

# Semester “Spring 2011”

## Communication Skills

### MCM301

#### Solution Assignment No. 02

Marks:15

Dear students,

The following is provided as the solution for assignment 02. The marking of your submitted solution will depend upon the quality of work. Note that this is just a guide line, your solution may vary!

#### “Presentation Skills”

1. Plan a presentation on the topic of your choice.
2. Write an outline for an oral presentation.

You must submit the following: ( 3 marks each)

- A brief description of the anticipated audience
- The purpose of your talk
- The outline
- A description of the setting, room layout, equipment, etc.
- The description of visuals, if you want to add any visuals in your presentation using multimedia.

#### Solution:

##### Topic of presentation:

Interpersonal Communication

##### Anticipated Audience or Target Audience:

Students enrolled for Communication Skills course in VU

##### Purpose of Presentation:

To provide important knowledge regarding interpersonal communication. Which will help students in there professional life as well. And Suggesting few remedies for improving interpersonal skills.

##### Presentation Venue:

Conference Halls at various VU campuses, which are provided with the facility of video conferencing. So the students at a time can listen and watch simultaneously

Having theatre style sitting arrangement.

**Visual aid detail:**

Multimedia aid will be used to show power point slides of the presentation. Power point slide will contain material related to topic in written form.

**The outline of presentation / Oral presentation:**

1. Defining Communication: Communication is used to cover listening and talking and is a loose concept. It has its roots in Latin where its use embraced to impart, to participate and to share. It evolved as a word to mean the transmission of intangible rather than material things. But meaning comes into it too and communication might be usefully defined as: the process by which meanings are exchanged between people through the use of a common set of symbols (i.e. usually language).
3. Communication has to be a two-way process and seeing it as one-way ignores the receiver's contribution to the process, and this is why assessing feedback to judge the effect and response outcome of communication is important.
4. A workable definition of communication (for our purposes defining Interpersonal communication) would have these characteristics: Social contact can be face-to-face and removed (i.e. via the written word or through telephone, e-mail, television, radio, film, video etc).
5. Interpersonal Communication: These are the skills that a person uses to interact with other people. Interpersonal skills are sometimes also referred to as people skills or communication skills. Interpersonal skills involve using skills such as active listening and tone of voice, they include delegation and leadership. It is how well you communicate with someone and how well you behave or carry yourself. Also they help people further their careers.
6. Interpersonal skills refer to mental and communicative algorithms applied during social communications and interaction to reach certain effects or results. The term "interpersonal skills" is used often in business contexts to refer to the measure of a person's ability to operate within business organizations through social communication and interactions. Interpersonal skills are how people relate to one another.
7. Shared means of communication:  
Usually this means through language but it also covers non-verbal communication:
  - physical gestures
  - eye contact
  - tone of voice
  - use of touching
  - appearance
  - facial expression
  - posture

- proximity
- position of head

**8. How to improve your interpersonal skills?**

- Think positively, and enter the mindset to work well with others and maintain good relationships.
- Do not criticize others or yourself.
- Be patient.
- Learn to listen, experts recommend listening 80% of the time and only talking 20%.
- Be sensitive to others, this includes not gossiping.
- Treat others and their experience with respect.
- Praise and compliment people when they deserve it.
- Learn to appreciate, be helpful and not de-motivate your team members. Work as a team, not as an individual. This will achieve better results.
- Treat your team members and colleagues as friends and not as strangers or subordinates.

9. Question and answer session.

10. End of presentation.