Power of Communication at Work

Career Skills for Techies Webinar Series

Speaker: Jesal Gandhi – Cisco
Hostess: Kara Sullivan

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Welcome to the 2nd session of the Career Skills for Techies webinar series!

- Use the Q and A panel to ask questions.

- Use the Chat panel to communicate with attendees and panelists.

- A link to a recording of the session will be sent to all registered attendees.

- Please take the feedback survey at the end of the webinar.

Career Advantage **Webinars**

Career Skills for Techies Series

NEXT SESSION:

EQ + Technical skills: Recipe for Success

📅 **6 April** – 9:00 A.M. PST

Register at: bit.ly/Skills4Techies

Jesal Gandhi
Project Manager
Twitter: @jesaldg

Cisco, Career Ready Services Team

Communication skills – what does this mean?

Clearly articulating information to others. Ability to receive, transmit, and share information efficiently.

- Verbally
- Nonverbally
- Written

Verbal Communication

- Use of words or sounds to express yourself

Nonverbal Communication

Gestures | Facial expressions | Body language | Behavior | Tone of voice | How you express yourself (dress, smell, accessorize, etc.)
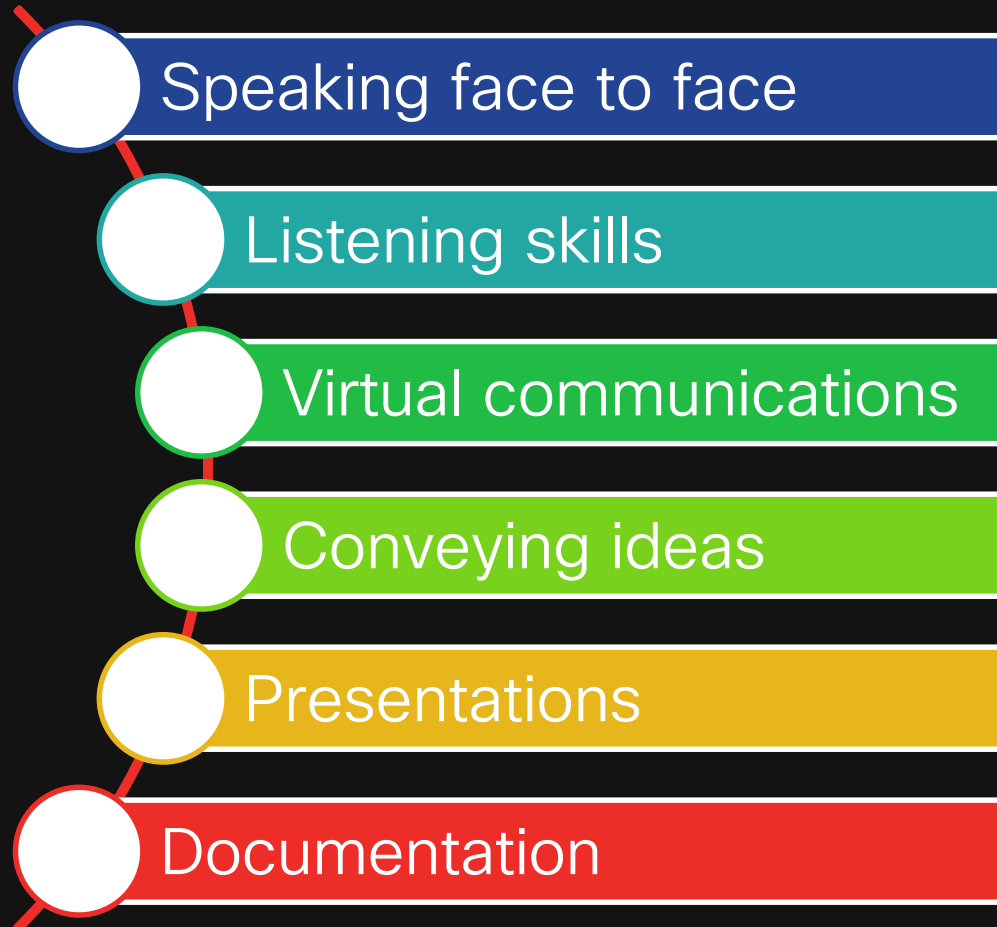
Written Communication

Convey information through the use of documents such as: letters, emails, books, texting, etc.

Types of Communication Used in the Workplace

Speaking face to face

Listening skills

Virtual communications

Conveying ideas

Presentations

Documentation

Speaking face to face

Pay attention to everything that the person is communicating and YOU communicate

- Tone of voice

- Body language

- Facial expressions

- And of course the actual words that they are saying

Listening skills

To effectively understand what is being communicated to you and be interested in the conversation.

Perhaps one of the more crucial skills under the *communications* umbrella

Virtual communications

Internet of Things has made it so that nearly every job has a virtual component.

Whether it is only email or a more complex interface required for virtual workers

Conveying ideas

Be able to concisely and clearly express your ideas as they relate to the larger conversation.

Presentations

Formal presentations and informal conversations – nevertheless, still presenting your work, project, proposal, etc.

You will need to be able to speak about your work to both:

- technical colleagues

- nontechnical colleagues

Documentation

All written documents fall under this category (even emails and instant messages).

Key success factors of good documentation:

- Clearly written

- Concise

- Relevant

- Mindful of audience

- Proofread before distribution

Recap of the types of communication used in the workplace

Speaking face to face

Listening skills

Virtual communications

Conveying ideas

Presentations

Documentation

Why does communicating effectively translate to being powerful at work?

Show us what you learned

In our LinkedIn Group, share 1-2 sentences answering the question:

Why do you think communication skills are important in the workplace?

Q&A

Review LinkedIn discussion