

Effective English Communication

Improve Verbal Communication

- Be active listener
- Team work
- Take responsibility of your actions
- Offer for help
- Lend help

Why do we need to communicate effectively?

- To create a positive image
- Building Relationships
- Performance boost

Five things to improve your English

- Follow an Audio
- Talk to your folks
- Set a daily word goal
- Write a daily journal with a difference
- Try to translate

Phone call Etiquettes

- ▶ Answer the call within 3 rings
- ▶ Immediately introduce yourself
- ▶ Speak clearly
- ▶ Only use speaker phone when necessary
- ▶ Actively listen and take notes
- ▶ Use proper language
- ▶ Remain Cheerful
- ▶ Ask before putting someone on hold (or) transferring a call
- ▶ Be mindful of your volume
- ▶ Check for and respond to voice mails



Interpersonal Skills

- ▶ Active listening
- ▶ Caring
- ▶ Leadership
- ▶ Motivation
- ▶ Responsibility
- ▶ Team work



Email Etiquettes

- ▶ Use a sensible email address
- ▶ Include a clear subject line
- ▶ Keep font style and size standard
- ▶ Use salutations and simple language
- ▶ Introduce yourself to new individuals
- ▶ End emails with a message
- ▶ Read emails thoroughly before sending
- ▶ Include signature
- ▶ Flag urgency as needed
- ▶ Reply to emails promptly



Leadership skills



Strategic thinking:

Developing a vision of where you want to be.

Planning and Delivery:

Planning how to achieve your vision and dealing with challenges along the way.

People Management:

Finding the right people and motivating them to work towards your vision.

Change Management:

Recognizing, responding and managing changes to your vision and plan, situations.

Communication:

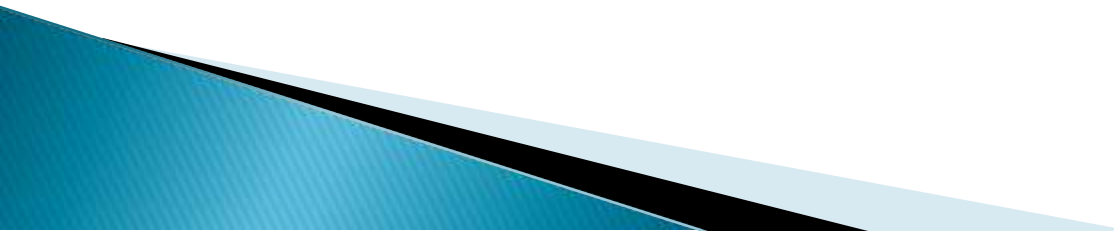
Working on the best ways to communicate your vision to other and listening to ideas.

Persuasion and Influence:

Encouraging others to help your achieve your vision by demonstrating its advantages.



Presentation Skills

- ▶ Prepare your presentation in advance.
 - ▶ Practice your presentation as much as possible.
 - ▶ Learn how to skip around.
 - ▶ Speak passionately about your topic.
 - ▶ Tell stories in your presentation.
 - ▶ Understand what you should and shouldn't do.
 - ▶ Know your audience .
 - ▶ Film yourself.
 - ▶ Connect with the audience's emotions and inspire actions.
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Speaking skills

Speaking skills are one of the most important skills we learn as they allow us to communicate with others and express our thoughts and feelings.

Vocabulary:

To develop our speaking skills, we first need to know the right words. Vocabulary development is where students understand the meaning and pronunciations of words necessary for communication.



Grammar:

Grammar includes lots of important areas for spoken language such as an understanding of tenses and the correct way to structure sentences.

Pronunciation:

Understanding how to correctly pronounce words is other important element of speaking skills.

Fluency:

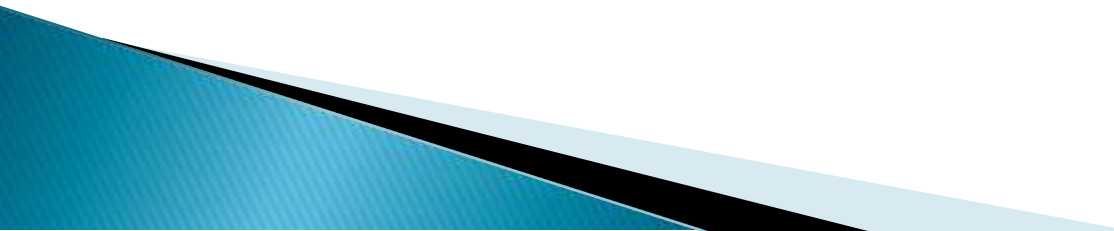
Fluency is the ability to hear words and understand them straight away.



