



INTERPERSONAL  
**skills &**  
**effective**  
COMMUNICATION

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LEADERSHIP DEVELOPMENT TRAINING PROGRAMS  
IIW PRESIDENT 2020\2021 Mrs Dr BINA VYAS



# Introduction

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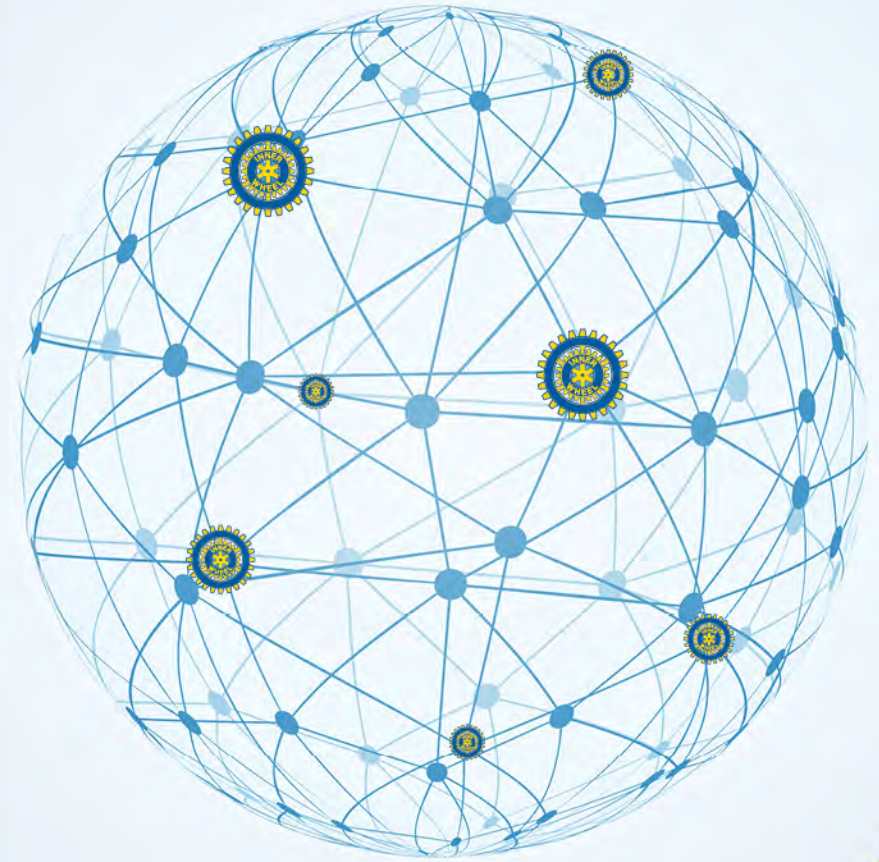
In an era in which to be an Inner Wheel requires the professionalism of the Leaders called to manage top positions, I am grateful to the President of the IIW Bina Vyas, who invited me to treat for this Training session an essential chapter on Communication, and precisely on “Interpersonal skills & Effective Communication”, in order to improve attitudes and skills.



Even in the Inner Wheel, the **World of Communication**, complex and fascinating, multifaceted and integrated, is of fundamental importance.

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All the topics covered in this presentation are closely related and useful to design a **Great Communicator**.



# WHAT IT MEANS to be a great communicator



Being in the Inner Wheel a **great communicator** means to **read** the audience.

It means being able to get in touch with members, engage them and inspire them to act.

And that's **at the core of being a great Leader.**



# WHY IT'S important?



Communication is a fundamental, linchpin capability, one that has a knock-on effect on just about everything else we do whether that's leading a team, working on strategy, handling a difficult conversation, etc.

