

Communication Skills

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Lecture 1



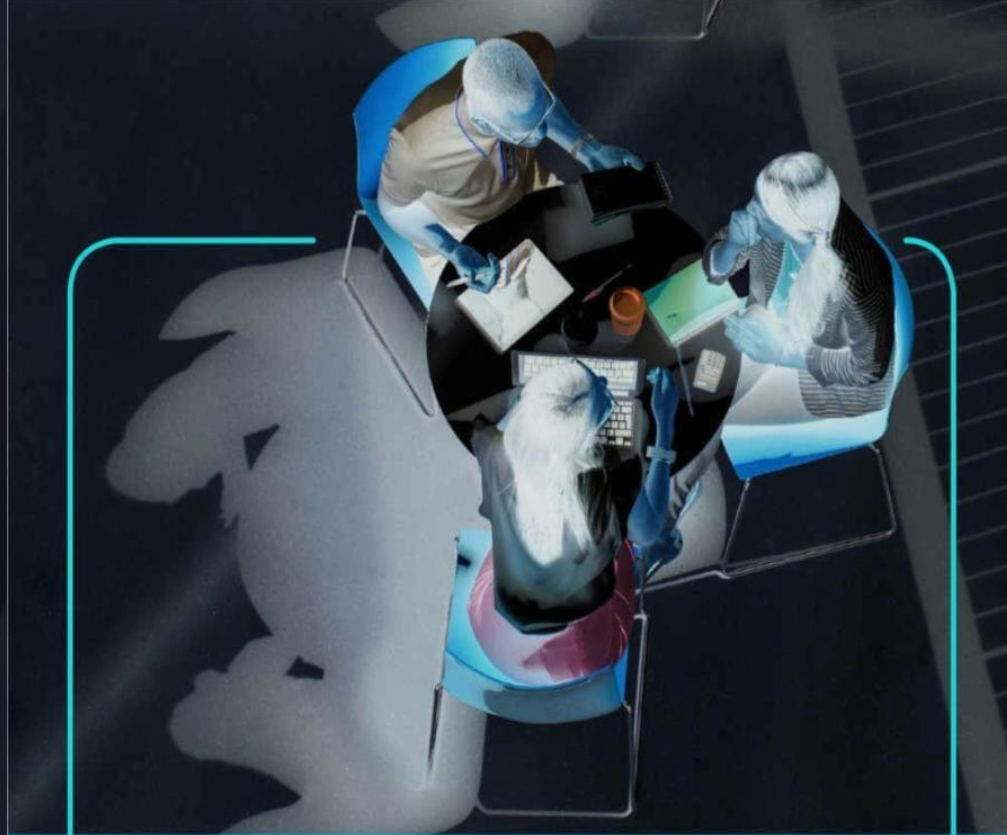
Communication skills



Communication skills

Developing communication skills can help many aspects of your life, from your professional career, to social gatherings, to your family life. In today's hectic world, we rely heavily on sharing information, resulting in greater emphasis being placed on having good communication skills. Good verbal and written communication skills are essential in order to deliver and understand information quickly and accurately. Being able to communicate effectively is a vital life skill and should not be overlooked.

In contrast, poor communication skills can have a negative impact - a poorly delivered message may result in misunderstanding, frustration and in some cases disaster.



