



# Communicate Effectively



The phrase “Knowledge is power” is credited to Francis Bacon in 1571

Knowledge is ubiquitous

to invest & manage information  
through effective communications.

“Articulate our value add “

“Our value add is Articulation”





Do you remember an event  
that was effective



## Seven C's

1. Completeness
2. Conciseness
3. Consideration
4. Clarity
5. Concreteness
6. Courtesy
7. Correctness





**Vocabulary**



**Pronunciation**



**Grammar**



**Culture**



1. Be attentive.



2. Ask open-ended questions.



3. Ask probing questions.



4. Request clarification.



5. Paraphrase.

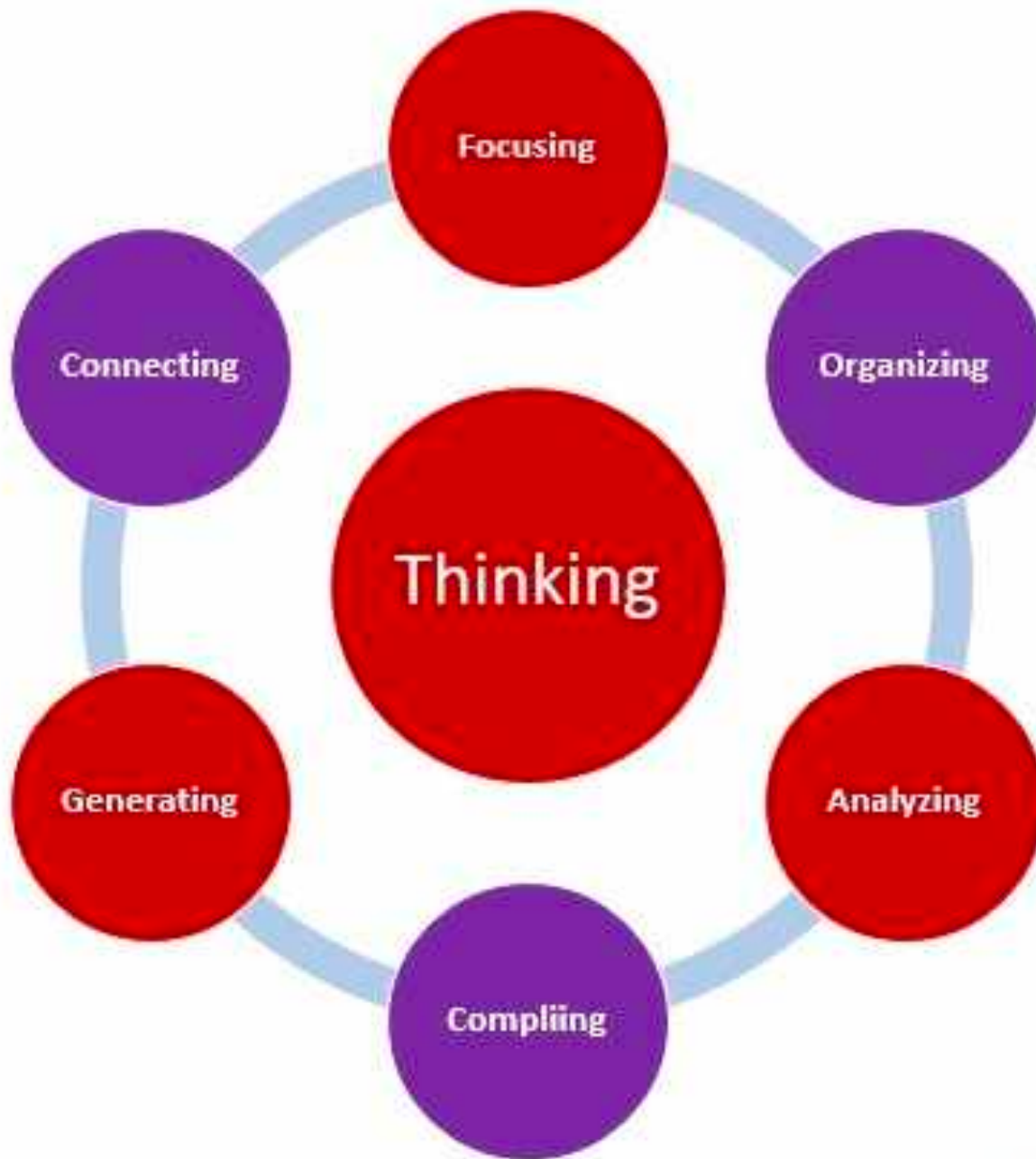


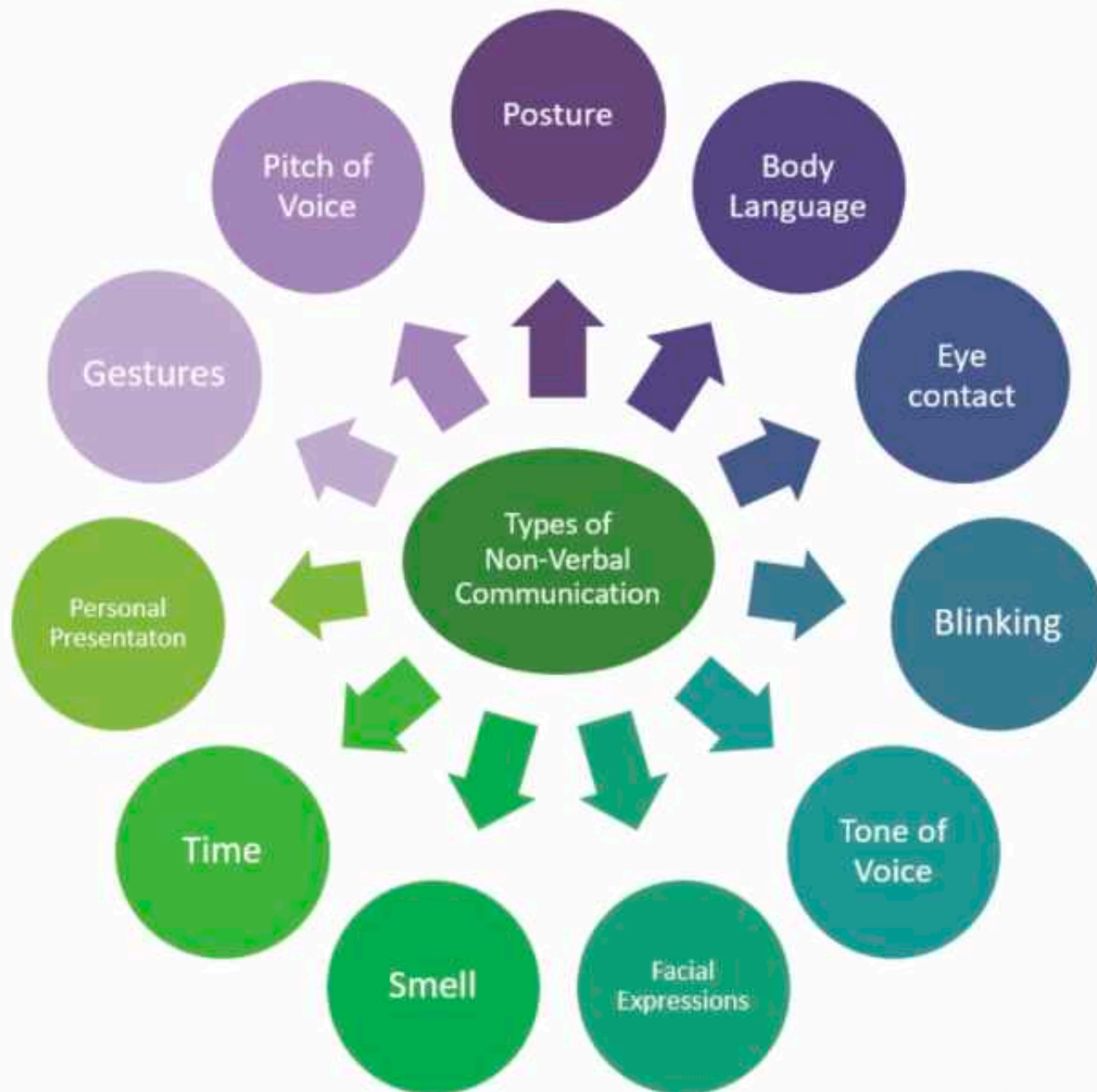
6. Be attuned to and reflect feelings.