**“ It is simply impossible to become a great leader without being a great communicator. ”**

*Michael Myatt  
Bestselling author of Hacking Leadership*

My presentation is divided  
into **three parts**:

- 1 **Interpersonal skills**
- 2 **Public Speaking skills**
- 3 **Effective Communication**



# INTERPERSONAL **skills**

1

1° PART



In the Inner Wheel, members with strong interpersonal skills are valued for their pleasant demeanor and communication, positive, solution-oriented attitude.

These members are seen as good team players, who work well with others to achieve a goal.

Even more so, in Leaders, the interpersonal skills are highly valued.





# Interpersonal skills as Soft skills

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Soft skills - also known as “**Interpersonal skills**” include attributes and personality traits that help the IW members interact with others and succeed in the activities.

These transversal skills are interesting qualities, because it is not enough to have studied a lot or have some experience. What really makes the difference, and success, is the **human touch**.

# SOFT SKILLS VS. HARD SKILLS **what's the difference** ?



1  
INTERPERSONAL  
**skills**



They are called soft skills because, unlike hard skills, or the technical skills acquired to serve the Inner Wheel, they **are within us.**

Then, hard skills are measurable and usually obtained through personal formal education and through training programs attended to better cover the positions at all levels.

The members with good soft skills can help our Association achieve higher grades of efficiency and actions.

WHAT INTERPERSONAL  
**communications**  
**skills should an**  
INNER WHEEL  
LEADER HAVE?



1  
INTERPERSONAL  
**skills**



In this important Training Program focused on Leadership, clearly particular attention must be given to the effective **Interpersonal Communication skills** required to form connections and establish relationships.

**An Inner Wheel Leader should possess, or at least master, some skills to interact better.**

This is even more necessary for when she communicates through the web, and must use digital media and social, in these times increasingly utilized in the Inner Wheel.

The Leaders performance will improve through developing their interpersonal skills and their satisfaction will increase because will form stronger relationships with all the members.

By becoming more aware, the Leaders will better interact with others and, by practicing, can improve their Interpersonal Communication skills.

## Types of Interpersonal Communication skills

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# Verbal Communication



The effectiveness of the **Verbal Communication** depends on the tone of the speaker, clarity of speech, volume, speed, body language and the quality of words used in the conversation. In the case of the verbal communication, the feedback is immediate since there are a simultaneous transmission and receipt of the message by the sender and receiver respectively.

The success of the **Verbal Communication** depends not only on the speaking ability of a Leader but also on the listening skills. The **Verbal Communication** is applicable in both the formal and informal kind of situations.





Strong **Verbal Communication** skills are important for every Leader to master, and are extremely valuable in personal and in Inner Wheel life. When a Leader is speaking clearly, confidently, and with poise, she is much more likely to command the respect of others and build a good rapport.

The following 7 tips will help improve the **Verbal Communication** skills so to better connect with the audience, earn respect, and build the relationships necessary for successful interactions.







1. Think before you speak
2. Be clear and concise
3. Speak with confidence
4. Vary your vocal tone
5. Be a good listener
6. Be aware of your non-verbal communication cues
7. Think about the perspective of your audience

## Para-verbal Communication



**Para-verbal Communication** refers to the messages that can be transmitted through the tone, pitch, and pacing of the voice.

**It is how we say something, not what we say.**

Professor Mehrabian states that the para-verbal message accounts for approximately **38%** of what is communicated to someone.

A sentence can convey entirely different meanings depending on the emphasis on words and the tone of voice.



## Non-verbal Communication

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The **Non-Verbal Communication** refers to gestures, facial expressions, eye contact (or lack thereof), **body language**, posture, and other ways people can communicate without using language.

The **Non-Verbal Communication** in the form of signals, expressions add meaning over the verbals and help people to communicate more efficiently. It supplements whatever is said in words, such as people nod to acknowledge and move their hands to give directions.



