

Communication Skills

Soft Skills Training

Course objectives

Course objectives	Results/Outcome Expected	Skills Developed
The trainees will understand what communication is	Communication definition and process	Understanding of the concept of communication
The trainees will learn what might block communication	Communication channels and barriers	Identification of channels and barriers
The trainees will identify the purpose and principles of communication in their own life	Communication purpose and principles	Understanding of purpose and following of the principles
The trainees will obtain communication skills such as active listening and body language	Communication sub-skills	Active listening, verbal/non-verbal communication, etc.
The trainees will learn how to improve and practice their communication skills	Effective communication tips and advice	Learning of appropriate behaviors for effective communication



Who is this course for?



- ▶ Boys and girls (16-19 years old) who have not developed their communication skills yet and are intended to become seafarers.



Required materials

Reading

- Books
- Articles
- Web
- Other

Project

- Supplies
- Equipment
- Other project materials

Technology/Tools

- Software and hardware

Instructional strategies:

- ▶ Textbook
- ▶ Lectures
- ▶ Discussions
- ▶ Practical exercises
- ▶ Tests

Training modules



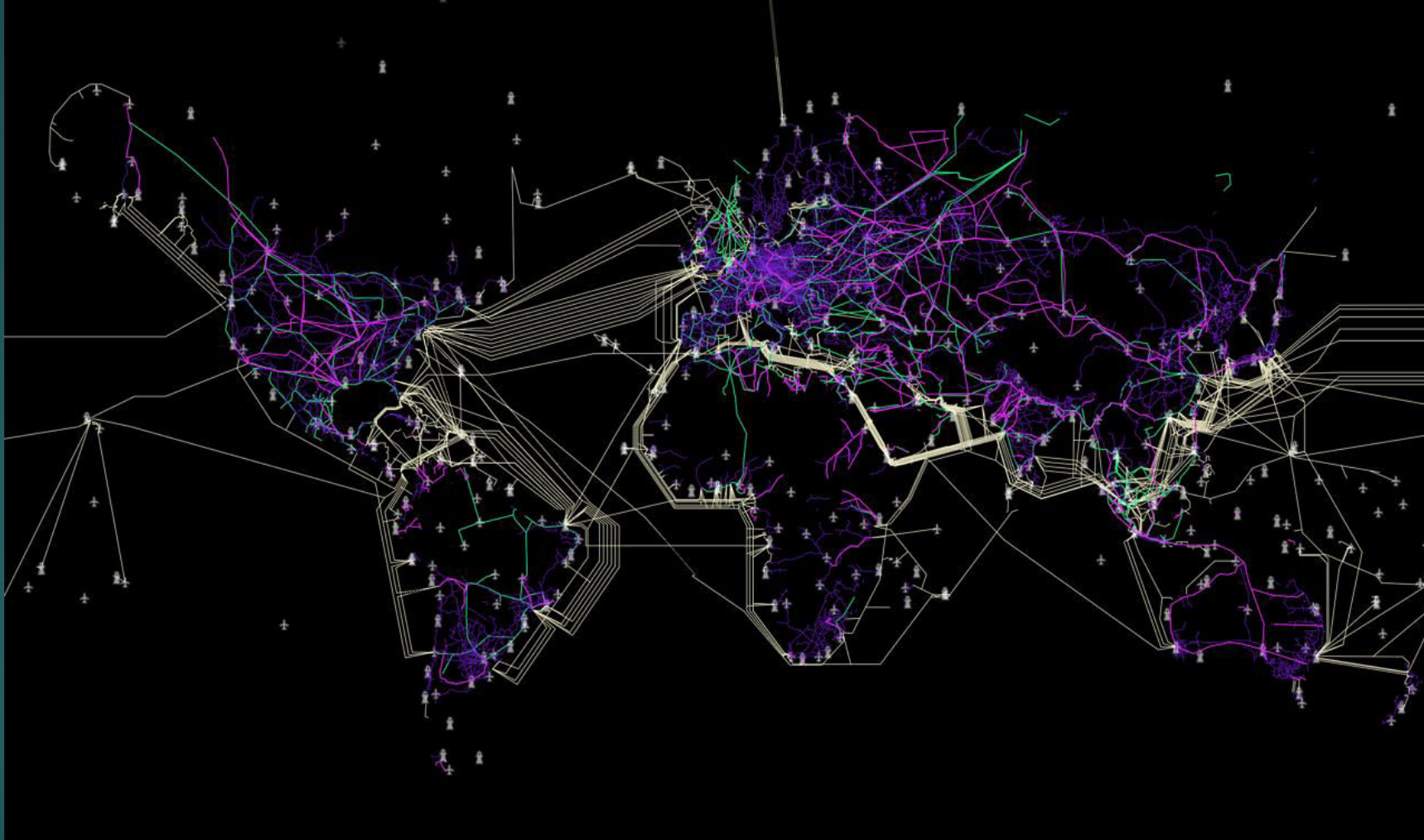
- ▶ **Module 1 – What is communication**
- ▶ **Module 2 – Channels and Barriers of Communication**
- ▶ **Module 3 – Purpose and Principles of Communication**
- ▶ **Module 4 – Communication sub-skills**
- ▶ **Module 5 – Tips and advice for good communicators**