7. Summarize.

# 7 KEY ACTIVE LISTENING SKILLS



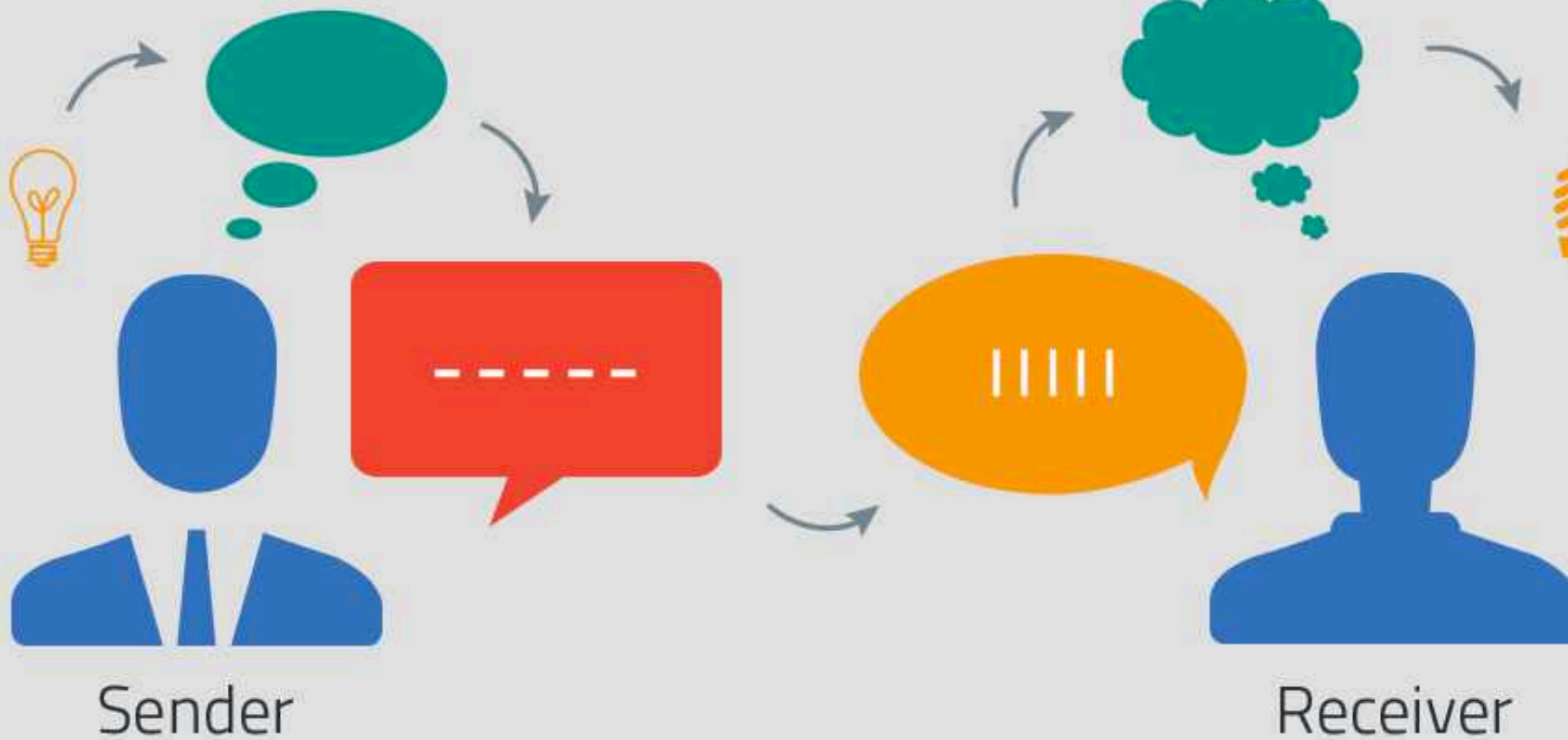


**Level 2:  
Consciously  
Unskilled**

**Level 3:  
Consciously  
Skilled**

**Level 1:  
Unconsciously  
Unskilled**

**Level 4:  
Unconsciously  
Skilled**





HIGH FIDELITY

# THE ELEMENTS OF MUSIC

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## PITCH

Moving from one distance of sound to another. High to low

## DURATION

The amount of time a sound occurs.  
▷ Long (whole notes, half notes) or  
▷ Short (quarter notes, eighth notes, sixteenth notes).

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## DYNAMICS

The sound level at which music is played.  
▷ Loud (forte, fortissimo) or  
▷ Soft (piano, pianissimo).  
▷ Medium is often called mezzo-piano (pronounced "met-so pi-ah-no") or mezzo-forte (pronounced "met-so four-tay").

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## TONE COLOR

The quality of sound, what the voice or instrument sounds like. This is also referred to as "Timbre" (pronounced tam-ber).  
Examples include: light, airy, dark, mystical, rich, full, dancing, excited.

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## FORM

The organization of music. Examples include:  
▷ ABA (first section, second section, first section repeats)  
▷ AB (first section, followed by second section)  
▷ Rondo (ABACA - The A section always comes after each new section).

