

Communication and Public Speaking



Let's learn!

Do you want to continue this journey with us and learn about Communication and Public speaking skills?

Please, press one of the two buttons!



Yes, please!

Hmmm, do I need to?

Why are communication and public speaking skills important?

Successful communication is the key to successful relationships both in personal life, as well as in professional life.

Communication skills can help you:

- understand people and daily situations better
- avoid/resolve conflicts and reach compromises
- collaborate better and make decisions as a group

In addition to the above, we all –at some point in our lives- need to be able to speak in public for several reasons (work, studies, activism, community, etc.)

Public speaking skills can help you:

- deliver your message in a more effective way
- be the key to motivating a team/group of people
- get the attention of your audience



Cool, I want to know more!

That's all good, but I am not interested for now.

Congratulations!

We are very happy to take you on this learning journey with us!

Let's start with the basics!

Why are communication and public skills important?

Successful communication is the key to successful relationships both in personal life, and in professional life.

Communication skills can help you:

- understand people and daily situations better
- avoid/resolve conflicts and reach compromises
- collaborate better and make decisions as a group

In addition to the above, we all –at some point in our lives- need to be able to speak in public for several reasons (work, studies, activism, community, etc)

Public speaking skills can help you:

- deliver your message in a more effective way
- be the key to motivating a team/group of people
- get the attention of your audience



Please, press this button to go on!

That's OK!

We will be here when you
are ready!

See you later!

Please, press this
button to start
again!



Tips that will help you develop your communication skills!

Think it through!

If you want to improve your communication skills, start by getting in the habit of thinking through these 5 questions for any communication you create:

- **Why** are you communicating?
- **Who** is the receiver, audience, or participant?
- **What** do you want to achieve? (most commonly: to request resources, participation, permission etc, to inform, to persuade, to connect)
- **What** do you want the others to do as a result of the communication?



Please, press this button to go on!

Tips that will help you develop your communication skills!

Give it time!

Plan what you want to say and review your communication to make sure it is going to do the job you need it to.

If you communicate in writing, then take time to revise the message before sending it!

Simplify!

Focus on what is important. Discard any unnecessary information!



Please, press this button to go on!

Tips that will help you develop your communication skills!

Speak up:

- ✓ **Take responsibility and start the communication!** Do not wait and expect another person to do it!
- ✓ **Don't hide behind various forms of online communication,** that can often be misunderstood. In face-to-face communication it is easier to understand body language and non-verbal communication clues. Good communication requires far more than what we can express in a written message.

Practise and reflect:

Take the time to think about what goes well and what doesn't in your day-to-day communications.

Maybe something you said/wrote did not go well. Can you see how it might have been misinterpreted?

What would you do differently next time?

Similarly, if a conversation with someone did not go as you plan, try to figure out if you clearly communicated what you needed.



Please, press this button to go on!

Examples of communication skills!

You now know how you can develop your communication skills... but, what are communication skills?

Let's review some examples! (Maybe:
Let me give you some examples?)



Please, press this
button to go on!

Examples of communication skills!

Active listening:

Active listening is a very important element of effective communication! So,

- Make sure you really listen to what the others have to say, to their concerns, questions, directions/intentions.
- Ask clarification questions if needed.
- Adjust your way of speaking depending on whom you are talking to and the situation at hand. It is simple! If you do not understand what others are saying, you are not going to be able to give them what they want!

Active listening creates an environment in which everyone feels safe to express ideas, opinions, and feelings or plan and solve problems in a creative way.

Non-verbal communication:

What you do with your posture and your hand gestures will change how people interpret your spoken communication. For example, if you're not making eye contact with your conversational partner or, worse, you're rolling your eyes or looking down then they're going to feel disrespected.

Nonverbal communication is about both being heard and making others feel heard.



Please, press this button to go on!

Examples of communication skills!

Clarity and concision:

There are two big traps among people trying to sound smart: using big words and using too many words. If you ramble on with a bunch of unnecessary information, the important meaning you're trying to convey will get lost or worse, people will stop listening to you entirely.

Often, the shortest, simplest message conveys the greatest amount of undiluted information.

Empathy or the ability to understand and share the feelings of another:

Practising empathy will make you an all-around more likeable individual and all of your other communicative abilities will instantly improve.

You'll be able to predict how others will feel about some information you need to communicate, and therefore adjust the form of that communication to make others feel positive about it.



Please, press this button to go on!

Examples of communication skills!

Open-mindedness:

Being open-minded is about showing **respect** to everyone with whom you communicate and being **patient** when their way of thinking doesn't align with yours.

Never dismiss someone's opinions on the spot and you'll have healthier relationships with everyone at work or in your personal life.

Giving/Accepting feedback:

Feedback should be helpful and courteous. No rants or passive-aggressive insults are acceptable.

When you're on the receiving end of feedback, it's important to practise active listening. It can be tough listening to negative feedback about yourself, but taking the time to reflect on what others say about you is a crucial part of improving, not just as an employee, but as a human being.

