

Solving the Communication Conundrum

Mark Berger
TRAINING
UNLOCKING HUMAN POTENTIAL

Solving the Communication Conundrum

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Effective Communication Skills

EXERCISE:

Discuss the importance
of communication in
our world today.

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***“UMUNTU NGUMUNTU
NGABANTU”***

***A PERSON IS ONLY A
PERSON THROUGH
THEIR INTERACTION
WITH OTHER PEOPLE.***

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**DEFINITION OF
COMMUNICATION?**

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**WHEN WE
COMMUNICATE,
THE MESSAGE
RECEIVED IS NOT
ALWAYS THE
MESSAGE
INTENDED**

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**THIS IS KNOWN AS:
MISCOMMUNICATION
OR
MISUNDERSTANDING**

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VOCAL TECHNIQUES

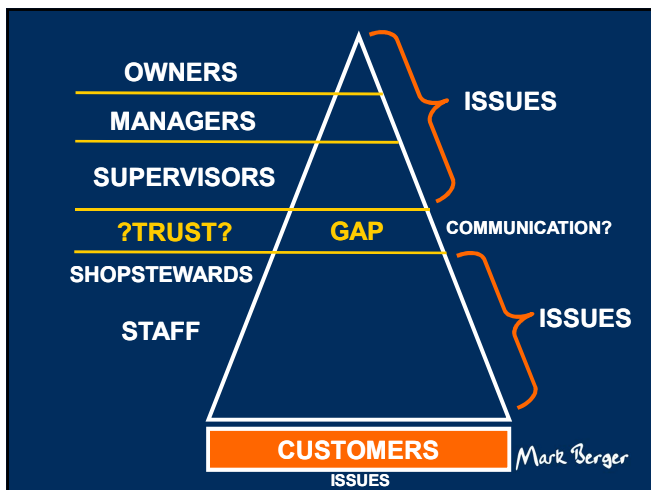
1. PRONOUNCIATION
2. CLARITY
3. PACE
4. PITCH
5. VOLUME
6. INTONATION

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THE ART OF COMMUNICATION

1. Think about what you want to say
2. Keep the message simple and clear
3. Transmit by asking or telling
4. Listen actively
5. Give feedback / reflect

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Structured Communication

1. What did you achieve yesterday?
2. What problems did you have?
3. What can we do to overcome them?
4. What will you be achieving today?
5. What problems do you anticipate?
6. What can we do to overcome them?

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WHEN COMMUNICATING

PLANNING	CULTIVATING
Speak Factually	Speak Warmly
Show Knowledge	Show Understanding
Be Systematic	Be Dependable
Don't Pressurise	Don't Overwhelm
Don't Push	Don't Rush
ORGANISING	DEVELOPING
Speak Firmly	Speak Quickly
Show Ability	Show Encouragement
Be Direct	Be Energetic
Don't Elaborate	Don't Argue
Don't Gush	Don't Faff

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**EFFECTIVE
COMMUNICATORS
ALWAYS ENSURE
THAT THE MESSAGE
RECEIVED IS THE
MESSAGE INTENDED.**

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