



# Working with others and Communication skills

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## MODULE 6



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The purpose of the following communication theory and activities module is to be able to receive and understand different kinds of information. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications, like email and social media.

And as Ernest Hemingway claimed:  
"When people talk, listen completely.  
Most people never listen."

# Working with others and Communication skills

**Being effective while communicating  
with others**



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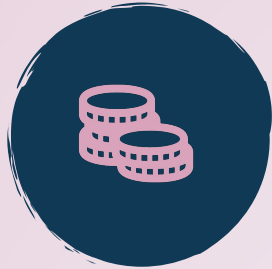
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# Topics



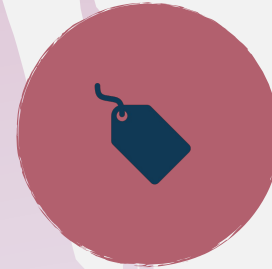
Working  
effectively with  
others



Defining  
Communication



Communication  
principles &  
barriers



Effective  
teamwork  
activities



Time to practice!

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# Working effectively with others

- Effective teamwork is important not only for an organization to succeed but also for its people's wellbeing.

## Effective teamwork



# Let's work together

- You will be required to work alongside others in every industry at every level in your career.
- Doing so in an empathetic, efficient and responsible manner can help you accomplish career goals, grow your resume and contribute positively to your organization.
- It can also help you build rapport with others. Building rapport can lead to deeper working relationships, new connections and possibly new opportunities.

## TEAMWORK SKILLS MATTER



# Skills for Effective Teamwork



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# COMMUNICATION

- The ability to communicate in a clear, efficient way is crucial to having good teamwork skills.
- When working with others, it is important that you share relevant thoughts, ideas and key information.
- There are many different types of communication skills including both verbal and nonverbal.



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# RESPONSIBILITY

- Within the dynamic of teamwork, it is important that every party involved both understand the work they are responsible for and makes the effort to complete said tasks on time and up to the expected standard.
- With the entire team functioning properly by taking responsibility for their own work, they can work together towards a common goal.



# HONESTY

It is important to be honest with your team. This might mean sharing a disagreement, explaining that you were not able to complete a certain task on time, or sharing a new development. Without transparency, it can be difficult for a team to develop trust and therefore work together efficiently.





# ACTIVE LISTENING

Active listening is the act of making an effort to focus intently on one person as they share their ideas, thoughts or feelings. You might also ask follow-up questions to dig deeper into what they are communicating.

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# EMPATHY



Having empathy for your teammates can allow you to better understand their motives and feelings. Deeply understanding how others think and work can help you to communicate with them in a way they will respond to positively.

# COLLABORATION

Teamwork exists so that a group of individuals with a diverse set of skills and talents can work together to create something better than one could create on their own. It is crucial to work with other teammates to share ideas, improve each other's work and help one another to form a good team.



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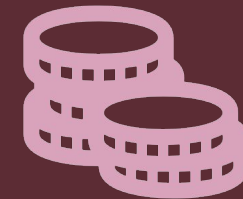
# AWARENESS

In teamwork, it is important that you hone your ability to be aware of the team dynamic at all times.