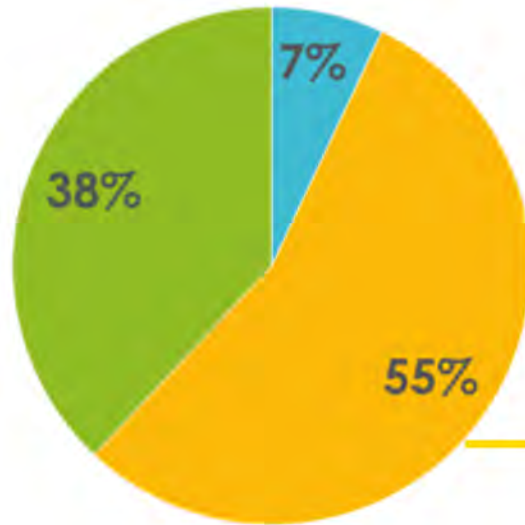


The **Non-Verbal Communication** defines the distance between the communicators and helps them to exchange their emotional state of mind.

Also, it regulates the flow of communication, for example, a member can give signals to convey that she had finished speaking or else she wants to speak.

## COMMUNICATION

- VERBAL
- NON-VERBAL
- PARA-VERBAL



Interesting and note in the graph the percentages relating to Verbal, Non-Verbal and Para-Verbal Communication.

**It would seem impossible, wouldn't it?**

# Active Listening





# 1 INTERPERSONAL skills



Listening is the most fundamental component of Interpersonal Communication skills.

**Active Listening** is fully concentrating on what is being said.

**Active Listening** involves listening with all senses. As well as giving full attention to the speaker, it is important that the 'active listener' is also 'seen' to be listening .

Interest can be conveyed to the speaker by using both verbal and non-verbal messages such as maintaining eye contact, nodding the head and smiling.

By providing this 'feedback' the person speaking will usually feel more at ease and therefore communicate more easily, openly and honestly.



# Emotional Intelligence





**Emotional Intelligence**, is “the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and our relationships” (by Daniel Goleman).

Learning more about how to manage the emotions is a very effective way of improving the communication skills.

# Strengthen Emotional Intelligence to communicate and lead better



A Leader will be better able how to respond in a variety of situations, as it's clear how an increased awareness of emotional response impacts the way, in which she communicates verbally and non-verbally.

Important it will be to recognize how to control – and better yet, leverage the emotions – to be more effective with personal and associative communication.

Improving the Emotional Intelligence will allow a Leader to be heard more accurately, inspire and motivate others, and augment overall her leadership.



# Negotiation

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**Negotiation** is a method by which it's possible to settle differences.

It is a process by which compromise or agreement is reached while avoiding argument and dispute; aiming to achieve the best outcome.

In any **Negotiation**, the following three elements are important and likely to affect the ultimate outcome:

1. Attitudes
2. Knowledge
3. Interpersonal skills



In order to achieve a desirable outcome, it may be useful to follow a structured approach to **Negotiation**.

The process of **Negotiation** includes the following stages:  
Preparation, Discussion, Clarification of goals, Negotiate towards a Win-Win outcome, Agreement.

## **Informal Negotiation**

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There are times when there is a need to negotiate more informally.

At such times, when a difference of opinion arises, it might not be possible or appropriate to go through the stages set out in a formal manner.

Nevertheless, remembering the key points in the stages of formal negotiation may be very helpful in a variety of informal situations.





## Conflict Resolution & Mediation

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Sorting out **conflict** is one of the most challenging responsibilities a Leader face. Fundamental is to learn to meet that challenge with confidence, using simple mediation techniques, minimising risk and maximising team productivity, by assisting members to sort out 'personality differences', disagreements and **conflicts**.

