

Interpersonal Skills
Prof. Smita Jha
Department of Humanities and Social Sciences
Indian Institute of Technology-Roorkee

Lecture-08
Effective Communication-II

Hello friend, in the last lecture we have discussed the communication process effective communication and also some of the areas where we can improve our communication, let us discuss some other aspects of communication skills today. So I would like to start with intercultural communication skills, this intercultural communication skill required to communicate or share information with people from other cultures and social groups.

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Intercultural Communication Skills

- It required to communicate and share information, with people from other cultures and social groups.
- It also requires an understanding of different cultures and it customs etc.
- It requires a willingness to accept differences and adapt to them.

And this is a very important aspect of making a good communicator, while language skills may be an important part of intercultural communication; they are by no means the only requirement. Intercultural communication also requires an understanding that different cultures have different customs standard, social mores, and even thought patterns. Finally, good intercultural communication skills require a willingness to accept differences and adapt to them.

Well, it desired for intercultural communication starts from the point of view that communication is better if it is constructive and does not suffer from misunderstandings and breakdowns.

Intercultural communication requires both knowledge and skills; it also requires understanding and empathy. Effective intercultural communication is a vital skill for anyone working across countries or continents, including those working for multinational companies either in their home country or abroad.

That is expatriates; it is also crucial for anyone working with people from other cultures to avoid misunderstandings and even offense. Those studying languages often encounter issues of intercultural communication, well what are the knowledge required for intercultural communication, well the key areas of knowledge for those wanting to improve their intercultural communication are some knowledge of the cultures organizations and institutions, history and general way of living of different communities and nations.

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Knowledge for Intercultural Communication

- Should have knowledge of the cultures, organizations and institutions etc.
- Understanding of how culture can affect communication and language.
- Understanding of conventions that may govern behavior.
- Awareness of your own and other people's beliefs and values.
- Sensitivity towards cultural stereotypes.

Recognition that these aspects affect behavioral norms, for example, there is considerable history between the Greeks and the Turks and therefore it may be considered potentially a problem to serve Turkish food to a Greek person, an understanding of how culture can affect communication and language is very important for example people from North countries are often said to speak more directly than native English speakers who tend to use more polite language.

A Scandinavians in the UK have reported causing orphans to English people by failing to say please and thank you enough, some understanding of the conventions that may govern behavior in certain specific intercultural environments such as views on the role of women or the license or otherwise permitted to children. However, awareness about your own and other people's beliefs and values and a willingness to recognize when these may clash.

Sensitivity towards cultural stereotypes that may affect interferes with intercultural communication. Now apply your knowledge once you have developed this knowledge and understanding you can start to apply it to your communications across cultures and even languages, well some useful starting points maybe demonstrate your willingness to meet others at least halfway by learning a few phrases in their language.

This is easy if you know that you are going on holiday somewhere but it is also important for expatriate, assignments and other business trips, a few phrases even if it is only good morning, good evening and thank you will go a long way, if you talk to a man in a language he understands that goes to his head, if you talk to him in his language that goes to his heart, well said by Nelson Mandela and I think that this is very appropriate to the situation we are discussing.

Talk to people who know the culture about common traps and problems, before you go find people who know the reason to which you are traveling and ask their advice, ask your co-workers what people commonly do that is just wrong or what problems they have encountered and learned from it, listen carefully to their answer including what they do not say, as this can tell you a lot.

Adapt your behavior and do not all expect others to adapt to you, this includes not being offended if someone unwittingly does something that you find difficult to accept, you do not have to accept it but it is best to explain politely why you find it hard not just go off in itself,

check your understanding and that of others. The best way to avoid misunderstandings is to listen carefully and check to understand regularly in the course of conversation.

As cautions to make sure that you have understood and ask others to recap what you have said to ensure that they have understood you, do not be afraid to apologize you can usually see quite quickly if you have caused orphans, the fastest way to manage that is to apologize and ask what it was that you did, a confession of total ignorance will often go a long way to mitigate orphans, ignoring it will just offend further.

Use local television to learn about behavioral issues and norms, you would not want to rely on television, rely on television, dramas as your only source of information but they can provide useful insights, in England for instance coronation street or Easterner could give you an idea of what is considered acceptable and unacceptable behavior, comedies are perhaps less reliable as they often used communication difficulties or ambiguous to generate love.

