

SOFT SKILLS 1

COMMUNICATION SKILLS (ACTIVITIES)

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Topic Outline

1. Is UMP special?
2. 4 wives and 1 husband:
 1. Who?
 2. Where?
 3. Why?
 4. When?
 5. How?
3. Win-win situation
4. Effective Communication Skills at UMP – can it help when you become an employee?

Proposed Schedule

1st hour

- Identify the differences of communication at UMP and other location
- The **importance/results** of having effective communication skills at UMP

2nd – 3rd hour

- Who do we meet at UMP?
- Where do we talk to others at UMP?
- Why do we need to know how to communicate at UMP?
- When is the best time to use our communication skills at UMP?
- How do we communicate properly at UMP?

Proposed Schedule

4th hour

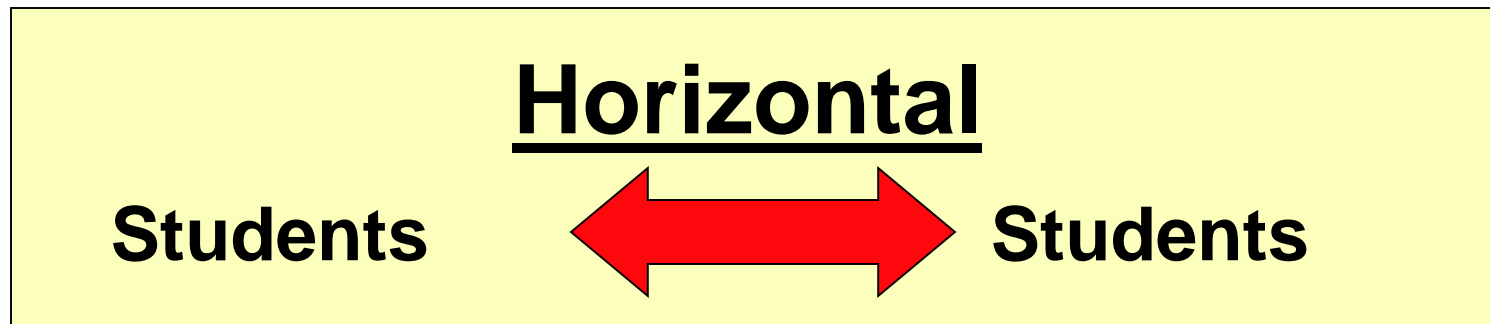
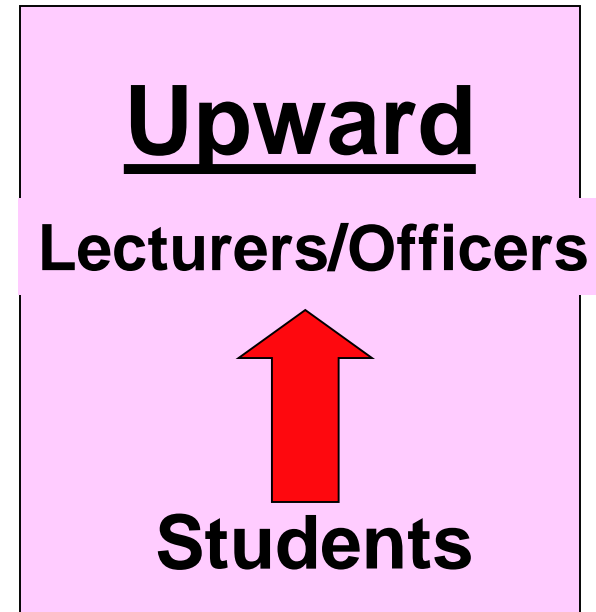
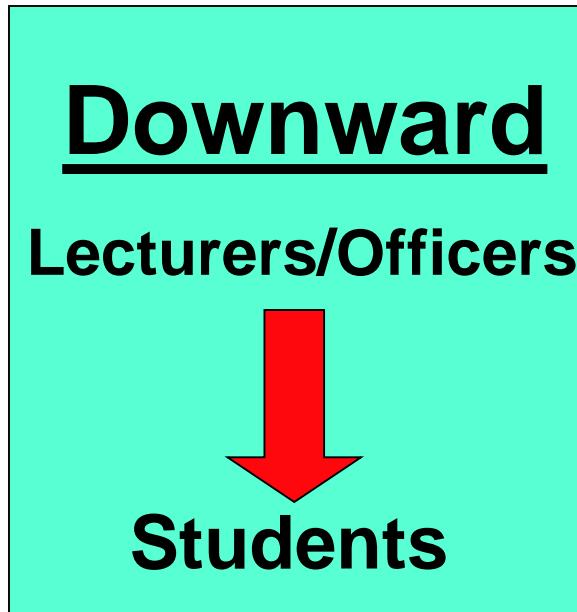
Presentation:

1. Interview internal stakeholders

Discussion questions:

1. Why good communication skills are so important in today's life?
2. Reflect on your own communication ability. Do you communicate effectively with others? Why or why not. Give two reasons for your answers. Relate to your own experience.

Formal Internal Communication Network At UMP



Who?

- Who are the lecturers at UMP?
- What do we call the lecturers?
- What about the officers?
- What is the language used at UMP?
- What is the best tone and words used in communicating with friends? Lecturers? Officers?

Making Small Talk At UMP

- Be the first to introduce yourself and ask an easy, open-ended question
- Listen carefully for the other person's name and use it in the conversation
- Disclose some of your background, interests, and experiences
- Explore the other person's interests by encouraging him or her to talk

Do's and Don'ts For Making Small Talk

Do's

- Respect
- Sense of humor
- Be humble
- Sincere
- Make friends
- Use appropriate language and tone
- Smile



Don'ts

- Talk loudly
- Laugh at your own jokes
- Look away when people are talking to you
- Busy with your hand phone/texting
- Brag about yourself
- Make faces when people talk