



MPV_COMA
Communication
and Managerial
Skills Training
Seminar 1,2

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**Communications
is the key to
achieving all of
our goals.**



Information on
the course

I. Course objectives

- **Course objectives**
- to provide you with basic knowledge of effective communication in management and, by using training methods, to develop your communication and managerial skills

I. Course requirements

1. **Attendance at seminars (85%)**
 - (Maximum - missing two seminars)

I. Course requirements

2. **Elaboration of an assigned topic and its presentation at the seminar**

- results of the thesis,
- student's own topic (within the scope of the studied field), the aim of the presentation being either to convey information or to persuade (it is necessary to choose one of the aims).

I. Course requirements

3. **Test (minimum level of knowledge 60%)**

- theoretical knowledge
- assessing practical communication skills (via practical examples, correcting wrong statements, etc.)
- Assessment criteria:
 - quantity and quality of theoretical knowledge, understanding the theory
 - ability to apply gained knowledge
 - extent of the development of relevant skills

I. Study materials

- Materials provided on lectures (presentations)
- Seminars (presentations and exercises)
- Learning texts:
 - Communication process. Effective verbal communication
 - Basic communication skills

I. Further readings in pdf

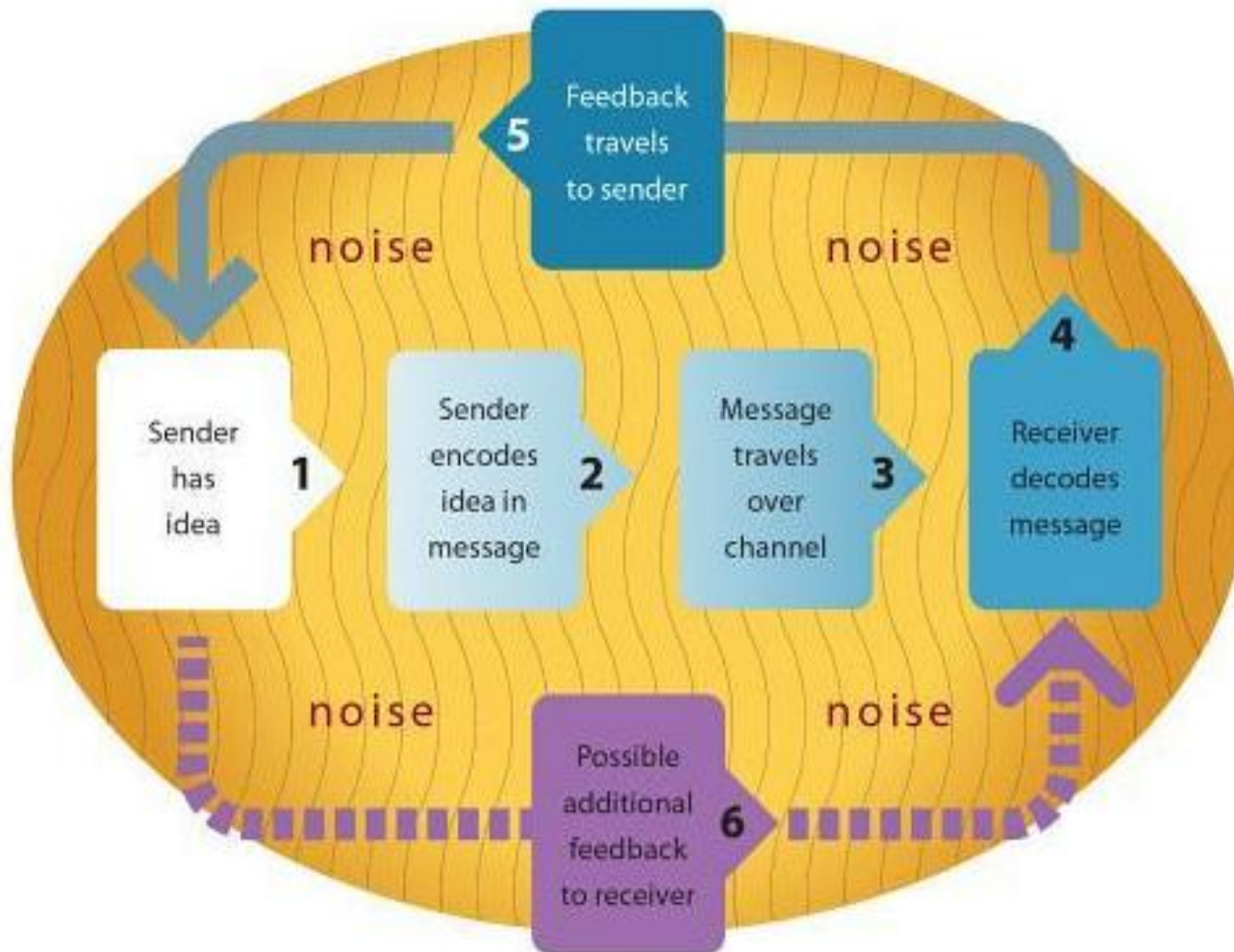
- E-book_I_Effective-Communication-Skills
- E-book_II_Business-Communication
- E-book_III_Assertiveness
- E-book_IV_Dealing_with_conflict_and_complaints

The slide features a green background with a pattern of overlapping hexagons. A white rectangular box is positioned on the right side, containing the text 'Communication process' in a green, sans-serif font. The box is bordered by a thin white line, and a solid green horizontal bar is located at the bottom of the white area. Above the text, there is a solid dark grey rectangular area.

Communication
process



What is communication
process?



Source: GUFFEY, Mary Ellen and LOWELY, Dana. *Essentials of Business Communication*. 9th edition. Mason, USA: Cengage Learning, 2013. p.10

Exercise 1. Drawing picture

Discussion

- What was important from Sender's viewpoint to make communication process successful?
- What was important from Receiver's viewpoint to make communication process successful?

General rules of effective verbal communication

- Be clear
- Be brief
- Give information in a logical order
- Do not forget the essential
- Emphasize the essential
- Be correct
- Adjust yourself
- Ask questions, verify their comprehension



Exercise 2. Communication exercise

Discussion

- What were the difficulties in communication from the viewpoint of speaker?
- What were the difficulties in communication from the viewpoint of listener?

Exercise 3. The name game

- Closed questions vs. Open questions

Discussion

- Which are easier?
- Which are more effective to gain information?

Other types of questions

- Probing,
 - Leading,
 - Rethorical...
-
- More information here:
https://www.mindtools.com/pages/article/newTMC_88.htm



Thank you for your
attention!