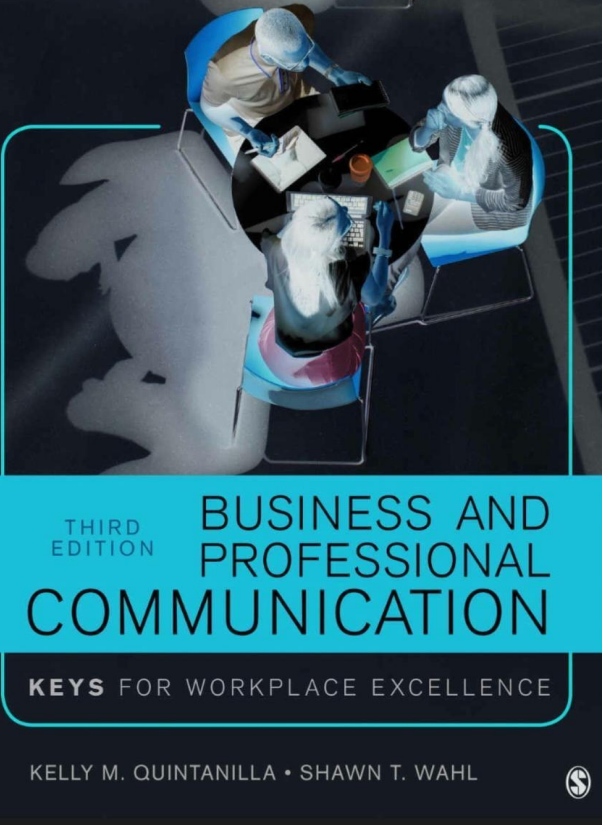
THIRD
EDITION

BUSINESS AND PROFESSIONAL COMMUNICATION

KEYS FOR WORKPLACE EXCELLENCE

KELLY M. QUINTANILLA • SHAWN T. WAHL

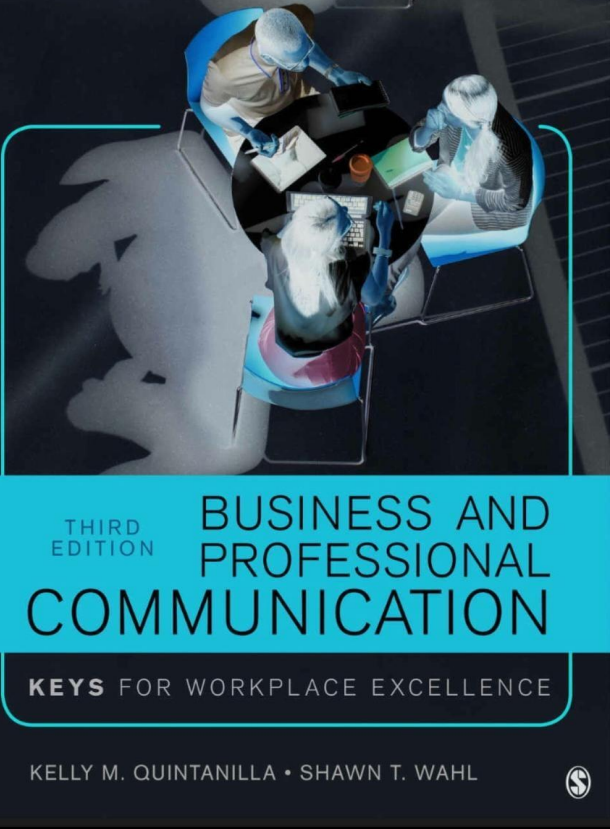




The book aims to:

Provide Business and Professional Communication students with the knowledge and skills they need to move from interview candidate, to team member, to leader.

Accessible coverage of new communication technology and social media prepares students to communicate effectively in real world settings.



The book aims to:

With an emphasis on building skills for business writing and professional presentations, this text empowers students to successfully handle important work-related activities, including job interviewing, working in team, strategically utilizing visual aids, and providing feedback to supervisors.

After completing this course you will be able to:

Understand the communication process and recall how networks and channels influence the communication process in organizations

Recognize cultural differences that impact members of an organization and enact appropriate communication strategies to help attain cultural diversity

Send and interpret verbal and nonverbal messages with accuracy and effectiveness



After completing this course you will be able to:

Evaluate listening habits and practice effective listening skills

Build positive interpersonal relationships in the workplace

Learn about all the interviewing stages.

Plan and conduct an interview in both interviewee and interviewer roles.



After completing this course you will be able to:

Distinguish groups and teams and recall communication factors that influence the effective development of teams

Identify and overcome common obstacles in group meetings

Demonstrate competence in making a decision as a leader.

Create and deliver a business presentation, reports and meetings.



Outline of the Book

The book is organized into **five** distinct parts.

Overview of key
concepts

Developing the skills
in the workplace

Developing strategies
of communications

Enhancing
interpersonal
competency

Leadership and
balancing between
work and life through
communication

Chapter 1

Chapter Objectives



Business and Professional Excellence in the Workplace

Define professional excellence and communication

The importance of human communication in business and professional contexts

Explain the components of the communication model

Describe the communication challenges posed by social media and technology

Discuss communication and professional excellence from an ethical perspective

Chapter 2

Chapter Objectives



Verbal and non-verbal Communication

Define Verbal communication

Define Non-Verbal communication

Appraise your verbal and nonverbal communication skills

Discuss examples of how verbal and nonverbal communication are related

Chapter 3

Chapter Objectives



Listening

Explain the difference between hearing and listening

Discuss the barriers to listening and how to avoid them

Describe strategies for developing and sustaining professional excellence using active listening skills

Chapter 4

Chapter Objectives



Entering the Workplace

Identify the six stages of the job-seeking process

Explain the important role of exploring and researching in the job-seeking process