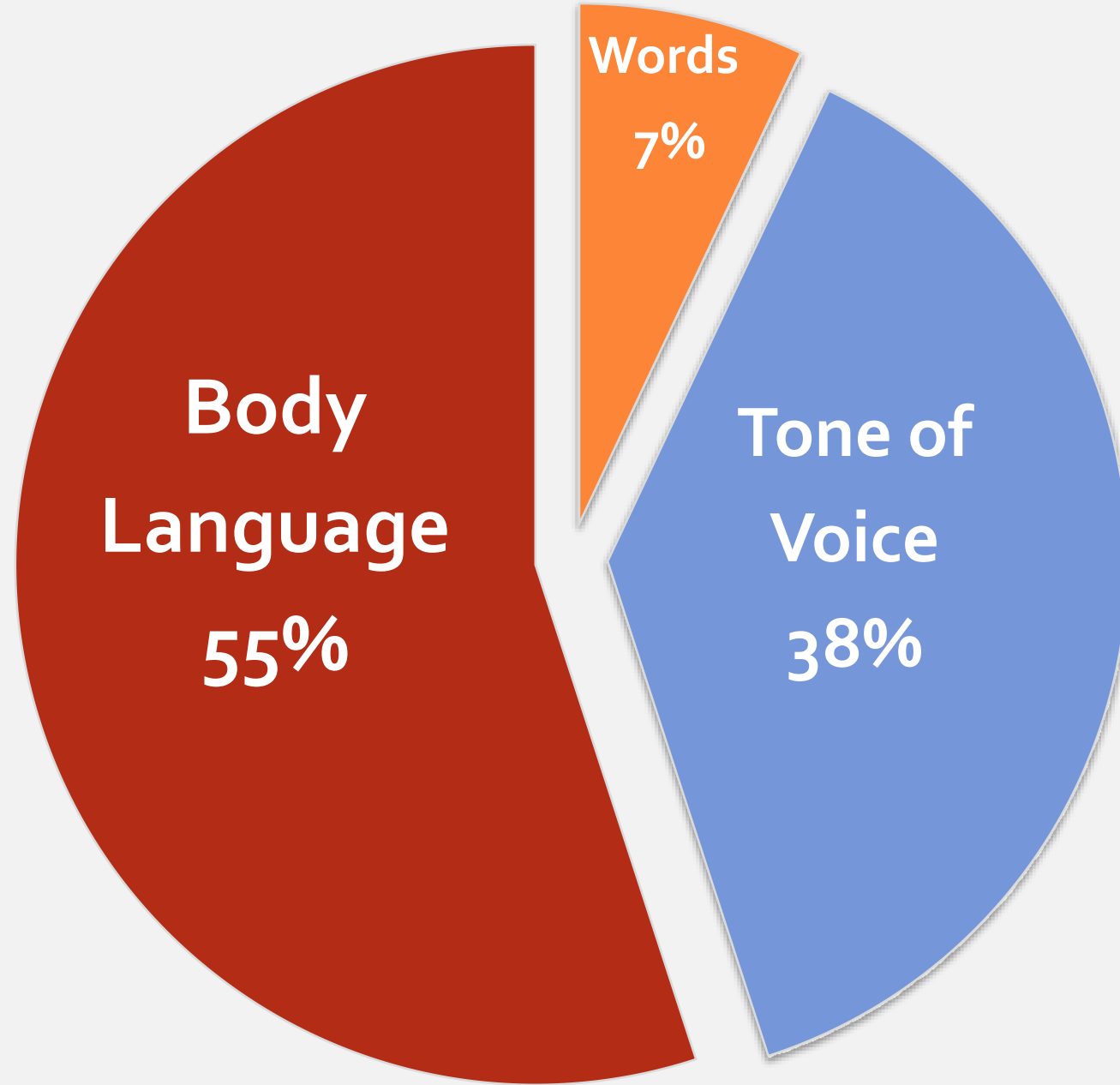
For example, if one person is dominating the conversation or does not allow others to share ideas, it is important that balance is restored for each teammate to contribute evenly. Alternatively, if one person tends to be shy and hesitant to share ideas, it is important to create space so that all teammates feel comfortable to contribute their unique skills and abilities.

- Communication is sending or receiving ideas, thoughts or feelings from one person to one or more persons in such a way that, the person receiving it understands it in the same way the sender wants him/her to understand.
- Also known as “people skills” or “soft skills”.
- Ranked in a survey as the most important requirement for successful job performance.