Module 1 – What is communication

1.1 Definition

- ▶ Communication is the ability of humans to share their opinions, ideas, information, and emotions to each other
- ▶ The process of sending and receiving information and messages either in face-to-face interaction or electronically
- ▶ Through communication interpersonal relationships with colleagues, friends or family members are established and modified.

1. What is communication



Connectivity Atlas: All human made transportation, communication, and energy infrastructure

1. What is communication



1.2 Process of communication

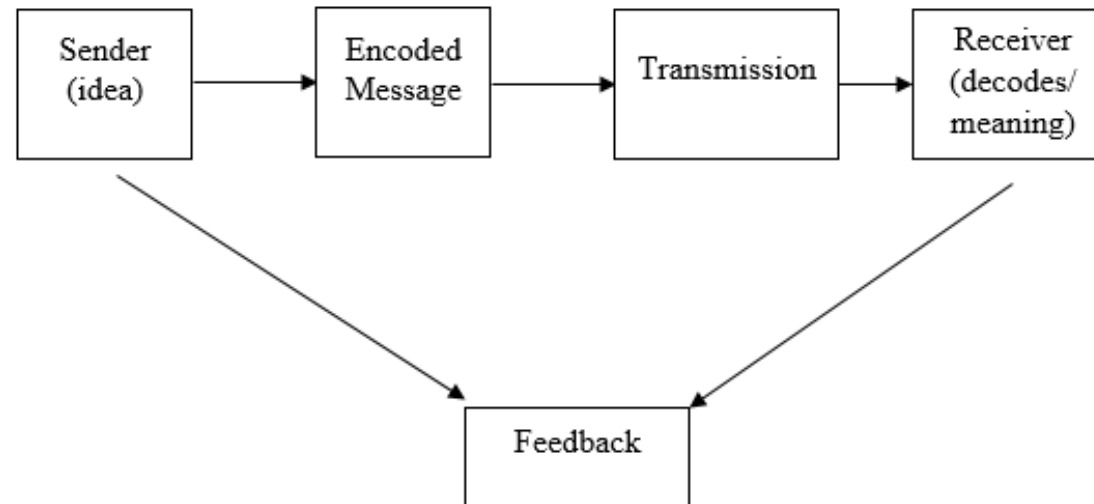
- ▶ Sender
- ▶ Verbal/non-verbal message (idea, opinion, or feeling) transmitted through a medium (channel)
- ▶ Receiver(meaning/interpretation)
- ▶ Feedback
- ▶ Barriers



