What is communication? Do you think communication is just talking with others? No! Not just talking but also playing? Why is playing a kind of communication? Don’t ask me now! You have not understood yet. According to the Oxford English Dictionary, “Communication” means “to have a common door with”. Perhaps it is different from your understanding. I wonder. How can you make a new friend? Find someone having the same interests or having the same background? Try to ask yourself what is communication. You must know it. Perhaps I define once again now. “Communication” is to give or share information and ideas. “Communication” is not just only talking with others.

Neanderthals can live alone on an uninhabited island without giving or sharing information or ideas with each other. They can live alone without communication for 10 years… 30 years. But just imagine if someone goes to the uninhabited island and try to communicate with the Neanderthals, the Neanderthals must be very interested in people. After they have basic contact, the Neanderthals must want to know more about the people. He wants to communicate with others. Why does he want to communicate with others? Do they want to give or ask for factual information or express what he thinks or finds about what someone else thinks. Have you expressed pleasure, displeasure, liking, not liking, satisfaction or dissatisfaction, disappointment, worry, sympathy, gratitude, or desire today?

Our mouth is our main tool for communication. Speaking is essential in communication. Let me give you an example. Just imagine you are a Hong Kong citizen, you travel to Japan. You lose your way along a street and you don’t know Japanese. You have to spend two or three hours finding a way out. At that time, if you know Japanese, many people can help you. You will understand the importance of communication. Can you imagine how terrible it is if you cannot communicate with others? No one understands your world. You also cannot enter others’ world. You are isolated.

How can we not to be isolated? The answer is easy, good communication skills. How
can we have good communication skills? The only way is trying to talk more in any situation. For example, ask questions during the lessons. Don’t be afraid! It is a kind of training. It can increase your confidence. Do you find that the students who like to ask questions are more popular with others? Most confident persons have good communication skills. Confident persons like to communicate with others. If you want to have good communication skills, try to be more confident. However, there are few problems we are facing during communication.

The first problem I want to propose is the gap between us. Do you notice the people of 40’s seldom sit with people of 20’s in a park? Of course, people of 40’s usually have different interests, concerns and worries when compared with people of 20’s. They have different ideas on what is valuable and what is right and wrong. It is generation gap. It is a kind of communication problems. People with generation gap cannot communicate well. Similar to the generation gap, the knowledge gap is also a kind of the communication problem. Just imagine you are a science student, you are talking something about biology with other science students. If there is an arts student, the arts student must feel very lonely. Why does he feel lonely? The answer is obvious. There is a knowledge gap between these people.

If you want to communicate successfully with another person, you must be skilful. Do you like to judge people? I am sure you have had the experience in judging people. If you see a teenager smoke in a park, you will think he or she is a bad teenager. When you see a Negara, you will try to communicate with him in English first. A successful speaker would not judge any people by their first impression. Don’t forget we are not a judge; we do not have the right to judge people, including your friends, your parents and your wife. To communicate successfully, judging people is one of the problems we need to pay attention to.

How about body language? Some psychologists believe that we communicate 65% of our ideas and feelings not in words! The shape of our bodies and face, the movement and gesture we make, the clothes we wear, how near we stand to each other and whether we touch each other, etc. are all body language. We should be careful about all of these when we are communicating with other. Perhaps you don’t agree with the psychologists or me.

There are some communication problems of using body language too. Do you know the meaning of head toss? It has lots of meanings. It can mean beckon, antagonism, superiority, query, salutation, rejection, direction, etc. Different countries have
different meanings. Even though in the same country, there are different meanings for one gesture. If you have a misunderstanding on the gesture, it would make a jest. Be careful! Some of the meanings are special to one country or to one region of a country. If you do the wrong things at the wrong place, you may be rejected. If you want to communicate with others successfully, try to understand their special gesture.

Do you like to touch people? Successful communication means more contact with others. However, do you know what correct contact is? Kissing is a kind of touching. In some countries it is quite common for men to kiss each other as a form of greeting. In Britain and North America it is rarely done. Just imagine if you kiss a girl in China, 90% you will be sued. Different countries have different traditions. If you do the wrong thing in the wrong way, you may be rejected by everyone in the world. It is another problem when we are using body language.

If you want to communicate successfully, you must be more skilful. In fact no one likes to hear the truth. Don’t speak to anyone in a so straightforward way. It is an abomination. Next time when you want to tell someone the truth, try to speak in different ways. If you can communicate like that, you will be a popular figure. Have you found that you play different roles when you are facing different people? When you are talking to a lady, you are gentler. Am I right? When you are facing your teachers, you are more polite. How can you explain this phenomenon? It can show whom you are communicating with and whom you don’t want to communicate with. Have you seen someone who doesn’t look at people when he or she is talking? The reason may be he is shy. However, the other reason is he doesn’t want to communicate with you. If you find there is no generation gap or knowledge gap, it may be you have done something bad for him. Try to find the reason. Maybe you need to say “sorry” to him. Don't hesitate! You can be more popular if you learn to say “sorry” at the right time. Besides that, don’t forget different roles have different meanings. You can have other feelings. It is a kind of body language. To communicate successfully, you must understand the other person’s body language as well as what he or she says.

