

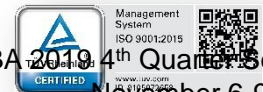
# EFFECTIVE COMMUNICATION IN THE WORKPLACE

Lucina Flor Burns-Ramos  
Director III, CSC

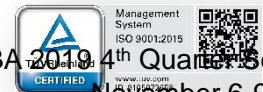


# COMMUNICATION IS . . .

- the transfer and sharing of meaning
- not merely the transmission of message
- not mere information
- a human process.



# COMMUNICATION

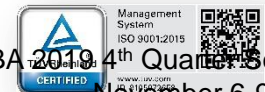


PAGBA 2019 4<sup>th</sup> Quarter Seminar  
November 6-9, 2019

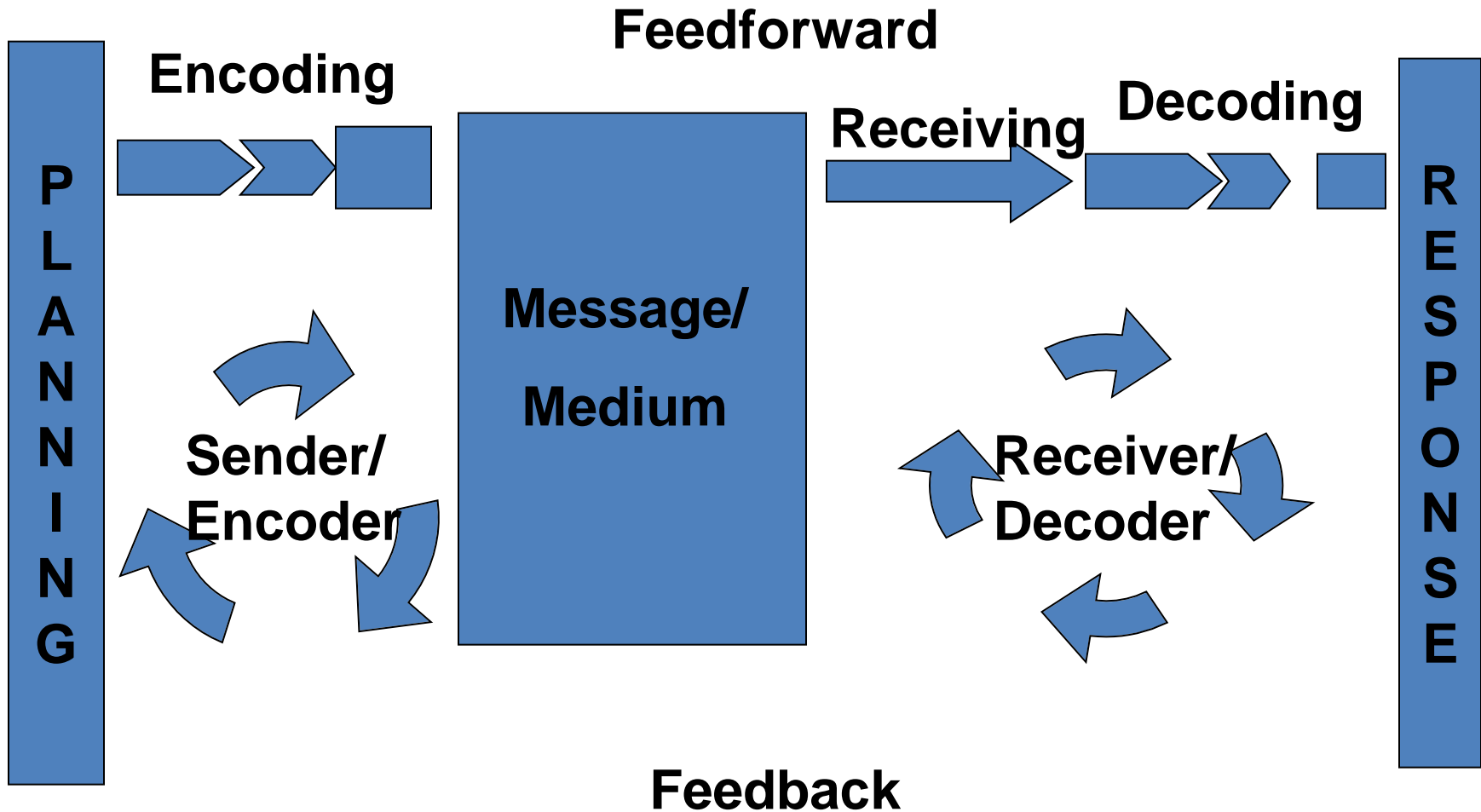
Bohol Tropics Resort, Tagbilaran City

## Methods of Communication:

1. Oral
2. Written
3. Non-verbal
4. Visual



# COMMUNICATION PROCESS



# COMMUNICATION STRATEGIES



# 1. Understand the full spectrum of communication Skills

- Verbal skills
- Listening skills
- Writing skills
- Technological communications skills