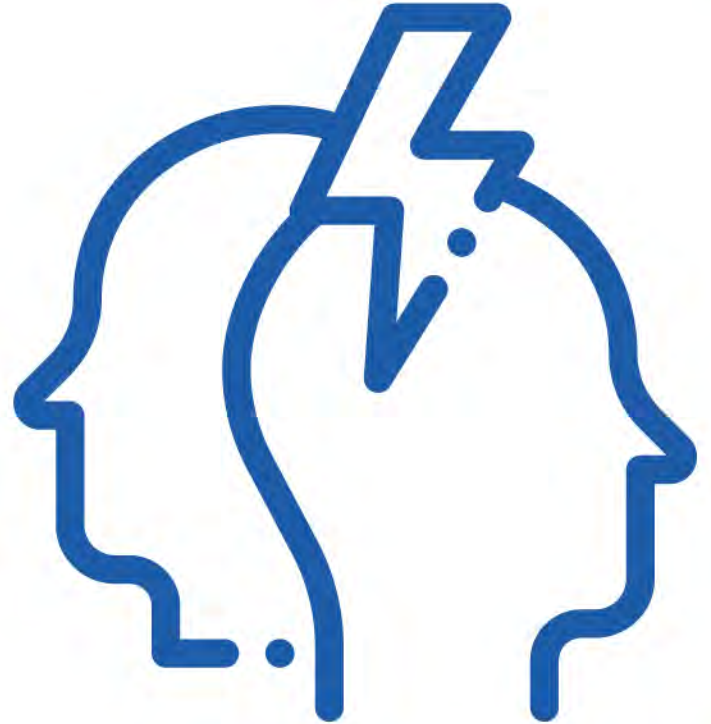
# MEDIATION

**Mediation** is a process for **resolving conflicts** or disputes. It aims to create solutions to problems and resolve associative disagreements constructively.

Discuss a range of ways team conflict can be addressed, and search to determine whether informal **mediation** will be a useful approach to face a negative situation.

The aims of **mediation** are:

1. find win-win solutions.
2. learn how to explain what win-win for both the parts.
3. build an action plan and close the mediation.
4. ensure that a follow-up meeting is scheduled to check on progress with implementing this plan.



## Persuasion & Influencing Skills

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**Influence and Persuasion** are the abilities to be credible, to manage information and to face problems by guiding the choices of others.

A Leader who can influence and persuade shows great confidence in itself, suggests safety in the debate in which she participates and knows how to manage information to bring the person on the conviction of its position.



# Persuasion



A leader must understand the power of influence and persuasion.

Her authority will also depend on being confident, positive, capable of persuading and influencing, offering an image of balance and competence.

A Leader will appropriately use persuasive behavioral and communicative techniques.



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# PUBLIC speaking

2

2° PART







# HOW TO MEASURE THE **effectiveness of** Public Speaking ABILITY



2  
PUBLIC  
**speaking**



In connection with the Communication skills just briefly described, the ability to speak in public is measured in 4 strands:

-  **Emotional:** the ability to connect with the audience
-  **Cognitive:** the reasoning and rational behind every argument
-  **Physical:** the control over voice and body language
-  **Linguistic:** in relation to word and language choice.

# What Public Speaking Means in Inner Wheel



An Inner Wheel Leader is often called upon to speak in public. Public speaking is an art that requires exercise and dedication.

Learning to speak in public is essential to cope with the various Inner Wheel occasions, from the presentation of a report or project, to the recurring association meetings.

## Public Speaking means:

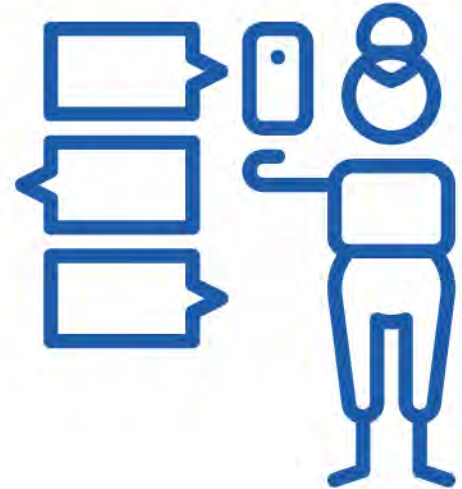
1. Speak fluently and effectively, exciting the listener.
2. Knowing how to manage voice and emotions in a public speech.
3. Achieve an effective speech in front of 5 or 500 members.
4. Create successful videos to reach online audiences.