# Defining communication



## COMMUNICATION CONSISTS OF:



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**Continuous**

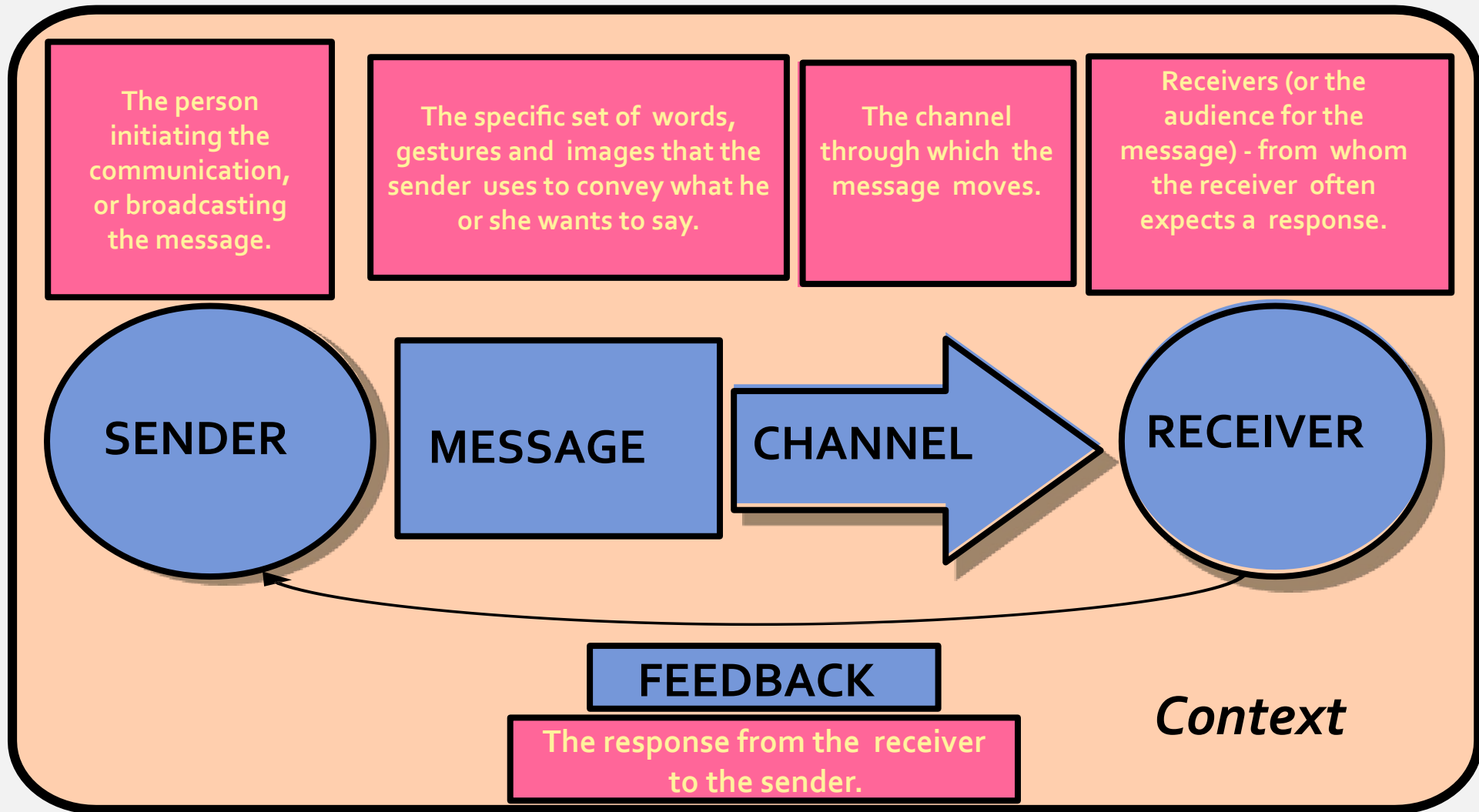
**Dynamic**

**Communication  
can be characterised**

**Transactional**

**Irreversible**

# THE COMMUNICATION PROCESS





“There is only one rule for being a good talker – learn to listen.”

Christopher Morley



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# Effective communication =

R (receiver's meaning)

----- = **1**

S (sender's meaning)



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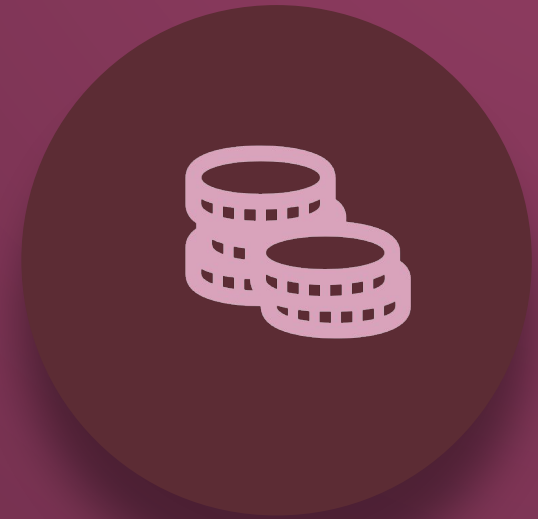


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# The importance of effective communication (I)

- Effective communication helps us better understand a person or situation and enables us to resolve differences and build trust and respect.

