

Communication Skills Workshop for APTRANSCO Employees (AEEs & DyEEs) – 5 Hours

1. Introduction to Communication

Objective: Set the foundation for understanding communication and its significance.

What is Communication?

- A two way process of exchanging information.
- Involves listening, speaking, and understanding the message.

Types of Communication:

- Verbal Communication: Speaking, writing.
- NonVerbal Communication: Body language, facial expressions, posture, gestures.
- Written Communication: Emails, reports, memos.

The Importance of Communication in Workplace:

- Facilitates teamwork, problemsolving, and leadership.
- Ensures clarity and prevents misunderstandings.
- Drives organizational success.

2. Effective Communication Techniques (1 hour)

Active Listening:

Definition: Paying full attention to the speaker, acknowledging their message, and responding thoughtfully.

Steps to Practise Active Listening:

- Maintain eye contact.
- Avoid interrupting.
- Ask clarifying questions.
- Paraphrase to confirm understanding.

Clear and Concise Messaging:

Techniques:

- Keep the message simple and direct.
- Use straightforward language; avoid jargon.
- Stick to the main points.

Body Language:

The Power of NonVerbal Communication:

Posture, gestures, and facial expressions affect the perception of your message.

Tips for Improving Body Language:

- Maintain an open posture.
- Use gestures to emphasize points.
- Smile to convey warmth and approachability.

Tone of Voice:

Why Tone Matters:

- Tone can convey confidence, empathy, or impatience.
- Ensure your tone aligns with your message.

Strategies for Tone Control:

- Practice modulation to avoid sounding monotonous.
- Use pauses to add emphasis.

3. Barriers to Effective Communication

Common Barriers:

- Language Barriers: Using technical jargon, complex words.
- Cultural Barriers: Misunderstanding cultural norms and practices.
- Emotional Barriers: Stress, anxiety, or anger affecting communication.
- Physical Barriers: Noise, poor connection during calls, etc.

Impact of Barriers on Workplace Communication:

- Leads to misunderstandings, conflicts, and reduced productivity.
- Hinders the ability to work collaboratively.

4. Steps to Improve Communication (1 hour)

Step 1: SelfAwareness

- Reflect on your current communication style.
- Identify areas where you can improve (e.g., listening, clarity, tone).

Step 2: Practice Active Listening

- Engage in exercises where participants practice listening and paraphrasing.
- Activity: Pair up and share work related challenges, while the other person listens and repeats the key points.

Step 3: Develop Empathy

- Understand the other person's perspective.
- Use empathy in conflict resolution and collaboration.
- Example: When discussing a delay in project delivery, show empathy toward the challenges your team faces.

Step 4: Adapt Communication Style

- Be flexible with your communication style depending on the situation and audience.
- For example, in high stress situations, a calm and composed tone is important.

Step 5: Improve NonVerbal Cues

- Be mindful of body language during meetings and presentations.
- Practice maintaining eye contact, using gestures, and having an open posture.

5. Communication in Conflict Management

Conflict Resolution Techniques:

- Stay Calm: Keep your emotions in check.
- Focus on the Issue, Not the Person: Avoid personal attacks.
- Use “I” Statements: Express your feelings without blaming others.
- Example: "I feel concerned when deadlines are missed," instead of "You are always late."
- Seek Common Ground: Aim for mutual understanding and agreement.

Example:

Two engineers disagree over project priorities. By using effective communication strategies, such as active listening and empathy, they can resolve the conflict and collaborate better.

6. Inspiring Stories on Communication

Story 1: A Leader’s Communication Power

Case Study: A well known corporate leader who used clear and motivating communication to turn around a struggling organization.

Key Takeaways: How strong communication build trust, empowered teams, and improved results.

Story 2: Overcoming Communication Challenges

RealLife Example: An engineer facing communication barriers with a diverse team but using empathy and patience to bridge gaps, leading to successful project completion.

7. Strategies to Continue Improving Communication Skills

Continuous Learning:

Attend workshops, read books, and practice communication skills regularly.

Feedback Mechanism:

Encourage constructive feedback from peers and subordinates.

Mentorship:

Seek mentors who excel in communication and learn from their approach.