Reflect on your experience as with so many aspects of life a little reflection about your experience can help you to put it in context especially if you can discuss it with someone else in a similar position, well intercultural awareness is entirely only having an understanding of both your own and other cultures.

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Intercultural Awareness

- Having understanding of both your own and other cultures.
- Similarities and differences may be in terms of values, beliefs, or behavior
etc.
- Understanding that people from different cultures have different values.

And particularly the similarities and differences between them, these similarities and differences may be in terms of values, beliefs or behavior, they may be large or small and they matter very much when you are meeting or interacting with people who are from other cultural backgrounds, understanding that people from different cultures have different values is the foundation to good intercultural relationship.

In a multicultural world, most of us need at least some intercultural awareness every day, for those who live or work away from our native countries or who live or work closely with those from other countries it is vital. However, even just for a two week holiday abroad, intercultural awareness is an important quality that can prevent you from causing orphans. There are four groups of people who are most likely to need intercultural awareness.

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Four groups of people need intercultural awareness

- Expatriates.
- People who work globally.
- People who work in multicultural teams.
- Tourists.

The first is expatriates, second people who work globally, third people who work in multicultural teams and the last one is tourists. Expatriates or expats are people who live and work away from their native country usually employed by multinationals rather than local company's expats may be on quite long postings perhaps two or three years, they are often quite senior in their organization and are expected to be able to apply skills, learnt, elsewhere to the new location.

Lack of intercultural awareness and in particular of the way things are done around here can often damage or derail expat assignment, well people who work globally even those based in their native country may in a global economy need to work with people from other countries and cultures. A little intercultural awareness may prevent them from giving or taking offense unnecessarily.

There are very few of us who do not have at least some contact with colleagues or acquaintances who are non-native, some industries and organizations have a large number of migrant worker, for example, health care and social care where nurses are highly sought after and often recruited from abroad, intercultural awareness helps to ease colleague and colleague, manager, interactions and prevent misunderstanding.

Tourists, you may feel that two weeks holiday does not justify finding out a bit more about the culture of the place you are visiting, but as a visitor, you are like it or not seen as a representative of your country, and it is perfectly possible to give orphans inadvertently. Now, how to develop intercultural awareness? What can you do to develop intercultural awareness? First is admitting that you do not know to acknowledge your ignorance is the first step toward learning about other cultures.

Develop an awareness of your own views, assumptions and beliefs and how your culture shapes them, ask yourself questions like what do I see as national characteristics in this country, which national characteristic do I like and dislike in myself, take an interest, read about other countries and culture and start to consider the differences between your own culture and what you have read.

Do not make judgment instead start by collecting information as neutral questions and clarify meaning before assuming that you know what is going on, once you have collected information they start to check your assumption as colleagues or friends who know more about the culture than you and systematically review your assumptions to make sure that they are correct. Develop empathy think about how it feels to be in the other person's position.

Look for what you can gain not what you could lose, if you can take the best from both your own and someone else's views and experiences you could get a far greater whole that will benefit both of you, but this requires you to take the approach that you do not necessarily know best and even that you do not necessarily know at all, speaking effectively is defined as speaking in such a way that your message is clearly heard if possible acted upon.

I mentioned this topic because everything moves around effective speech. So knowing is speaking effectively is very important, so there are two main elements to speaking effectively

what you say and how you say it, what you say means your choice of words, the words you might use when chatting to a friend are likely to be quite different from those used in a formal presentation or interview.

Similarly, the way that your speech will also vary in different situations; however, there are also likely to be some common factors. For example whether you naturally talk quietly or loudly and how you use body language, well what are the aspects of effective speaking, effective speaking means being able to say what you want to say in such a way that it is heard and acted upon, whether you are talking to a measure conference about a new scientific discovery, your children about their behavior or your boss about a pay-raise you need to be able to speak effectively.

This means considering every possible tool and aspect to ensure that nothing distract or detract from your message, aspects of effective speaking covers that there are three main elements of effective speaking, your voice, the words you use, your other nonverbal communication particularly body language. Now choosing your words, what you say, the words you choose matters.