## Why effective communication?



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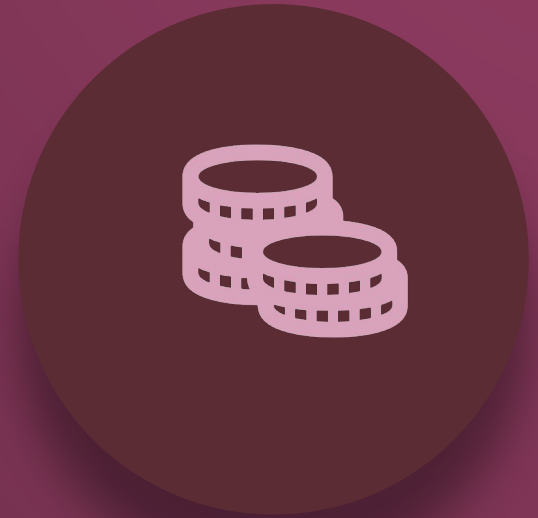


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# The importance of effective communication (II)

- 1) The ability to effectively communicate with others is one of the most important tools for professional and personal success.
- 2) Effective communication can help you influence others.
- 3) Your capacity to communicate is often seen as an indicator of your ability and intelligence.

## Why effective communication?



# Communication principles

- Principles consist of the validated guidelines that are used in performing different tasks or functions to achieve pre-defined goals. To make communication effective, few principles or guidelines of communication are defined that should be followed.
- One can convey their message in a more precise form if the communication is clear and effective. The same applies to an organization or business point to view.

## COMMUNICATION PRINCIPLES



# COMMUNICATION PRINCIPLES

- Listening (not HEARING)
- Probing (encourage)

- Observing (non-verbal)
- Informing (4 Cs = Clear, Correct, Concise, Complete)

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# LISTENING SKILLS



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# PROBING

- encourage your friends/colleagues to talk: tell them that are really listening and wanting to hear more.
- ask questions.
- keep Privacy, listen.



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# OBSERVING

- Nonverbal communication through:
  - Facial expressions;
  - Voice tone;
  - Body language.



# INFORMING

- in a Clear, Correct, Concise, Complete way.
- Consider: Needs, Language, Obstacles.



- Summing-up briefly.
- Check back with the speaker to ensure that the statement is accurate.



# Communication barriers

- The process of communication has multiple barriers. The intended communicate will often be disturbed and distorted leading to a condition of misunderstanding and failure of communication.
- The Barriers to effective communication could be of many types like linguistic, psychological, emotional, physical, and cultural etc.

## Communication barriers



- **Environmental barriers:** Loud sounds, activities of nearby people, interruptions from others, physical discomfort.
- **Physiological barriers:** Deafness, blindness, learning disabilities, illness.
- **Language barriers:** Different language, specific terminology.
- **Personal barriers:** Socioeconomic conditions, values and beliefs, previous experience, not valuing themselves.
- **Psychological barriers:** Stress, frustration, anger, tiredness, distracted, preoccupied.

# Different types of Communication barriers



LET US  
"TIP" YOU

# 6 Tips for Effective Teamwork

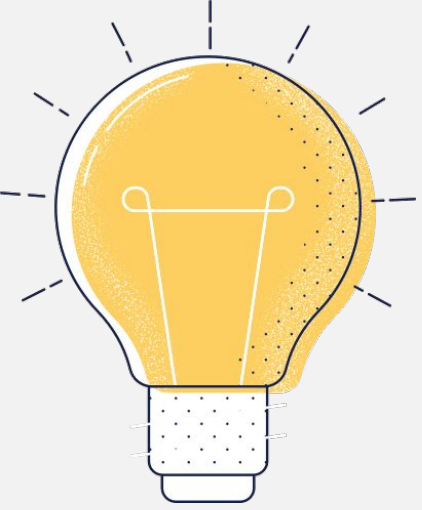


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# Create a productive work environment

- ❑ If you are working on a creative task that needs input from all members, find a room that will allow your team to maximize communication without affecting the rest of the workplace.
- ❑ Make sure your colleagues have all the tools they need to begin the project.
- ❑ If brainstorming is a key component of the project, make sure you have a physical or digital whiteboard available.
- ❑ For a project where team members meet occasionally to review individual work, a short standup in a common area may be a better fit.



# Identify a clear purpose

- ❑ Once you have your work environment set up, begin your process by defining your purpose and goals as a team.
- ❑ A great way to approach this is to brainstorm a mission statement and write it out next to your team's deliverable.
- ❑ Make the mission statement and goal visible so you will keep them in mind while they work on the project.



