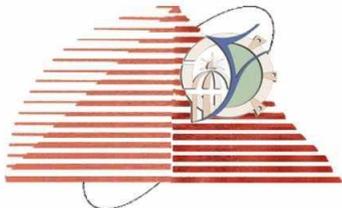


بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

**Presentation
&
Communication
Skills**



Fayoum University



**Faculty of Engineering
Mechanical Engineering Dept.**

Lecture (2)

on

***Communication Rules
and Types***

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Communication Rules

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Many different communication rules have been proposed over the years, and they come in all forms and quantities

Rule 1: One should always be polite and professional in communications.

Rule 2: Personnel should avoid assigning tasks to people who are not direct reports.

Rule 3: Not every communication that one sends will reach its target.

Rule 4: One should be patient, but not too patient.





Communication Rules

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The first rule of professional communication is that **one should always be polite and professional in communications.** We should focus on being polite and professional as the means to achieve our ends. By representing oneself in the **proper manner**, one can build a **good reputation** as a professional. In addition, in most circumstances one is much more likely to achieve a goal if one has not antagonized the person who may end up being able to help. As a corollary to this rule, if one does lose one's temper, an **apology** may go a long way toward restoring peace.





Communication Rules

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A second rule of communication is that personnel should avoid assigning tasks to people who are not direct reports. The person being assigned such a task may not be required to complete it, and the person could very well resent such an assignment. And, a person in a non-supervisory role will not have the ability to ensure that the task gets completed. One should only make formal requests of direct reports, or one should first clear the assignment of a task with the person's supervisor. When assigning tasks to supervisees, it is important that both parties have the same understanding of the task to be completed, the deliverable, the timeframe, and the consequences of missing a deadline.





Communication Rules

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A third rule of communication is to remember that not every communication which one sends will reach its target. A voicemail may be accidentally deleted and never heard, or an email may be categorized as spam so that the intended recipient never sees it. One should not assume that a recipient is deliberately ignoring a communication; instead, one should confirm that the intended communication was received. If the communication was not received, it will need to be retransmitted. If the communication was received, one should think about what the best approach is to getting the most out of the recipient. For example, one might ask “Could you please deliver that item to me by next Friday?” Or, “Is there something else that I can do to help facilitate your work on that task?” In any case one must always keep the end goal in mind, and one must think of the best way to work toward achieving that goal.





Communication Rules

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A fourth rule of communication is to be patient, but not too patient. A person with good patience will come across as being professional. Most people do not respond well to anger or loud outbursts. If someone is late or did not deliver an item promised, the first step is to determine why while remaining patient. However, there will come a time when patience will no longer serve one well. One will have to use good judgment in determining when communications should turn from being polite and patient to a little more forceful. Achieving the desired results in such a situation can be a delicate balancing act. With practice and careful thought, good results are likely to be achieved.

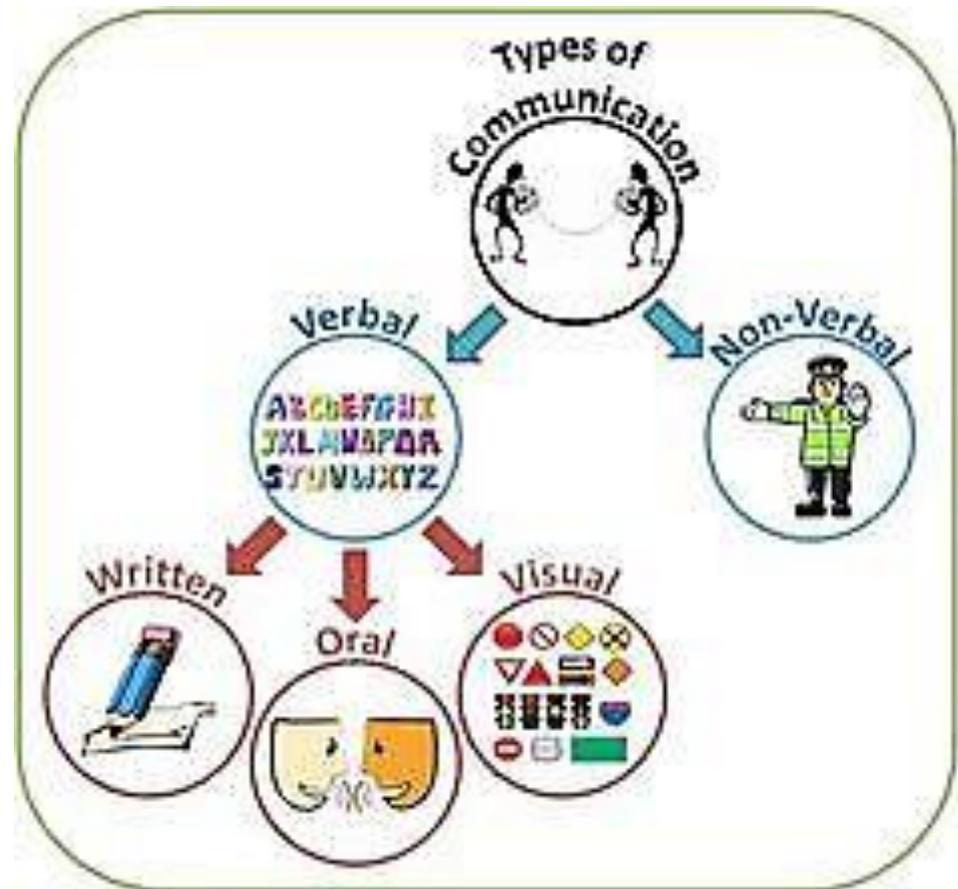




Communication Types

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People communicate with each other in a number of ways that depend upon the message and its context in which it is being sent. Choice of communication channel and your style of communicating also affects communication. So, there are variety of types of communication.





Communication Types

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Types of communication based on the communication channels used are:

- 1. Verbal Communication**
- 2. Nonverbal Communication**





Communication Types (Verbal Communication)

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Verbal Communication

Verbal Communication is further divided into:

1. Oral Communication
2. Written Communication

Verbal communication refers to the form of communication in which message is transmitted verbally; communication is done by word of **mouth** and a piece of **writing**. Objective of every communication is to have people understand what we are trying to convey. In verbal communication remember the acronym **KISS** (keep it short and simple).

When we talk to others, we assume that others understand what we are saying because we know what we are saying. But this is not the case. usually people bring their own attitude, perception, emotions and thoughts about the topic and hence creates barrier in delivering the right meaning.

So in order to deliver the right message, **you must put yourself on the other side of the table and think from your receiver's point of view**. Would he understand the message? how it would sound on the other side of the table?

