



# IMPAR

Indian Muslims for Progress and Reforms

REPORT ON  
JOBS READINESS PROGRAM

## COMMUNICATION SKILLS

JULY 15 • 2020

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## Ms. Injila Khan, Program Coordinator IMPAR

Ms. Injila Khan welcomed everyone for the second session of the day. She introduced the speaker Mr. Neyaz Abbas to the participants and gave a brief about him and his experience. She then requested Mr. Abbas to begin his presentation.



**Mr. Neyaz Abbas**

Mr. Neyaz Abbas started by giving a succinct account of his work and by explaining how important communication is for any aspect of life or job. It helps to establish connection with people across the table. The stronger the communication skills, the better the negotiation. Many have lost their jobs due to the pandemic and freshers are unemployed. Such a program would be very fruitful in these times. He started the presentation in a lighter vein by illustrating a film scene from *Namak Halal*. He explained why English is mandatory especially for private and government jobs and also for entrepreneurs today.

Mr. Abbas first covered the **origin** and **definition** of communication. He emphasized on the importance of English as it is a global language that bridges the barriers between two individuals. One might not know German, French, Hindi or Urdu but English is a language which is spoken globally. He then divided communication into **three parts**: verbal, non-verbal, and symbolic. Non-verbal communication is equally important. He pointed out that volume should be well balanced, it shouldn't be too high. He also stated that delivering sentences in fast speed would make it difficult to capture the words and would lead to misunderstanding conversations. Some words require more stress, and some require slow speed. Volume, speed, intonation of a voice along with gestures create a paralinguistic environment which is significant for an individual's communication.

Communication skills are a combination of a couple of aspects. Eye contact is very crucial along with body language in communication and personality. It reflects right attitude, confidence and shows that this person can be relied upon. He also explained how a particular word can have different meanings depending upon context. The choice of words is of great value.

Next area that Mr. Abbas covered was **advantages of good communication**. Good communication skills build confidence in one's language and subject, and once you achieve that you can talk about any topic. It eliminates shyness and hesitation. Good communication skills are the basis of decision-making. If one understands well, he/she can take better decisions, make quick solutions which further helps in problem-solving. This will result in more productivity. He explained that if a person is able to converse in a particular language, it'll create better opportunities for him/her. And English is the most important language across the globe.

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He pointed out another benefit of a good communication, i.e., fine negotiation. If an individual knows how to negotiate, he/she can make more profits. This also requires command over a particular language and subject. Strong leadership attributes is another edge of good communication skills.

The other area he focused upon was **the art of listening**. Mr. Neyaz Abbas asserted that the best way to understand people is to listen to them. But on contrary, people try and put their points across and avoid listening to others. Careful listening will give you the ability to respond precisely. He quoted Mark twain, *“If we were supposed to talk more than listen, we would have been given two mouths and one ear.”* The key to success, according to Mr. Abbas, is to speak only when required. If you will listen, you will gain knowledge from others and will have an advantage of gathering more information. It will become easy for you to give your opinions.

Our eminent speaker gave some of the keys of an effective communication that are as under:

- Eye contact & visible mouth.
- Body language/ posture, the interviewer/ people analyse soft skills without questioning about them.
- Silence as it is important to listen to others, let them complete their questions and then respond.
- Checking for understanding, if you don't understand the question then you should request them to repeat.
- Smiling face shows that you are not nervous or tensed.
- Summarize what has been said
- Encouragement to continue, one should always ask a question at the end of interview when asked.

The next sub-topic that he covered was **learning to learn English**. He shared his insights that one should learn something every day. He mentioned ways how people can learn the language. You should speak with yourself and with the people around you, pick a newspaper, read a paragraph. The more you speak, the more you learn. Learn from others, learn from your mistakes. It is necessary to believe in yourself. Even if you are making grammatical errors initially, or if your vocabulary is weak, do not get demotivated and do not let others overrule you. Make your mistakes work for you.

He also talked about **the barriers to effective communication**. Language, noise, lack of interest, too many questions, people, time, etc. are some of the things that would come as hindrance to the path of your success. One should not get affected by them. He gave a list of **modern tools of evaluating communication** such as video interviews, automated written & voice tests, and trained language assessors. He then gave **the format for Resume Writing** as it comes under written communication skills. The speaker also gave his insights on **Group Discussion**. Group discussion is a way to reduce the number of people who are impulsive, aggressive, who are not good listeners, who don't have good command over language.