# Communicate openly

- ☐ If you have an ongoing project, schedule short meetings to review progress.
- ☐ Every team member equal has to have time to relay their wins and losses.
- ☐ You have to have time as a group to help solve problems an individual is facing or give constructive feedback.
- ☐ You can use chats to discuss day-to-day work and a weekly email to communicate important learnings, updates and milestones.



# Recognize your team members

- ❑ During your scheduled meetings, plan time to recognize the successes of all team members.
- ❑ Base these affirmations on milestones so all team members understand what they have achieved and so other members know what work they should model going forward.
- ❑ The benchmarks can be small—you do not need to limit recognition to major achievements.



# Be creative

- ☐ Set aside time for brainstorming sessions.
- ☐ Brainstorming as a group allows for multiple solutions to one problem.
- ☐ Consider every suggestion a member makes regardless of how unconventional they seem.
- ☐ The more ideas your group explores, the more likely you are to find a solution.



# Meet outside the workplace

- ☐ Have a group lunch or meet at a coffee shop.
- ☐ You can start the meeting with a few short team-building exercises to help get everyone more comfortable and open for discussion.
- ☐ Depending on the length of your project, you may want to schedule a recurring event, such as a team lunch every two weeks to discuss new ideas and give recognition to individual team members.

# Effective teamwork activities



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# Identifying Your Team's Needs (I)

When planning team building activities you should first identify your team's strengths and weaknesses.

So... start asking the following questions to identify the root of any problems:

- Are there conflicts between certain people that are creating divisions within the team?
- Do team members need to get to know one another better?
- Do some members focus on their own success, and harm the group as a result?

# Identifying Your Team's Needs (II)

When planning team building activities you should first identify your team's strengths and weaknesses.

So... start asking the following questions to identify the root of any problems:

- Is poor communication affecting the group's progress?
- Do people need to learn to work together, instead of individually?
- Do some members affect the group's ability to move forward through resistance to change?
- Does the group need a morale boost?

# Game of Possibilities

## Rules:

- Give an object to one person in each group.
- One at a time, someone has to go up in front of the group and demonstrate a use for that object.
- The rest of the team must guess what the player is demonstrating.
- The demonstrator cannot speak, and demonstrations must be original, possibly wacky, ideas.



### Time

5-6 minutes



### Number of Participants

One or multiple small groups



### Tools Needed

Any random objects



### Objective

This exercise inspires creativity and individual innovation.



# Winner/Loser

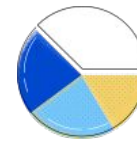
## Rules:

- Partner A shares something negative that happened in their life with Partner B. It can be a personal or work-related memory, but it has to be true.
- Then Partner A discusses the same experience again, but focuses only on the positive aspects.
- Partner B helps explore the silver lining of the bad experience.
- Afterward, they switch roles.



### Time

5-6 minutes



### Number of Participants

Two or more people



### Tools Needed

None



### Objective

Participants discover how to reframe negative situations into learning experiences together.



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# Blind Drawing

## Rules:

- Divide everyone into groups of two. Have the two individuals sitting back-to-back.
- Give one person the pen and paper and the other person the picture.
- The person with the picture describes the picture to their teammate without actually saying what it is.
- The person with the pen and paper draws what they think the picture depicts, based on the verbal description.
- Set a time limit for 10 - 15 minutes.



### Time

10-15 minutes



### Number of Participants

Two or more people



### Tools Needed

A picture, pen, and paper



### Objective

This activity focuses on interpretation and communication.



# This is Better Than That

## Rules:

- Pick four or more objects that are different (or the same objects that look different).
- Split all your participants into even teams. Describe a scenario where each team has to solve a problem using only those objects.
- This can be anything from "You're stranded on a desert island" to "You're saving the world from COVID-19!".
- Have each team rank the objects based on their usefulness in that specific scenario, along with their reasoning.



### Time

15-20 minutes



### Number of Participants

Any



### Tools Needed

Four or more objects



### Objective

This activity inspires team creativity in problem solving.



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# Time to practice!

What does active listening mean?