Develop a customized résumé and cover letter

Discuss examples of how to interview and negotiate successfully

Chapter 5

Chapter Objectives



Diversity in the Workplace

Describe each phase of the assimilation process

Assess the culture in your organization

Define key concepts related to diversity in the workplace and the important role they play

Discuss examples of different kinds of diversity that you may encounter as you enter the workplace

Chapter 6

Chapter Objectives



Developing in the Workplace

Describe each phase of the assimilation process

Explain the impact of the environment, the topic(s), and the participants on communication within meetings

Describe ways to foster innovative thinking in a team context

Discuss the concepts involved in effective problem solving

Discuss the need for conflict and the strategies for productive conflict

Chapter 6

Chapter Objectives



Excelling in the Workplace

Discuss the impact technology has on business and professional communication

Explain how emotion is expressed with technology

Discuss how the drawbacks of technology can prevent you from excelling as a professional

Explain how to use professional etiquette with technology

Chapter 7

Chapter Objectives



Written communication in the Workplace

Explain the impact of written communication on professional excellence

Describe the different indirect messages sent with written communication

Discuss the different types of written communication

Chapter 8

Chapter Objectives



Leadership and Conflict management

Discuss what constitutes leadership and power

Explain the relationship between leadership theory and communication

Discuss communication strategies for hiring quality employees

Describe ways to lead effective teams and difficult people

Discuss ways to manage your public image

Chapter 9

Chapter Objectives



Presenting in the Workplace

Discuss the importance of professional excellence in public speaking

Identify presenting opportunities

Design an informative and persuasive speech

Analyze audience and context

Organize the body, introduction and conclusion of a speech and incorporate effective transitions

Chapter 10

Chapter Objectives



Surviving in the Workplace

Discuss the impact of work-life balance on professional excellence

Define work-life balance

Identify the triggers to imbalance

Develop strategies for achieving work-life balance

What I expect from you?



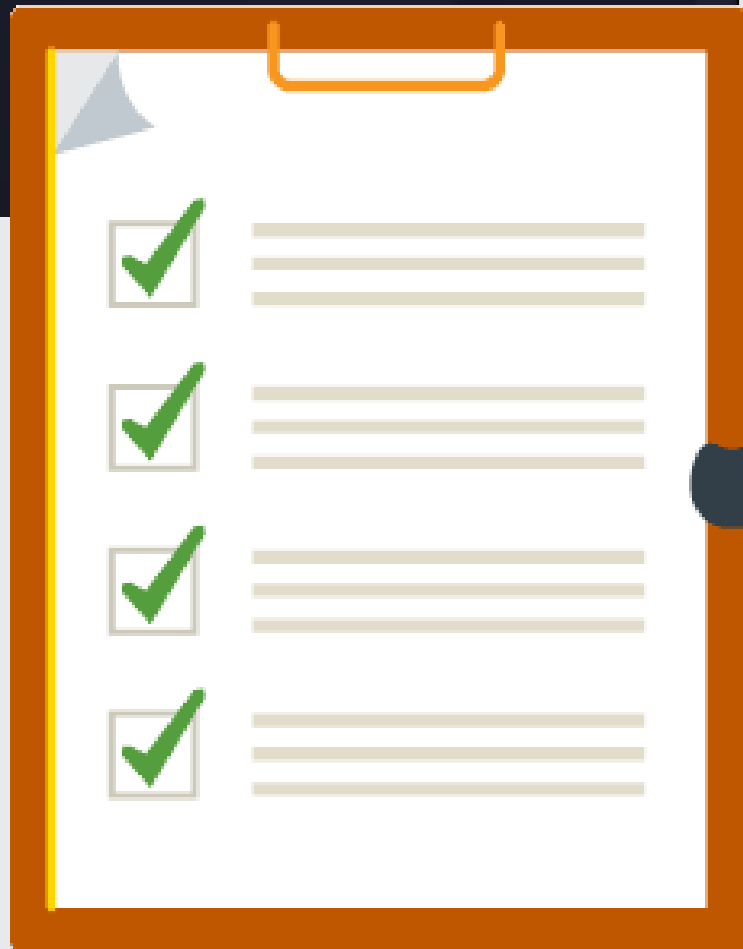
What I expect from you?

STUDY
STUDY
STUDY
STUDY

What I expect from you?



What I expect from you?



thank
you!

The text "thank you!" is written in a light blue, cursive script. It is surrounded by several short, orange, horizontal dashes that radiate outwards, giving it a celebratory or highlighted appearance. The background is dark blue with diagonal stripes.