# 1. Understand the full spectrum of communication Skills

- Social graces
- Body language
- Emotional Intelligence
- Grooming and dressing





## 2. Talk in Person

- Move around and talk to colleagues face to face
- Hold short team meetings



### 3. Encourage active participation in Discussions

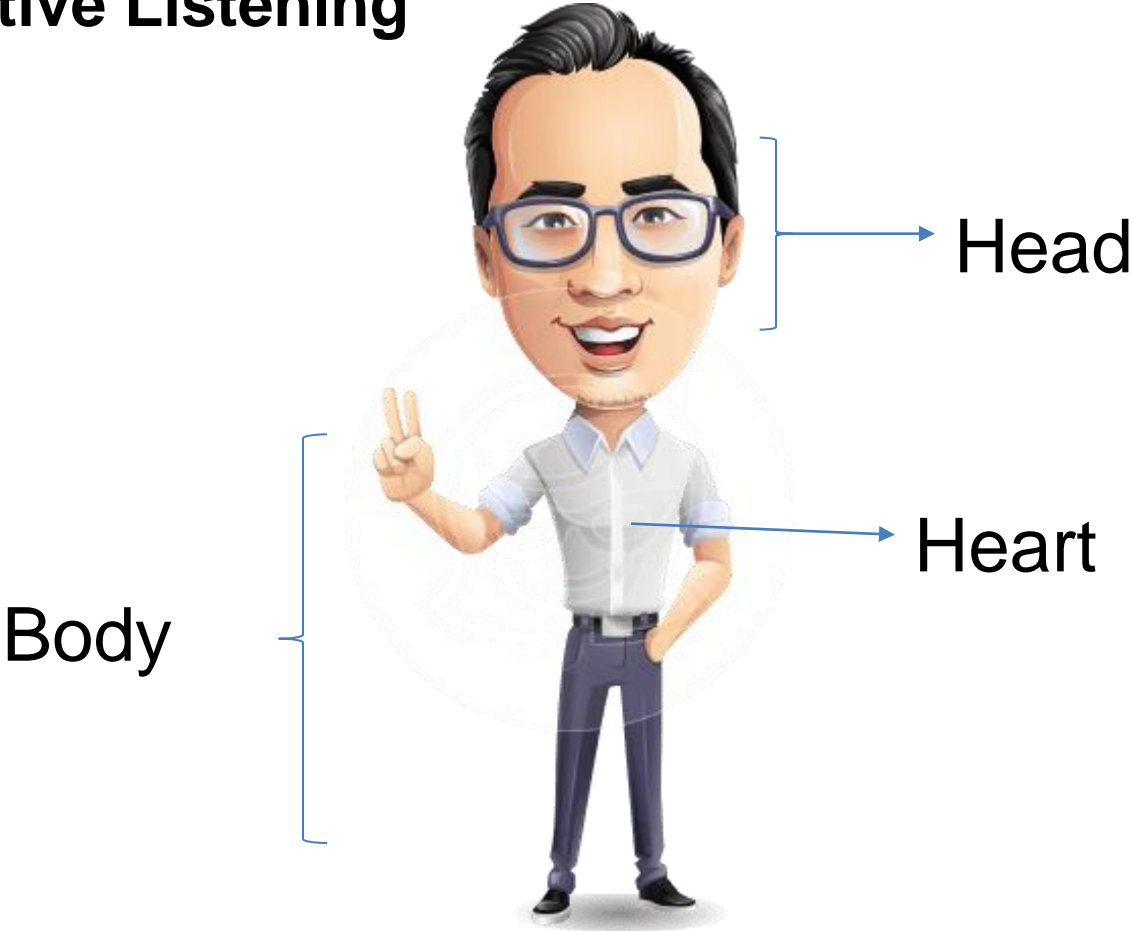
- Asking for volunteers open up possibility of one or two monopolizing discussions
- Round robin – where everyone gets a fair chance to speak

## 4. Focus on listening

Two most Important Skills for effective Oral Communication:

1. Active Listening
2. Giving Constructive Feedback

# Active Listening



Build trust and establish rapport.



Demonstrate concern.



# Active Listening Skills

Ask specific questions.



Use brief verbal affirmations like:

Active listening techniques can help you truly understand what people are saying in conversations and meetings



**Listening is a skill that anyone can learn.**



**And... it is a gift that anyone can give.**

## 5. Pay Attention to Body Language and Tone of Voice

- Body language includes actions and ways of behaving.
- Eye contact is a body language indicator.