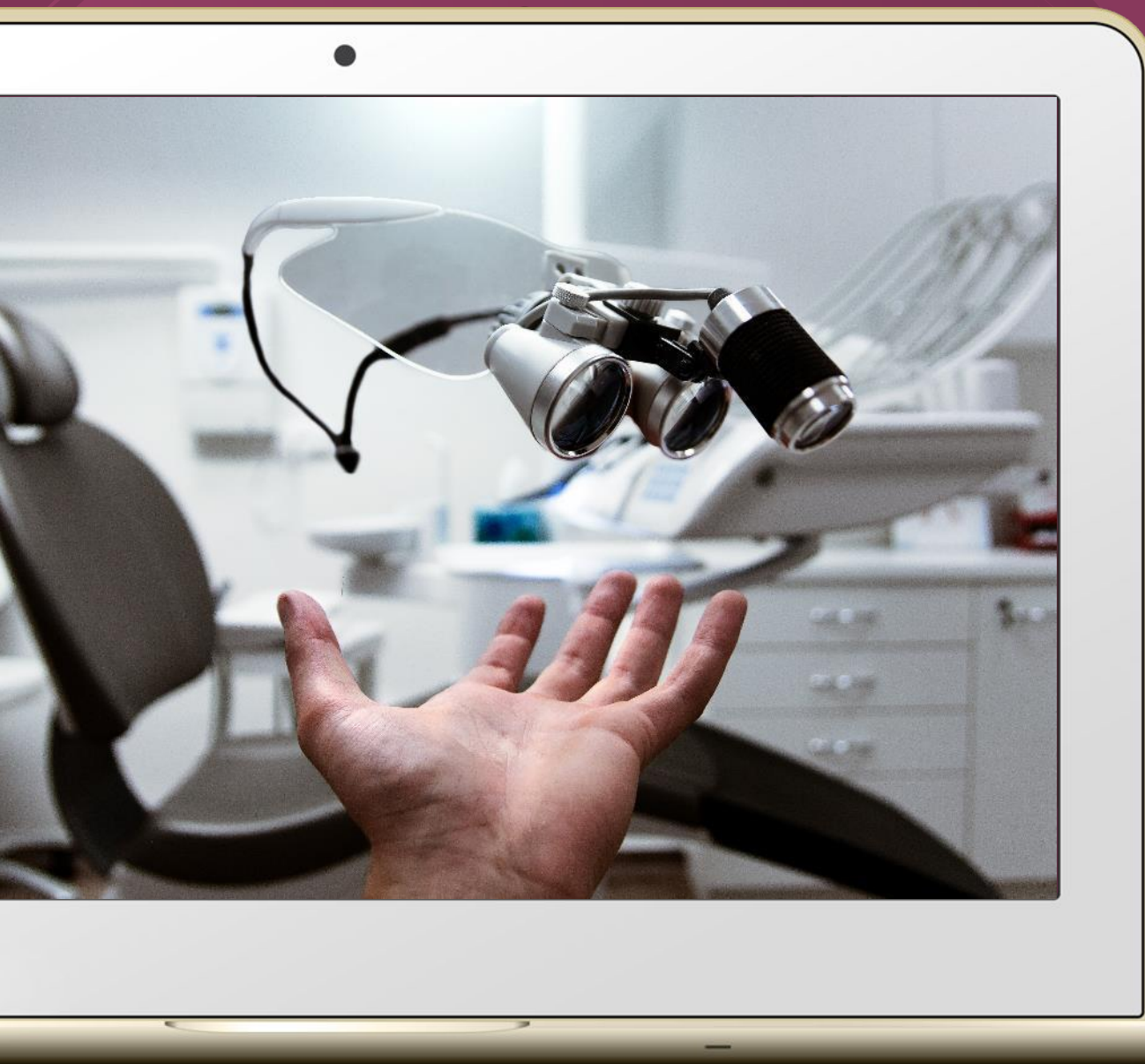
- a. to pay attention to the conversation, to not interrupt, and to take the time to understand what the speaker is discussing.
- b. to search into and explore very thoroughly : subject to a penetrating investigation.
- c. to understand and share the feelings of another.

Why is effective communication important?

- a. Effective communication can help you persuade the others.
- b. Effective communication can help you influence others
- c. Effective communication can help you understand a person or situation.
- d. Effective communication can help you resolve differences and build trust and respect.
- e. All the above.

Which are the communication barriers and how can we overcome them?





“Communication – the human connection – is the key to personal and career success.”

Paul J. Meyer

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# References



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