## TEXTURE

The layers of sound within a piece of music. Examples :  
▷ Just melody (monophony) or  
▷ Melody and harmony (polyphony).  
▷ Chords (3 or more notes played at the same time).  
Instruments can add to the texture of music: blaring, rough, smooth, choppy, disjointed, tight, rich.

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## **IN**tentions when we communicate

- Inspire
- Involve
- Instruct
- Influence
- Interest
- Interrupt
- Interject
- Interview
- Intervene
- Inform
- Instill
- Infuse
- Invigorate
- Infect
- Interact
- Interpret
- Investigate

# ETHOS

*Credibility*



# PATHOS

*Emotion*



# LOGOS

*Logic*





## Vocabulary

“the body of words used in a particular language.”



## Dialect

“a particular form of language that is unique to a specific region or social group”



## Lexicon

“the vocabulary of a person, language, or branch of knowledge”



## Protocol

“the accepted or established code of procedure or behaviour in any group, organisation or situation”



## Etiquette

“the customary code of polite behaviour among members of a particular society, profession, group or organisation”

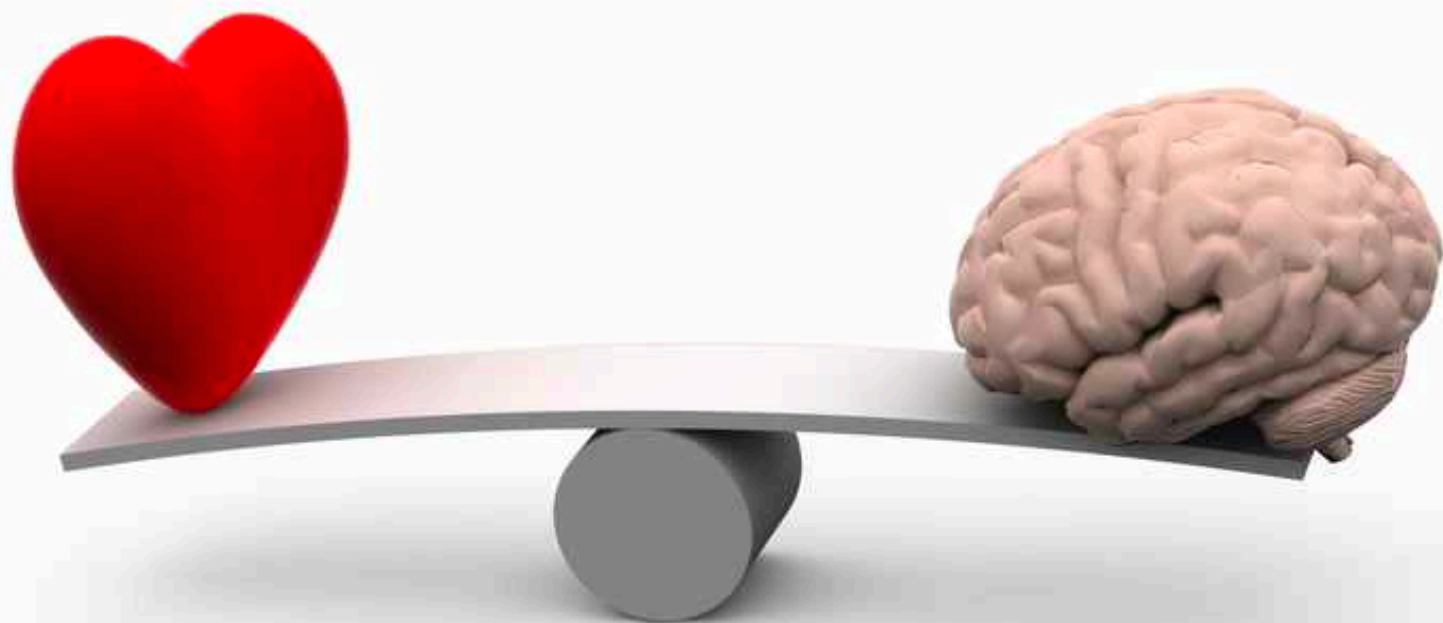


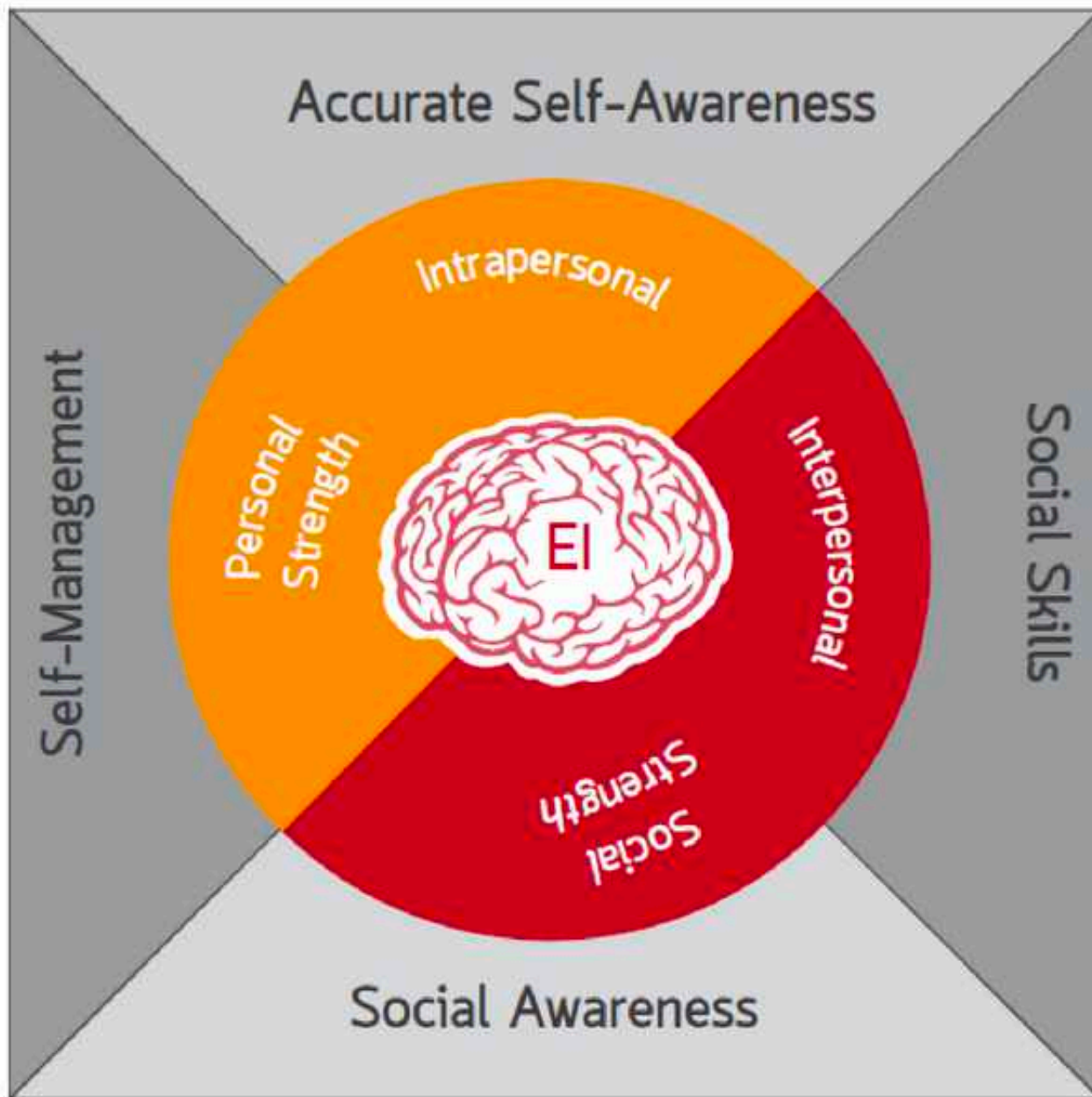
## Emotional INtelligence

EI is the ability to understand and manage your own **emotions**, and those of the people around you.

INfluence our INtentions









**SELF  
AWARENESS**

**EMOTIONAL SELF  
AWARENESS**

**SELF  
MANAGEMENT**

**EMOTIONAL SELF  
CONTROL**

**ADAPTABILITY**

**ACHIEVEMENT  
ORIENTATION**

**POSITIVE  
OUTLOOK**

**SOCIAL  
AWARENESS**

**EMPATHY**

**ORGANISATIONAL  
AWARENESS**

**RELATIONSHIP  
MANAGEMENT**

**INFLUENCE**

**COACH AND  
MENTOR**

**CONFLICT  
MANAGEMENT**

**TEAMWORK**


**INSPIRATIONAL  
LEADERSHIP**









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1. Utilize an assertive style of communicating
  2. Respond instead of reacting to conflict.
  3. Utilize active listening skills.
  4. Be motivated.
  5. Practice ways to maintain a positive attitude
  6. Practice self-awareness.
  7. Take critique well
  8. Empathize with others
  9. Utilize leadership skills
  10. Be approachable and sociable.