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Aspects of Effective Speaking

- There are three main elements of effective speaking
 - The words you use.
 - Your voice.
 - Your other non-verbal communication, particularly body language.

If in doubt about your meaning your audience will come back to the words that you use and

double-check what you might have meant, it is, therefore, important to choose carefully especially when you are saying something important, well there are certain things to consider your audience. The words you choose will be different if you are talking to 200 people at a conference, a trusted colleague, your boss or your children.

You need to think about your audience's overall level of understanding of the subject and also the type of language that you use; shorter sentences are more comfortable to process and understand, using shorter sentences also create urgency. Simpler words are also easier to understand if you cannot explain something in simple terms you have probably not understood it yourself. This is particularly important if your audience is not all native speakers of the language.

Accent that is also a very important reason and ethnic accents are part of individual personality and add a unique element to the way that you speak. They may also however in some situations create potential barriers to communication, like if you have a very strong accent people from another area or country may find it harder to understand what you are saying you may, therefore, need to slow down your speed to ensure that they have time to process what you are saying.

It is worth remembering, however, that words are only a part of your overall communication and message, the tone of voice and your body language also send strong messages. Then voice your voice can reveal as much about your personal history as your appearance. The sound of a voice and the content of speech can provide clues to an individual's emotional state; for instance, if self-esteem is low, it may be reflected by hesitancy in the voice.

A shy person may speak quietly, but someone confident in themselves will be more likely to have command of their voice and clarity of his speech, it is worth taking time to improve your command over your voice especially if you find it hard to speak in public, it can even help to boost your confidence, it is important to get used to the sound of your own voice. Most people are more relaxed in a private situation, particularly at home, where there are no pressures to

conform to any other social rules and expectations.

This is not the case in public situations when there are all sorts of influences exerted upon the way people speak, often people do not like the sound of their own recorded voice, this is also a fact in the same way that some people do not like photographs of themselves, they can feel embarrassed, most of us are not used to hearing our voices and these feelings are totally normal, get past the initial do I really sound like that.

A stage and develop a better understanding of your voice, and it is the size to improve public speaking, try recording your own voice in an informal setting such as at home, listen carefully to how you sound, this will help you to become accustomed to your own voice, you might also note any aspects of your speech which reduce the overall effectiveness of your message, this might include a tendency to say hmm that is feeling a lot.

A slur one or more letters together or is stammering slightly an exercise to help develop your effective speaking skills find a document to read something about two pages in length. The first few pages of a book would work well, read your document through silently first then read it aloud in your normal speaking voice, do not worry if you stumble or falter just pick up and continue to the end.

Now read it a third time recording your voice if possible and remember slow down, it is natural reaction to want to get it over as fast as possible and this often causes people to stumble over their words, speeding up also occurs when you are nervous and usually makes you more difficult to understand, keep your head up, try not to tuck your chin into the book as your voice is then addressing the floor.

Hole your book higher and project your voice, pause occasionally, let the end of a sentence or the end of the paragraph give you a chance of a small two or three second rest, pauses can be

useful for emphasis, practice this exercise as often as you can, well anyone can improve the sound of their voice and the way they speak in a matter of days through a few simple exercises like we have discussed just now, to improve you will need to maintain a certain commitment.

And practice regularly for a few minutes, well breathing is also very important, the voice is responsive to emotions and sometimes gets blocked, which can prevent or hinder the expression of a range of feeling. So the effect of breath on voice and speed is too much when under the stress individuals breathing pattern will change when your muscles are tense, you cannot use your lungs to their full capacity.

When someone is frightened or nervous a common symptom is tension in the neck and shoulder, this occurs because when under pressure we tend to breathe faster, this means we inhale plenty of air, but there is not enough time to excel fully and relaxed, so we do not get the full benefit. Good breathing is essential for two regions by using full lung capacity; the breath will support the voice, and the voice will become richer, fuller, and stronger.

This will benefit individuals who have a small voice and who worry that they cannot be heard when speaking to a group of people; the volume is controlled in the abdomen, not in the throat. So breathing is full strengthen will allow for greater control of the voice. Breathing deeply and rhythmically has a calming and therapeutic effect as it releases tension and promotes relaxation for relaxed people are more balanced receptive and confident.

