



Class: FY BSc

Subject : Problem solving & Critical thinking

Subject Code: PUSASQF106

Chapter: Unit 4 Chp 2

Chapter Name: Communication Skills: Presenting Ideas and Recommendations

Today's Agenda

1. Introduction to Financial Market
 1. What is Financial Market?
 2. About the Financial Market
 3. Why do we need Financial Market?
 4. Functions
2. Market Crisis
 1. Case Study
 - A. Learnings from the Case study
 - B. Next Steps
 2. Importance in Financial Market
3. Market....

1.1 Communication techniques



Communication techniques are defined as the process of conveying, exchanging, or sharing information, message, thoughts, or feelings between two or more people (verbally or nonverbally) to optimize the chances of gaining favorable outcomes.

1.1 Types of communication

1. Verbal Communication

The most common form of communication is the spoken word. It can be used to convey information, ask questions or request a response from others. Verbal communication includes all forms of speech, such as talking, shouting, whispering, singing, chanting, and reading aloud.

2. Non-verbal Communication

There are many other ways that people communicate with each other without using words. Non-verbal communication includes nodding, shaking hands, pointing, eye contact, smiling, frowning, touching, leaning forward, standing up straight, sitting down, crossing arms, etc. These gestures help us understand what another person means when they speak.

We also use non-verbal cues to express ourselves to others. For example, if someone smiles at me while I'm speaking to him, he might be expressing interest in what I have to say. Or if he leans back in his chair, it tells me that he doesn't want to hear what I am saying.

1.1 Types of communication

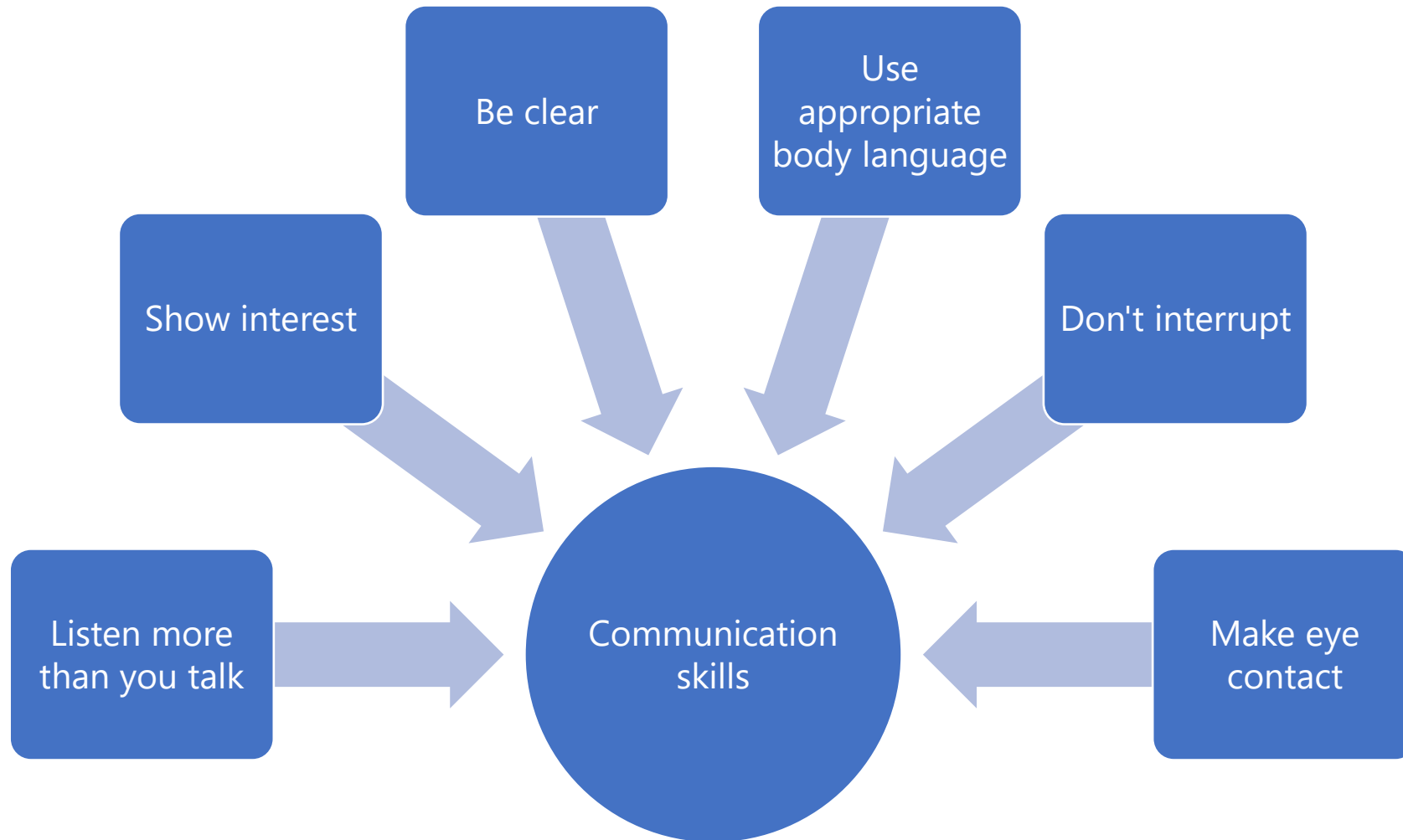
3. Written Communication

The written word has been an important means of communication since ancient times. Written communication includes letters, e-mails, faxes, memos, reports, and other written messages. Written messages include text on paper and computer screens. Writing allows us to store large amounts of information quickly and easily.

4. Visual Communication

Another way that we communicate with each other is through pictures or images. Visual communication includes photographs, paintings, diagrams, charts, maps, graphs, drawings, sketches, animations, and videos.

1.1 Improve communication skills



1.1 Improve communication skills

If you want to improve your communication skills and become an effective leader, here are some tips:

- 1) Listen more than you talk - Ask questions that help you understand the other person's point of view. This is one way to get information from someone else.
- 2) Show interest - Don't just listen; show interest by asking about what is being said. You'll gain respect when you show interest in what they have to say.
- 3) Be clear - Make sure everyone understands exactly what you mean. Avoid using vague words like "maybe" or "kind of."
- 4) Use appropriate body language - Stand up straight, keep eye contact, make gestures with your hands, and smile. These actions send signals to the listener that you care about them and respect them.
- 5) Don't interrupt - Let people finish what they are saying before responding. Interruptions cause listeners to lose focus.
- 6) Make eye contact - Look into the listener's eyes when you're communicating. If you don't look directly into their eyes, they may not believe that you care about what they're telling you.

1.1 List of effective communication techniques

There are some communication techniques that a person should know for achieving success in his work. These techniques include:

1. Be clear while communicating
2. Stay Available
3. Stay Friendly
4. Active Listening
5. Effective Non-Verbal Communication
6. Take Feedbacks positively
7. Be Open-minded
8. Using Silence
9. Accepting
10. Giving Broad Openings
11. Seeking Clarification
12. Making Observations
13. Focusing

1.1 List of effective communication techniques

- 14. Using Sense of Humor
- 15. Establishing Trust
- 16. Watch Your Body Language
- 17. Empathize with others
- 18. Read Regularly
- 19. Show keen interest
- 20. Be concise and clear
- 21. Use the other person's name



<https://www.marketing91.com/communication-techniques/>

1.1 Adapting Communication for Different Audiences

One of the keys to communicating effectively is to be able to tailor your communication to your audience. This can be achieved in various ways and, if done correctly, will allow you to engage your audience quickly and with optimal results.



<https://fleximize.com/articles/000592/communication-styles>