# 11 Worst Body Language Mistakes Professionals Make

- Poor posture





# 11 Worst Body Language Mistakes Professionals Make

- Not being in sync
- Fidgeting and “big” hand movements
- Giving no physical feedback or facial expression

# 11 Worst Body Language Mistakes Professionals Make

- No eye contact

Maintaining eye contact shows:

- ✓ interest
- ✓ attention
- ✓ confidence
- ✓ sincerity

# 11 Worst Body Language Mistakes Professionals Make

- Bad handshake
- Mismatching verbal and nonverbal messages
- Failing to smile
- Eye rolling

# 11 Worst Body Language Mistakes Professionals Make

- Keeping a cell phone out



# 11 Worst Body Language Mistakes Professionals Make

- Crossing arms defensively



# Body Language



# Body Language



# OTHER COMMON BODY LANGUAGES

- Smile
- Tapping your fingers
- Tilting your head to one side
- Steepling your fingers
- Pulling your ear
- Putting your hand in your head
- Standing up straight



# Gallup Survey: Most Irritating Speaking Habits

Place 11. Speaking with a foreign accent

Place 10. Too high-pitched tone, squeaky voice

Place 9. Grammar mistake or incorrect pronunciation

Place 8. Rapid talking

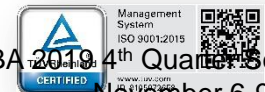
Place 7. Nasal speaking voice

Place 6. The use of filters “eeeer” “uhmm”, “you know”

# Gallup Survey: Most Irritating Speaking Habits

- Place 5. Colorless, bland, and monotonous speaking manner or voice
- Place 4. Very loud talking
- Place 3. Muttering or overly quiet talking
- Place 2. Swearing or frequent usage of extremely explicit vocabulary
- Place 1. Interrupting when someone else is talking

# TELEPHONE ETIQUETTE



# TELEPHONE ETIQUETTE



# TELEPHONE ETIQUETTE

- Answer telephone call promptly and politely. Speak clearly and avoid interrupting the caller if he is speaking.
- Speak with a smile in your voice.
- Cover the mouthpiece if by any chance you have to talk to someone else.



# TELEPHONE ETIQUETTE

- Refrain from disclosing unnecessarily, the exact whereabouts of the person who the call is intended for.
- Person of higher rank should not be made to wait until the person of lower rank answers the telephone.

# TELEPHONE ETIQUETTE

- Have a paper and pencil ready for taking messages.
- If you have to put a caller on hold, tell him why and thank him afterwards for waiting. If the interruption will take a while, offer to call back and do call back.

# TELEPHONE ETIQUETTE

- Be polite enough to give the caller your undivided attention during telephone conversations.
- Do not **hover around** while waiting for a co-worker to get off the phone. Leave a note for them to call you or return later.
- End the call properly, don't abruptly end the conversation and put down the phone.



# WRITTEN COMMUNICATION



August 8, 2019

Date

**MS. APRIL DAWN B. REYES**

HR Consultant

Quezon City

Address

Dear **Ms. REYES:**

Greetings from the Civil Service Commission!

Salutation

May we officially inform you that the Civil Service Institute (CSI) has chosen you to be the Subject Matter Expert (SME) For the Strategic Performance Management System Course to be conducted for the National Center for the Advancement of Women on September 17-19, 2019. We have selected you from the list of SMEs included in our database in accordance with our selection criteria.

Should you have enhancement on the Training Activity Plan (TAP) and powerpoint presentation that we shall be providing you, we highly appreciate receiving these documents until August 23, 2019.

B  
o  
d  
y

We look forward to a successful run of the training program.

Very truly yours,

Complimentary Close

**LUCINA FLOR BURNS-RAMOS**

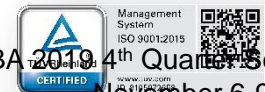
Director III

Civil Service Institute

Signature Block

Attachments: SPMS Slide Deck  
Training Activity Plan }

Enclosure



PAGBA 2019 4th Quarter Seminar

November 6-9, 2019

Bohol Tropics Resort, Tagbilaran City



August 8, 2019

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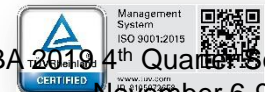
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**LUCINA FLOR BURNS-RAMOS**

Director III  
Civil Service Institute

Attachments: SPMS Slide Deck  
Training Activity Plan



PAGBA 2019 4<sup>th</sup> Quarter Seminar  
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# MAKING MEETINGS MORE PRODUCTIVE

# Making Meetings More Productive

- Determine if the meeting is really necessary.
- Have an agenda.
- Invite only those who will contribute to your success.
- Communicate your objectives and desired outcomes.

# Making Meetings More Productive

- Start on time.
- Stay focused.
- Summarize and assign responsibilities
- Prepare and disseminate minutes of meeting



# Encouraging and Stimulating Discussions through...

- Start/initiate action
- Paraphrase suggestions
- Ask for clarification
- Respond to questions
- Keep notes
- Stop simultaneous speakers



**“A MEETING is only  
WORTH having if it  
PRODUCES the  
RESULTS you desire.”**

# Thank you!

## References:

1. Businessinsider.com
2. CliffsNotes  
Mifflin Harcourt
3. The Present  
Spencer Johnson
4. Joel Garfinkle  
Making meetings More Productive  
Executive Coaching Articles