Well, it is not a coincidence that many religions use rhythmic breathing techniques such as meditation, yoga, and silent contemplation and vocal release in the form of chants, mantras, hymn, singing as aids to their devotions by easing physical tension, mental stress decreases and the mind is effectively freed to follow creative pursuit. Well, you are breathing exercise on how to do this ahh. Stand in an easy position with your feet one pace apart with the knees unlocked and not rigidly pushed back.

Keep a spine straight, head balanced, and face muscle relaxes, breathe in to a slow count of 3, then out to a slow count of 3. Try not to raise your shoulders as your breathe in through your nose and out through your mouth. Consciously think of your breath feeling down to the bottom of your lungs, put the palm of your hand flat against your abdomen and feel the movement.

Push slightly against your hand as you breathe in and out, repeat this exercise 10 times, well the following 3 that I am going to discuss core elements of vocal production need to be understood for anyone wishing to become an effective speaker, volume to be heard, clarity to be understood, variety to add interest. So volume this is not a question of treating the voice like the volume control on the TV remote.

Some people have naturally soft voices and physically cannot project, additionally, if the voice is raised too much tonal quality is lost instead of raising the voice, it should be projected out.

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Vocal production

- Three elements of vocal production need to become an effective speaker:
 - Volume - to be heard.
 - Clarity - to be understood.
 - Variety - to add interest.

Support the voice with lots of breathe, the further you want to present the voice out the more breath you need, it also needs to come from the diaphragm not the throat, when talking to a group

or meeting it is important not to aim your talk to the front row or just to the people nearest you instead you need to consciously project what you have to say to those farthest away by developing a strong voice as opposed to a loud voice you will be seen as someone positive.

Some people tend to speak through clenched teeth and while the little movement of their lips, it is this inability to open mouths and failure to make speech sounds with a precision that is the root cause of inaudible. The sound is locked into the mouth and not let out to have good articulation it is important to unclench the jaw, open the mouth and give full benefit to the ear sound you make paying particular attention to the ends of your words.

This will also help your audience as a certain amount of lip-reading will be possible, variety to make a speech effective and interesting specific techniques can be applied. However, it is important not to sound false, or as if you are giving a performance, words convey meaning, but the way that they are said reflects feelings and emotions. Variations in pace can achieve vocal variety; this is the speed at which you talk, if speech is too fast, then listeners will not have time to assimilate what is being said. It is also a good idea to vary the pace quickening up at times and then slowing down.

Because this will help to maintain interest, volume by raising or lowering volume occasionally you can create emphasis, if you drop your voice to almost a whisper for a sentence or 2 it will make your audience suddenly alert, be careful not to overuse this technique though or it will lose its impact which inflection when speaking in public try to convey the information with as much vocal energy and enthusiasm as possible.

Pauses are powerful they can be used for effect to highlight the preceding statement or to gain attention before an important message, warm up your voice, before any important speaking a situation whether it is appointment meeting talk it is beneficial to have a voice warmer, the voice is an instrument no magician arrives at a concert hall alone, launches into Beethoven without

first tuning up.

So please warm up your voice, body language a considerable amount of communication depends on that your body language is very important. There is more about how to use body language to communicate effectively. So try to know with your practical experience, the importance of congruence perhaps the most important aspect of effective communication is congruence, for communication to be effective your nonverbal communication needs to reinforce your words.

The two must say the same thing, well you may, therefore, need to put some thought into how you want to use body language and other nonverbal clues this is particularly important if you are trying to get across a difficult or unwelcome message. Conversational is skills that also to be developed, and conversations are supposed to be fun; they involve personal interaction between 2 or more people about something of interest.

But many people worry about having a conversation; they are concerned that they would not be able to keep the conversation going or about what they will say. So keeping a conversation going is something of an art and one which many of us now seem to lack. Be friendly and polite with a smile when you are talking, try to avoid contentious topics on first acquaintance, respond to what they are saying.

Now, well friend, these are the good I mean points which you can keep in mind if you are interested in others and another world around you will be interesting to talk to, and this is how you can improve your communication skills, I am sure that whatever I have shared with you going to help you in a great measure to be a good communicator till then goodbye, thank you very much.