# Agile and Elegant Communication



To have agile and elegant communication in front of the members or in front of a camera it is important to:

1. Have a perfect perception of the body in space.
2. Use a voice that is always consistent with the content that the Leader wishes to convey to the public.
3. Practice, not memorize completely the speech, because it will be easier to change up the wording, if necessary.
4. Connect with the audience, capturing the attention and seizing any signs about a declining interest.
5. Remember the speaking goal, supporting the main points.



Panic microphone  
Fear of the stage  
Voice that trembles



2

PUBLIC  
speaking



## Four tips for overcoming anxieties and fears

1. Simplify the speech
2. Avoid memorization
3. Speak slowly
4. Get to know your voice

These measures, combined with constant practice, should help overcome these forms of anxiety, if necessary

# How to make impactful PPTs to attract public attention and support your speech

The Power Point Presentations have now become an almost indispensable tool for those who train, and represent a useful communication and learning tool. The slides through the projection of short texts and contextual images while listening to a speech allow the trainer or lecturer to attract and keep attention alive, to view and memorize important concepts or information. Certainly the graphics play a remarkable role. Today there are many techniques for creating impactful PPTs, which accompany the verbal presentation adding value to the entire Training session or conference.



## 2 Types of powerpoints

About the content, there are two types of slide PPTs that we may need to create for our work:

1. Entertain, in a formative -communicative perspective.
2. Explain something well and generate enthusiasm for the topic.

**The second is preferable, don't you think?**





## Use modern Presentation Tools



The latest presentation apps have made it easier than ever to format slides and create professional-looking slideshows.

The newest crop of online presentation tools also go beyond the classic slideshow experience, with new features to keep your audience's attention.

Research has shown me some interesting possibilities, which I like to announce, as technology must always be updated and used to improve communication performance in the Inner Wheel.

2

PUBLIC  
speaking

# The Best Presentation Software



## Just a glance.....

1. **Google Slides** for collaborating on presentations
2. **Visme** for built-in assets to create presentations
3. **Ludus** for creative presentations
4. **FlowVella** for exhibits and displays
5. **Slidebean** for AI-powered presentations
6. **Keynote** for beautiful templates



Ludus One





# EFFECTIVE communication

3

3° PART

t f y r v  
v B & A ' s w

# WHAT IS **effective** **communication** AND WHY IT IS NECESSARY



3

EFFECTIVE  
**communication**



**Effective communication** is the area that studies the mechanisms that can make some ways of communicating more fruitful than others. The aim is very practical: to apply theories and techniques that allow to improve the personal effectiveness in dealing with others.

**Effective communication** is vital both in and out of the Inner Wheel because it allows to clearly translate intentions and feelings into easily understandable messages.

3

EFFECTIVE  
communication

WORLD  
ECONOMIC  
FORUM



## Promoting Communication skills

Communication skills, again according to the World Economic Forum, will be the skills most requested by the world of work. Needless to say, our Association is also evolving positively in this sense and that a significant change is taking place in Communication.

# How to make the Communication Effective



*Communicating is like dancing.* It takes the right climate and also to apply specific techniques you need the right climate and the correct timing.

However, psychological studies on effective communication have highlighted parameters to be taken into account, which in one sense can help, in the other sense, avoid falling into unpleasant errors.

Some of them deserve to be remembered for their validity. In brief...



## Acceptation

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Maintain an open attitude and accept the other. People influence each other and therefore an attitude that encourages communication must be offered.



## Language

To communicate, a shared lexicon is preferable, to the extent possible.