Do you remember I say all of us like to judge people? How can we judge other people? Should we judge by their actions or their body language? All of these are right. Is it possible to judge someone’s personality by examining their faces? Do you usually trust your first impressions after examining others’ faces? Just imagine if you have a long, high bony forehead, you will never be friendly to anyone whose head is like a ball. Have you thought of any relationship between our faces and our expressions? In
fact, our faces can show our emotion. For example, anger, joy, pain, love, etc can be also shown on our face. I think you would not approach someone who looks angry. Everyone likes people who laugh and smile. If you can smile in front of others, you can communicate more successfully.

Eyes are the ‘windows of the soul’. If you look at other people’s eyes when you talk, people will think that you are open, friendly, self-confident and sincere. If you avoid eye contact with people, they will think that you are cool and defensive, and they will think you don’t really care about them. So, looking at their eyes, you will look friendlier.

To communicate successfully, you must learn to recognize your role. There are 3 different roles. They are parents, children and adult. You need to recognize them. How can we recognize a parent? ‘Always’, ‘never’, ‘must’, ‘should’ and ‘ought’ are important words for parents. How about adults? They are listening and look thoughtful. They like to ask questions. There are many physical clues to help us to identify child. They are their focus. In other words, they love to say ‘I’, ‘me’ and ‘mine’. Why identifying the role of people are important? If you want to communicate successfully, you need to play the right role. Don’t make mistakes! An 80-year-old man can also play the role of a child. For example, just imagine your role as a child; you talk to someone but play the role of a parent. If the people who play the role of a parent can communicate with you like a parent to child, it is a successful communication. If he talks to you like a parent to an adult, it is a futile communication. The role of us is our mindset. We can have different mindsets at different time. If we cannot play the right role when we communicate with others, how can we communicate successfully?

How can we understand other feelings? Don’t ask! Just listen. Listen patiently; this can make others feel more comfortable. A good listener can be a good friend. Do you know why we have one mouth and two ears? The answer is ‘Listening’ please! Do you hear some people say good friends must have the same interests? No! It is wrong! It is a kind of misunderstanding! Yes, having the same interest helps us to be good friends. However, don’t think that having the same interests is a crucial factor to be a good friend. Do you remember there is a gap between two people? Having the same interests can bridge the gap between two people. Do you have a friend who does not have the same interest? If you say “No”, it is a pity.

It is natural for people to communicate. However, we must learn how to understand
words, facial expressions, gestures and actions. Successful communication means that the other person receives the message you intend to deliver. To communicate successfully, you must understand other persons’ needs, feelings and ideas as well as the way they use language, so it is essential to study and listen to other persons.

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In order to successfully communicate, you need to be able to present ideas effectively, persuasively, clearly and concisely. How to Master the Art of Communication in Business. As an essential quality in the business world, communication can make or break your career. To become an industry leader or even to simply advance in your career you must master the art of communication, or the process in which individuals interact, exchange and interpret meanings. Secondly, you need to know how to send the information in such a way that it can be correctly decoded by the receiver. Success in this depends upon both stating the information clearly but also in anticipating and eliminating any potential sources for misunderstanding. The key: knowing your audience. Knowing how to communicate effectively is the key to any relationship. Whether you’re giving a presentation at work, working out a disagreement with your significant other, or just having a chat with a friend, knowing how to articulate your ideas and listen to those of others is crucial. But though we spend much of our time each day talking to each other, that doesn’t mean we’re all great communicators. Communicating effectively can be surprisingly challenging. So whether you struggle to get your points across or just want to brush up on a few pointers, here are 11 ways to be a better communicator. Explore this Article. parts. 1 Creating the Right Environment. 2 Organizing your communications. 3 Communicating with Speech. 4 Communicating with Body Language. 5 Communicating Effectively When in Conflict. + Show 2 more - Show less How and what you communicate to senior stakeholders, the project delivery team and end users will be different, so make sure this is considered and tailor accordingly. “Be clear what the change involves, why it is happening, what the benefits are, when it will happen and what people can expect when it does.” For larger and complex IT project change consider using a full communications plan, but if not, at least have a plan to communicate! Make sure everyone understands. In a group project, it’s important that everyone on your team can understand your communication.