

“EFFECTIVE COMMUNICATION IN WORK PLACE - WHAT I HAVE OBSERVED IN OTHERS AND LEARNED FROM MY MISTAKES”

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WHAT DOES EFFECTIVE COMMUNICATION MEANS ?

**Getting the intended outcome of your communication
in an ethical manner**

KEY TO EFFECTIVE COMMUNICATION

- Understand the purpose of your communication
- What you want to achieve from your communication?
- Understand the profile of the listener / listener's
- Make preparation to communicate based on the above inputs
- Anticipate the likely questions / pushback from the listener
- Listen before you talk
- Avoid loose talk in meeting
- Use of pace and pause technique
- It is okay to say "I do not know. I will come back later"
- Stick your natural accent

WHY DO WE COMMUNICATE ?

WHAT IS THE PURPOSE OF YOUR COMMUNICATION?

- Inform / Update
- Initiate Action
- Initiate decision
- Reply
- Escalate / Complain
- Impress
- Reprimand / Warn
- Appreciate
- Motivate / Inspire
- Reassure
- Casual informal conversation
- Conflict resolution

PROFILE OF THE LISTENER

- Senior / Peer / Junior
- Indian / Expat
- Meet regularly / occasionally
- Subject Matter Expertise in your area of operation
- Not from your area of operations
- Experience in the firm

CASE STUDIES – PERSONAL EXPERIENCE / OBSERVED EXPERIENCE

- Reply without Listening/Eagerness to impress
- Loose talk in a meeting with Senior people
- Understand the objectives of your communication
- Put yourself in the shoes of the listener, Anticipate questions from him and prepare
- Understand the Profile of the Listener
- Pace and Pause

CONCLUSION

Remember the four key tips for effective communication

- Understand the purpose of your communication
- Understand the profile of the listener / listener's
- Prepare and anticipate the likely questions / pushback from the listener.
- Listen and Pause