*Many people often show off technical vocabulary, which is difficult to understand.*





## Right question

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The questions have the power to guide the conversation with kindness, allow to make people more aware, but also to change idea.

*Questions can also improve relationships, create closeness and empathy. By asking questions one shows interest and makes one feel listened to.*



3

EFFECTIVE  
communication

## Cognitive overload

Too much information is confusing. Working on the quality of the perceived final message is important; not on the amount of information thrown to the wind.

*Usually the more concise message is more effective. Without exchanging any pleasantries with the real message to be transmitted.*



## Validation

When the experience of the other is validated, the interlocutor feels truly understood.

*Do not underestimate the strength of validation, provided that it is true and not flattery. Recognizing merit and personality creates empathy and improves communication.*



## Self-disclosure

In psychology we speak of self-disclosure when we tell something personal that is neither necessary for the purpose of the conversation nor required by the other.

*Using self-disclosure, provokes to be appreciated more.*



## Emotions

To communicate well it is also important to manage emotions; their own, and those of others.

*It therefore becomes essential to pay attention to the emotional reactions that can be triggered.*

*When there is too much emotion, communication becomes difficult and, above all, the results can be affected.*



## Summary

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At the end of a discussion it is a good habit to summarize everything.

*This allows to better fix what has been said and to improve the understanding of the other, at least on the important points.*

*Besides, it is a last chance that the interlocutor has to correct or to add something.*

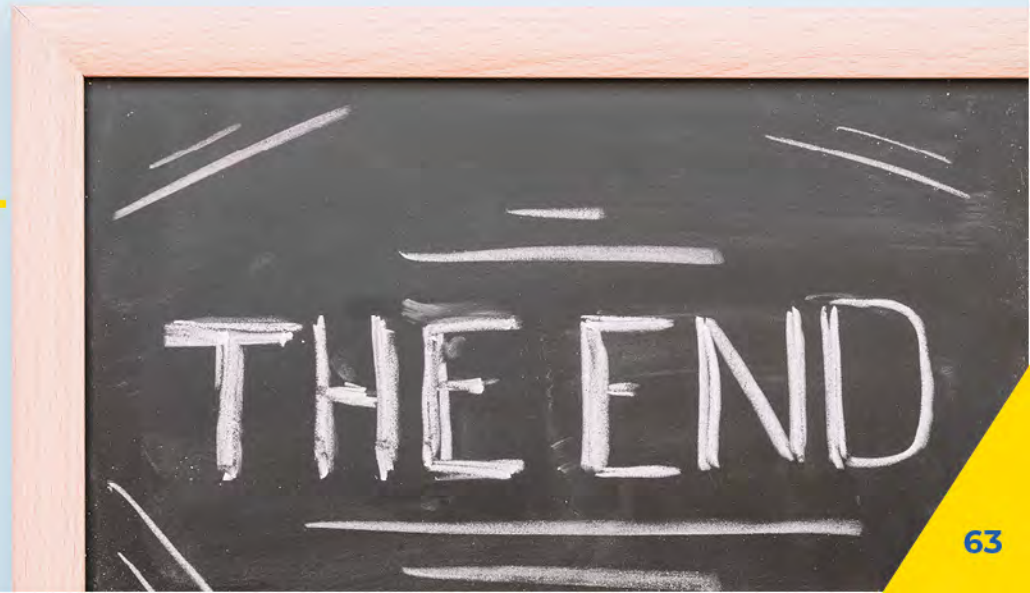


SUMMARY

I have come to the end of my report. I wanted to trace simply, and briefly, a theme, very complex and full of insights and variations, hoping, however, to leave you interesting information and with the invitation to each of you to personally increase their knowledge.

## Therefore

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Be the **Change maker**  
in **Communication**  
**You** are the **Change** we seek  
Believe in **your Ability** to bring  
about change







**Thanks** for your  
kind attention

INTERPERSONAL  
**skills** &  
**effective**  
COMMUNICATION