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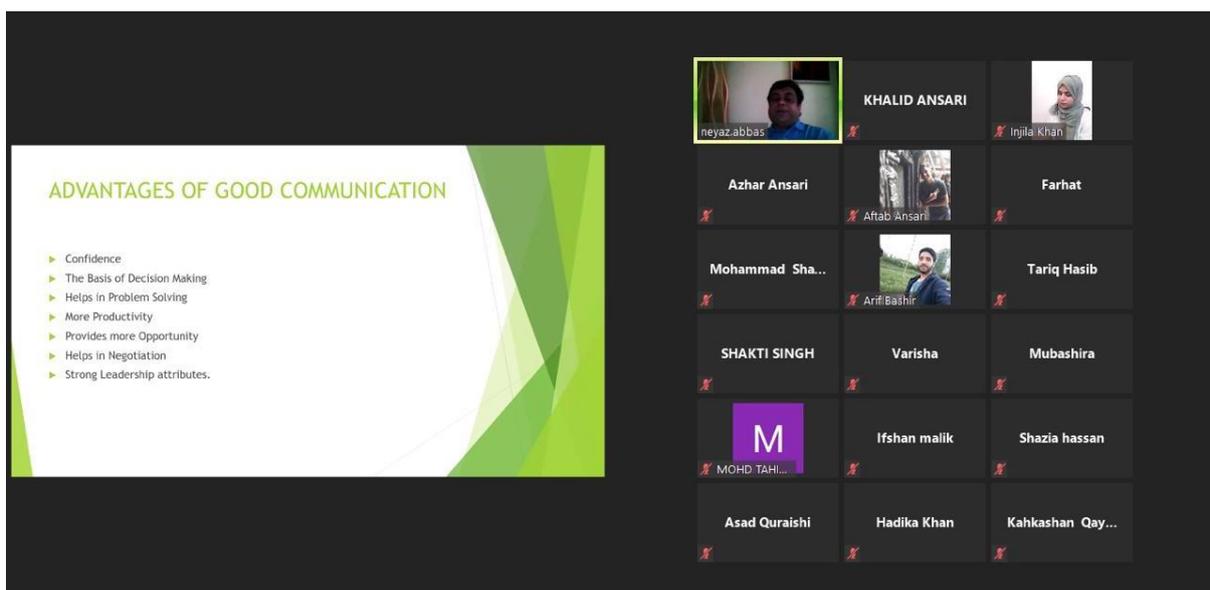
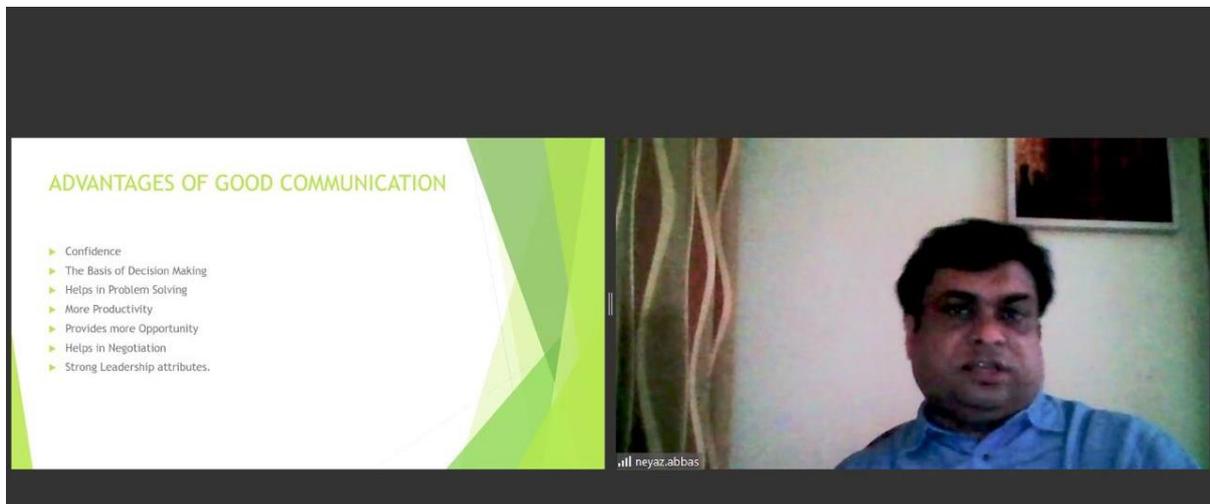
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They assess their communication, leadership, interpersonal skills and analyze the personality of the individuals. He concluded the session by discussing the biggest communication problem which is, “*we do not listen to understand but we listen to reply*”. We need to correct this attitude. Our lives will be easier if we listen.

To summarize, communication skills are of paramount importance to climb the ladder of success. And English plays a very important role to grow in life. Mr. Abbas, who has an experience of 18+ years, gave some tips for interview, for example, if you don't know the answer, simply say that you don't know. Good listening skills are salient for good communication. Silence can also bring success. One should open their cards only when needed.

Mr. Neyaz Abbas extended the vote of thanks to Dr. M.J. Khan, President of IMPAR and Mr. Khalid Ansari, Executive Director of IMPAR. Mr. Ansari also thanked him for taking out time from his busy schedule and for his continuous support for IMPAR.

### Glimpses:



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