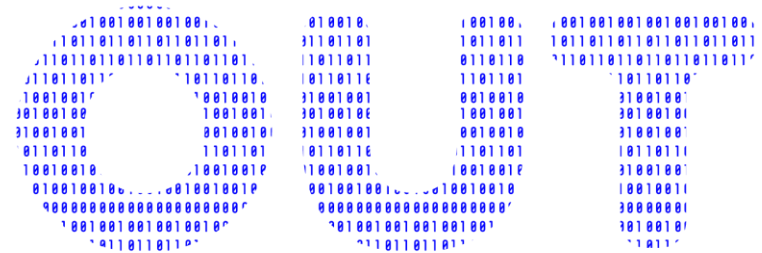


## C O D I N G -



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# Unit 2 – Working in programming

Subunit 2.3. - Communication



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*“Effective communication is 20% what you know and 80% how you feel about what you know.” – Jim Rohn*



# Objectives:

Communication module main objectives towards the participants are mainly two:

- To know what communication is;
- To know the importance of communication (verbal and non-verbal) in daily work.



# What is communication?

- Having good listening and speaking skills works in all facets of life – from work life to personal life to all that falls in between.
- Communication is one of the most important soft skills in the labour-market.
- Communication, in its simplest form, is the process of transmitting knowledge from one to another. It can be spoken (using voice), written (using printed or interactive media such as books, newspapers, blogs or emails), visual (using icons, graphs, charts or graphics) or non-verbal (using body language, movements and sound and pitch of voice).

1	Communication	57.9%
2	Organization	56.5%
3	Teamwork	56.4%
4	Always Punctual	55.9%
5	Critical Thinking	55.8%
6	Social Skills	55.8%
7	Creativity	55.0%
8	Interpersonal Communication	55.0%
9	Adaptability	54.9%
10	Friendly Personality	54.6%



# Methods and techniques to improve bad communication:

**To Listen.** It is necessary to be a good listener to become a successful communicator. It is important to learn active listening – to pay particular attention to what everyone else is saying and to clarify ambiguity by rewording their questions for better understanding.

**Conciseness.** Get your message clear! Do not use empty terms and go straight to your point. Rambling is likely to make the audience bored or disinterested or to feel confused about what you are telling about. Prevent talking loudly and the use of terms that can annoy the crowd should be avoided.



# Methods and techniques to improve bad communication:

**Body language.** It is necessary to use strong body language, use visual contact, use hand motions, and monitor the sound of the voice while speaking with others. Relaxed body attitude with a welcoming sound can help make you appear more open to others. Eye contact is crucial in communicating – look at the person in the eye to show that you are intent on conversation. But make sure you do not glare at the individual because it may cause him or her nervous.

**Confidence.** Show confidence and positiveness in what you are trying to say. Being positive can be as simple as keeping eye contact, retaining a calm body position and communicating with conciseness. Try to not give comments that sound like inquiries and try not to sound offensive or demeaning.



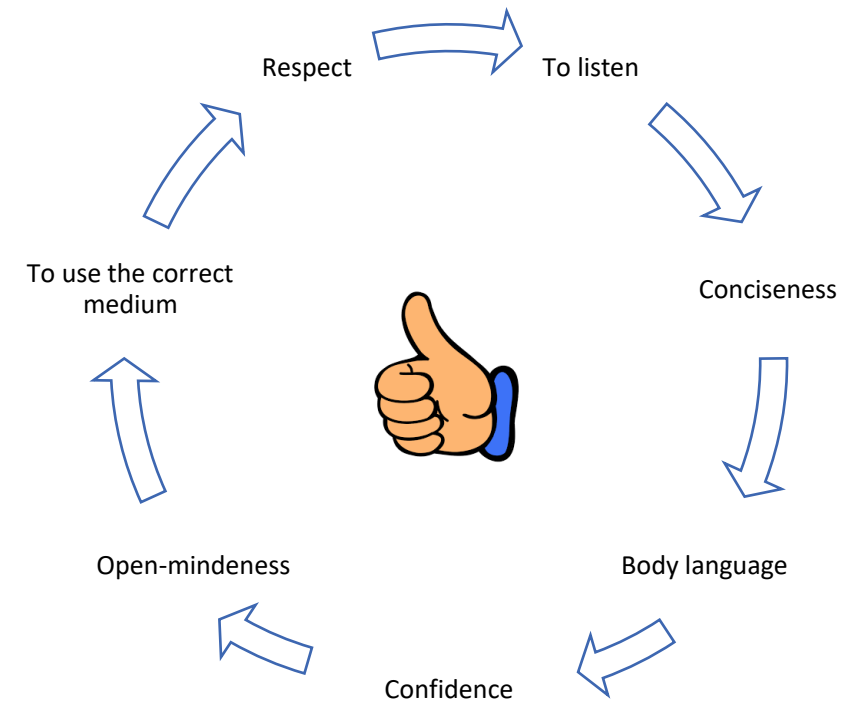
# Methods and techniques to improve bad communication:

**Open-mindedness.** In circumstances where you do not agree with what someone wants to tell, whether it is with a boss, a co-worker or a relative, it is better to sympathize with their perspective rather than actually seek to bring your message across. Value the views of others and never demean anyone who do not agree with you.