1. What is communication

1.3 Communication models

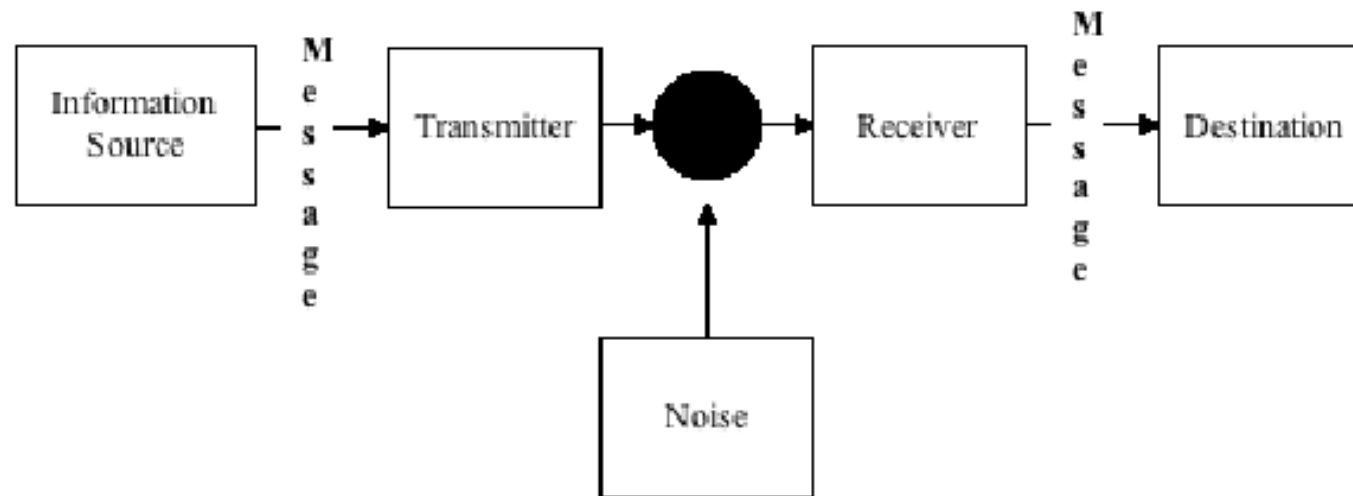
► Basic flow of communication



1. What is communication

1.3 Communication models

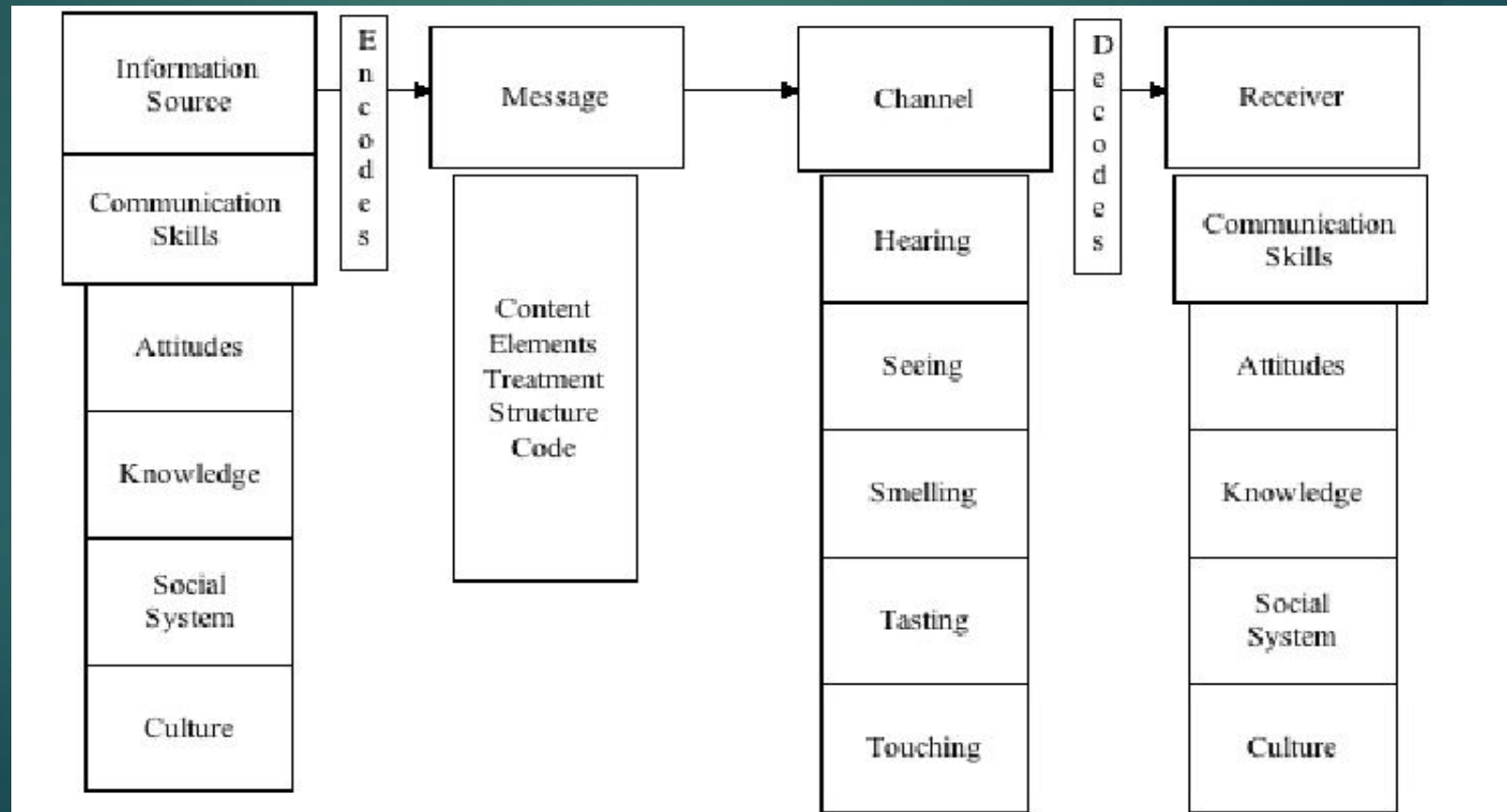
► Shannon Weaver model of Communication



1. What is communication

1.3 Communication models

► SMCR model of Communication



1. What is communication



Communication in World War II

1. What is communication

1.4 Types of communication

► Verbal communication

→ Written or oral

► Non-verbal communication

→ Body language



► Exercise 1 – The ship sailed

Description: A brief story is read to the students who are then asked to answer a questions regarding to content of the story.

Procedure:

1. Tell the students that you are about to read to them a story about the cruise of a ship. Inform the students that they will be asked to answer a question about the content of the story. Tell them that they are allowed to write down notes if they want.
2. Read the following story to the participants:
The ship Queen Mary sails from the port of Greenwich, London with 4 passengers and stops at Amsterdam where 10 more passengers get on. It next stops at Kiel Canal and 3 more passengers get on the ship. The next stop is the port of Copenhagen where 2 passengers get off the ship and 20 passengers get on board. Queen Mary sails in the sea until it reaches Helsinki where 10 passengers get off. The ship's next stop is St. Petersburg's port where 5 passengers get off and 23 passengers get on board. The ship continues until it reaches Tallinn where it stops and 3 passengers get on board. Queen Mary reaches the end of the cruise at Stockholm where everyone gets off.