Setting Goals:

Set communication related goals, such as improving listening skills or reducing misunderstandings.

1. Communication Tools:

A. Active Listening Tools:

Listening Checklist:

Focus on the speaker.

Avoid interrupting.

Nod or give small verbal cues to show engagement.

Paraphrase or summarise key points.

Listening Apps:

Use apps like Otter.ai to record conversations and practice listening skills by transcribing and reviewing key points. This helps refine listening and understanding abilities.

B. Feedback Tools:

360 Degree Feedback:

A method where employees receive feedback from colleagues, subordinates, and supervisors, helping them understand their communication strengths and areas for improvement.

Feedback Sandwich:

Positive feedback → Constructive criticism → Positive feedback.

This technique helps soften critical feedback and maintain a positive atmosphere.

C. Virtual Communication Tools:

Zoom/Teams/WebEx (for virtual workshops and meetings):

Use breakout rooms to facilitate small group discussions or roleplay scenarios.

Miro or MURAL (for collaborative work):

Use digital whiteboards for team collaboration during exercises like brainstorming communication challenges or mapping communication barriers.

D. NonVerbal Communication Tools:

Emotion Wheel:

A tool that helps employees recognize and label emotions, improving their ability to manage their emotions and use appropriate nonverbal cues.

Body Language Apps (like iObserve):

Use these apps to analyze body language, helping employees become more aware of their posture, gestures, and facial expressions in professional settings.

2. Techniques to Enhance Communication:

A. Clear Communication Framework:

The 3 Cs of Communication:

Clear: Use simple and direct language.

Concise: Keep your message short and to the point.

Consistent: Ensure your message aligns with your actions.

The 5 W's & 1 H:

Who, What, When, Where, Why, How

Before communicating, ask yourself these questions to ensure clarity.

B. Empathy in Communication:

Empathy Map:

A visual tool that helps employees understand the perspective of others by focusing on what the other person thinks, feels, says, and does.

RolePlaying Exercises:

Use roleplaying to practice responding empathetically in challenging situations, like customer complaints or internal conflicts.

C. Storytelling Tools:

Story Circles:

A group activity where each participant shares a brief personal story related to communication challenges. This encourages connection and learning from each other's experiences.

The Hero's Journey Framework:

Use this storytelling model to craft engaging messages or presentations. It helps structure a narrative that can capture attention and emphasize key points effectively.

3. Communication Frameworks & Models:

A. The Johari Window:

Model Explanation:

A tool for selfawareness and mutual understanding in communication. It helps people understand their own communication habits and how they can improve through feedback.

The Four Quadrants:

Open Area

Blind Spot

Hidden Area

Unknown Area

B. The SBAR Method:

Situation, Background, Assessment, Recommendation:

A structured communication technique often used in highpressure environments like hospitals or technical operations. It helps clarify the situation and ensures the message is clear and actionable.

C. The STAR Model:

Situation, Task, Action, Result:

This model is helpful for structuring responses in interviews or performance reviews. It helps participants focus on explaining their actions clearly and connecting them to results.

4. Interactive and Engaging Tools:

A. Polls & Surveys:

Use platforms like Mentimeter or Slido to create interactive polls and surveys during the workshop. This keeps participants engaged and provides insights into their communication preferences and areas of improvement.

B. Icebreakers & Team Building Games:

Two Truths and a Lie:

A fun icebreaker where each person shares two truths and one lie about themselves, and others guess which is the lie. This fosters openness and active listening.

Communication Charades:

A game where participants communicate without speaking (only using gestures and expressions), helping them become more aware of nonverbal communication.

C. Mindfulness and Meditation Apps:

Calm or Headspace:

These apps can help employees practice mindfulness before highstakes communication, such as delivering presentations or handling difficult conversations.

5. LongTerm Strategies for Improving Communication:

A. Journaling for Reflection:

Encourage employees to keep a communication journal, where they reflect on their communication challenges, successes, and areas of growth.

B. Coaching and Mentoring:

Offer one on one coaching sessions where participants receive personalized guidance on improving specific aspects of communication, such as public speaking or conflict resolution.