**Respect.** Recognising and understanding people's suggestions is an essential part of conversation. Being polite may be as easy as paying close attention to what the audience have to offer, addressing people by their names, and not getting people interrupted. By respecting others, the other person will feel valued, which will result in a more honest and fruitful conversation.

# Methods and techniques to improve bad communication:

To use the correct medium. There are various methods of communication to use – it is essential to pick the correct one. For instance, it is more important to meet in person about significant problems rather than to submit an email or a message on the matter.







# Barriers to effective communication:

Examples of impediments to communication are:

- **Judging the other person:** If someone is judging a person whilst another is talking to them you could be criticising, diagnosing or calling them names. An example of this attitude is saying “do you understand anything that I say?”;
- **Not paying attention to the person you are talking to:** Distractions may happen during others presentation, but be careful to not give the expression that you do not value the work of other people (e.g. use of phone, tablets etc);
- **Using technical language:** Misusing of technical speech, using acronyms or language applicable only to their profession.



# Barriers to effective communication:

- **Giving solutions or unwanted advices:** Sometimes people mislead when someone tell them what to do or how should they do it;
- **Avoiding the concerns of others:** In a dialogue that ignores the problems of others, the respondent may not answer the issue. It may be achieved in several forms, including by diverting a discussion or discounting their view;
- **Cultural differences:** The rules of interaction with people vary widely in different societies, as does the way people share their feelings. Those differences may create stereotypes and taboo subjects which are not useful for an effective communication.



# Other communication skills:

- **Presentation skills:** Presentations are much more than merely standing in front of the projector and chatting your way around a series of slides. Interaction is a key factor and it relies on communication skills;
- **Writing skills:** Writing abilities are an integral aspect of communication. Good writing skills enable you to transmit your message with precision and release it to a much larger audience than through face-to-face or phone conversations.



# Other communication skills:

- **Personal skills:** Personal skills are the personal traits that define us and they influence our body and mind reflecting on communication. And the first step to act more favourably, and therefore efficiently, is to feel positive. Also, you are more likely to be persuasive by getting a better understanding of yourself and a more confident and optimistic perspective on life, a characteristic which can further assist the communication process.



# Verbal and nonverbal communication:

- **Verbal communication** - Verbal communication is the use of words to share information with other people. It can, therefore, include both spoken and written communication. However, many people use the term to describe only spoken communication. The verbal element of communication is all about the words that you choose, and how they are heard and interpreted.



# Verbal and nonverbal communication:

- **Non Verbal communication** - Nonverbal communication alludes to motions, outward appearances, manner of speaking, eye to eye contact (or deficiency of it), body language, pose, and other different ways that an individual can impart by means of no language.



# Non-verbal communication skills examples:

- Do not bring devices that can distract you during the meeting;
- Eliminate squirming and trembling;
- Create frequent but not staring eye contact;
- Focus on the subject;
- In a group conversation, shift eye contact to the various speakers;
- Introduce yourself with an empathic posture: smile and a firm handshake;



# Non-verbal communication skills examples:

- Keep your hands away from your face and hair;
- Do not interrupt when the other person is speaking;
- Avoid folded arms;
- Modulate your vocal tone to express accentuate key points;
- Nod to show understanding;
- Observe the response of others to your sayings;
- Read the nonverbal signs of others. Give explanation if they look confused.





# Activities Your turn!

## Activity 1.

Quiz: this activity will provide you a notion on whether you are a “premier” presenter or not. A quiz will be delivered by the facilitator in order for you to respond.





# Activities

## Your turn!

### Activity 2.

#### The Guessing Game

To start, the group will be separate in two teams of equal (or roughly equal) size. One player will be instructed to take a paper from a jar full of papers with words related to objects. Then this person will need to explain to their teammates and they will try to guess what the object is by asking only “Yes or No” questions (i.e., questions that can only be answered with “yes” or “no”).

The team can ask as many questions as they need to figure it out but remind them that they’re in competition with the other team. If there’s time, you can have multiple rounds for added competition between the teams.

Take the last 10 minutes or so to discuss and debrief. Use the following points and questions to guide it:

- Tell the group that obviously it took a long time and effort for us to find out the object in each round, but what if we didn’t have time and only had one question to ask to find out the object, what would that question be?
- The question would be “What is the object?” which is an open-ended question.
- Open-ended questions are an excellent way to save time and energy and help you get to the information you need fast, however, closed questions can also be very useful in some instances to confirm your understanding or to help you control the conversation with an overly talkative person/customer.



# Activities

## Your turn!

### Activity 3.

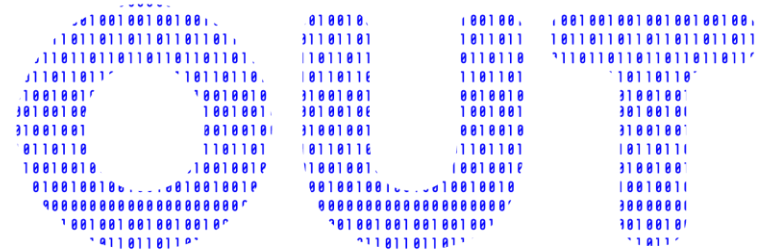
#### Memory Test

Here's how it works:

1. You will listen a list of words to test your memory;
2. You need to listen carefully! You cannot write down any of the words.



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Subunit 2.3. - Communication