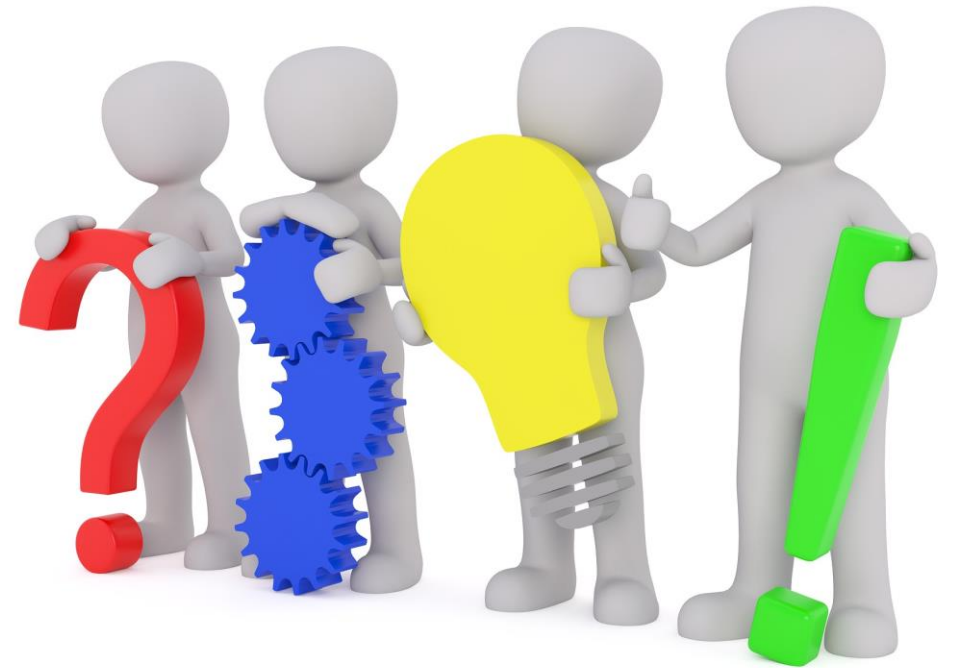


Please, press this
button to go on!

Public Speaking Skills

Now that you have been given tips about developing your communication skills, it is time to go one step further and talk about developing your public speaking skills.

Public speaking skills require excellent **communication** skills, but also good level of **organizational** and **initiative taking** skills, as well as being **motivated** and **enthusiastic**.



Please, press this
button to go on!

What are public speaking skills and how to develop them?

Public speaking skills build on all communication skills, as seen previously. However, to be an effective public speaker you also need to develop skills such as:

Confidence

It is normal to feel nervous or anxious before speaking in front of an audience. However, it is important to try to control your anxiety and deliver your speech in a confident and secure way, if you want to attract and keep the attention of your audience. In order to feel more confident, you can:

- **Prepare, prepare, prepare!** Good preparation is the key! Know what you want to say and know your audience! Prepare your speech in a way that the audience can follow (ie. use plain and engaging language). Using examples/stories to which your respective audience can relate can also be extremely helpful.
- **Organize!** Organize your materials and what you want to say. Make note-cards or a presentation to help you keep a structure.
- **Practise!** Practise your speech in front of friends and family, or even in front of the mirror. Practising will help you structure your thoughts and be more confident.



Please, press this button to go on!

What are public speaking skills and how to develop them?

Staying in touch with your audience

- **Read your audience and be ready to improvise!** It is important to be able to understand your audience and “listen” to what their body language has to say. If you feel that you are “losing” their attention, you may want to make changes or additions to regain it. Flexibility is the key!
- **Use your body language and keep eye contact.** During your speech it is important to keep eye contact with the audience. Try to be confident about the content of your speech as possible, so that you do not have to depend on your notes or presentation. Additionally, try to exhume energy and be animated during your speech.



Please, press this button to go on!

What are public speaking skills and how to develop them?

Speaking clearly!

- Make sure you speak at an easy-to-follow pace (not too fast, not too slow), so that the audience can follow you and articulate your words clearly. Make a small pause/pause briefly? between “sections” of your speech, but avoid using fillers such as...”hmm”, “aaa”, “like...”, “you know...”, etc.

Being yourself!

- It is important to be authentic and not try to be someone else when speaking in public. It is OK to improvise and deviate from what you have practised. It is OK to show your enthusiasm or excitement, if the subject is something that you really care about. It is OK to use stories and examples to highlight what you want to say. Often, if you are yourself and you are passionate about something, your audience will relate and be more engaged.



Please, press this button to go on!

One last thing!

Remember that you will not become a good public speaker overnight. ***Practice is the key.***

Try to improve your public speaking skills by not being afraid to do it.

The more you do it, the better you will become!

We hope that you have enjoyed taking this learning journey with us!