3. After you have completed the story, ask the following question to the students:
How many stops did the ship Queen Mary make?

Exercises (1)

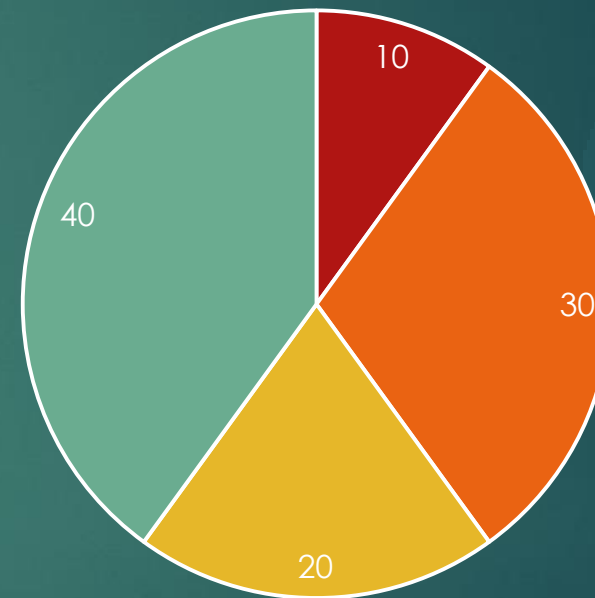


4. It is possible that the students would have focused on the number of passengers getting on board and off the ship instead of the number of stops it made. Ask students how many were focused on the passengers instead of the stops.
5. Ask the students if anyone can answer how many stops Queen Mary made. Also ask if anyone can answer how many passengers were on board when the ship reached Stockholm.
6. The answer to the question concerning how many stops the ship made is 7, including its final destination.
7. There were 46 passengers on board Queen Mary when it arrived at Stockholm.
8. Discuss why participants gave emphasis to the wrong criteria while listening to the story. The students assumed that the question would be how many passengers were left when the ship reaches its final destination. At this point emphasize to the students that making assumptions is dangerous during communication. Assuming which aspects are the most important and critical can lead to incorrect focus of attention. Thus it is important to always keep an open mind and not be selective in the gathering of information.



- ▶ Weekly assignments
- ▶ Projects
- ▶ Quizzes
- ▶ Final exam

Percent of Grade



■ Weekly assignments ■ Projects
■ Quizzes ■ Final exam

Web & Software Tools

Moodle E-platform

Online test

Programs

Others

References

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