Personal Attributes which people look for

- ▶ Honesty
 - ▶ Interpersonal skills
 - ▶ Integrity
 - ▶ Dedication
 - ▶ Manners and Etiquettes
 - ▶ Ethics
 - ▶ Persistence
 - ▶ Pride in work
 - ▶ Good listener
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Anger Management

- ▶ Anger management
 - ▶ What is anger?
 - ▶ Causes of anger
 - ▶ Symptoms of anger
 - ▶ Anger cycle
 - ▶ Controlling anger
 - ▶ Advance solutions and therapies
 - ▶ Repercussion of anger management
 - ▶ Conclusion
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Anger Management:

It is a psycho-therapeutic program for anger prevention and control.

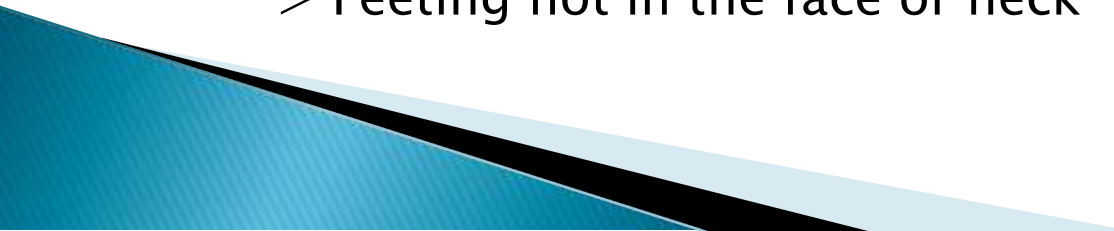
Anger:

Anger is a strong feeling of aggravation or irritation towards or about something.

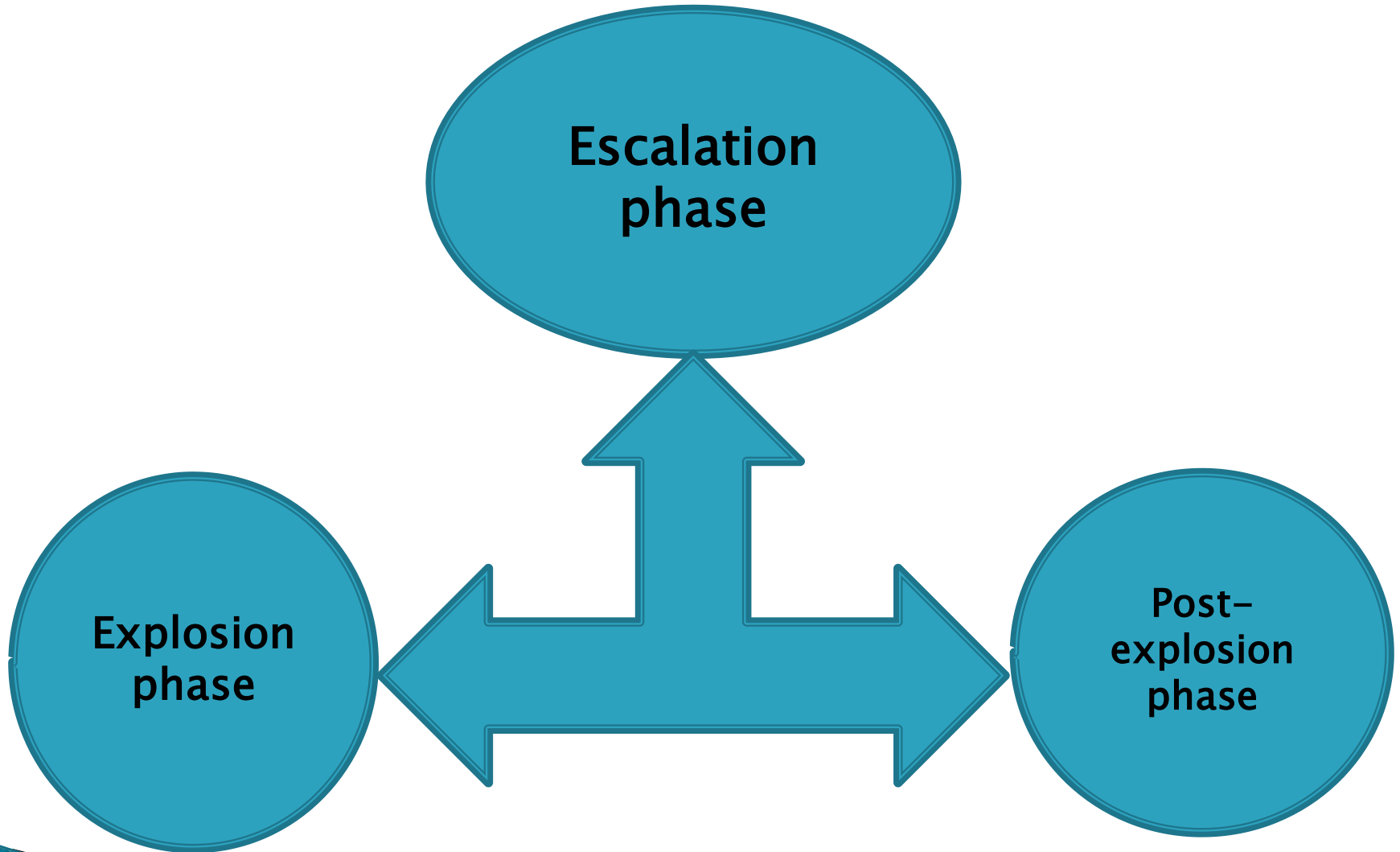
Causes of anger:

- > Threatened or attacked
- > Frustrated or powerless
- > Like we are being treated unfairly

Symptoms of anger:

- > Clenched jaw or fists
 - > Increase in heart rate
 - > Red/ flushed face
 - > Shaking
 - > Feeling hot in the face or neck
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Anger cycle:



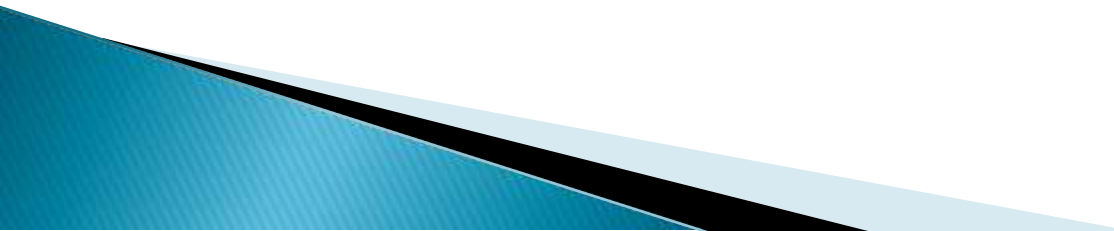
▶ Escalation phase:- (Formulation phase of anger)

- ▶ Denial and discounting of outbursts
- ▶ Increased hostility intimidation
- ▶ More frequent and intense anger

▶ Explosion phase:-

- ▶ Physical and verbal aggression
- ▶ Discharge of tension
- ▶ Destructiveness

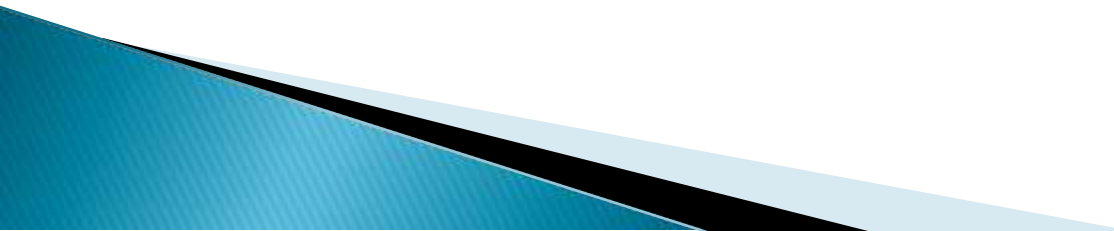
▶ Post-explosion phase:-

- ▶ Guilt, shame
 - ▶ Recriminations
 - ▶ Punishment
 - ▶ Apology, repair and promises
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Controlling anger:

- ▶ Once you are calm, express your anger
- ▶ Get some exercise
- ▶ Think before you speak
- ▶ Don't hold grudge

Advance solutions and Therapies:

- ▶ Cognitive behavioral therapy
 - ▶ Improvements in communication skills
 - ▶ Avoidance of problematic situations
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▶ Repercussion of Anger Management:

Hurts your physical health

Anger destroys career

Anger destroys relationships

Anger can make you lose your focus

▶ **Conclusion:**

- > Anger in itself is in order and normal.
- > Excessive and uncontrolled anger is destructive.