive to reach your goals whether you are asking for a raise, seeking project opportunities or resisting an idea you don't think will be beneficial.

4. Be calm and consistent. When there is a disagreement or conflict, it can be easy to bring emotion into your communications.

5. Use and read body language. Body language is a key part of communications in the workplace. Pay close attention to the messages people are sending with their facial expressions and movements.
