



HELP

Heartfulness - Experience of Life's Potential



Dear students,

Welcome to the ONLINE HELP program. As informed to you all, we will be sharing reading materials as part of every session. The reading materials will be a short collection of notes, stories, quotes, and other inspiring material that will help all of us to deepen our understanding and experience of essential life-skills that are necessary as part of our lives. Please see the reading materials below.

Read and Enjoy, Do and Feel and Become

Yours affectionately
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HELP SESSION 6

Communication Skills

“Say what you mean and mean what you say” - George S. Patton Jr.

Concepts

1. Communication
2. Effective Communication
3. Communication process
4. Miscommunication

Communication is the exchange of feelings, thoughts, emotions, facts and information.

Effective Communication

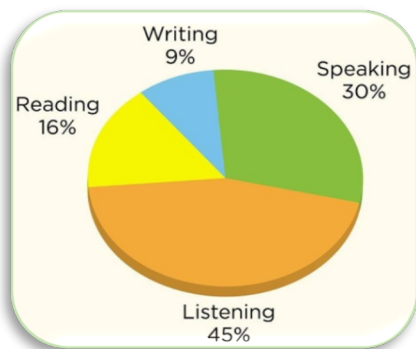
Communication is **effective** when all the parties (sender and receiver) in the communication, assign **similar meanings** to the message and **listen carefully** to what all have been said and make the **sender feel heard and understood**.

Active listening
Speaking with clarity
Non-verbal communication



Increases productivity
Enhances relationships
Saves time and energy

Communication Process



Speaking

The three gates
- think before
you speak!

Is it True?

Is it Necessary?

Is it Kind?

Total communication process – LSRW
Reading, Writing, Speaking and Listening.
Listening is the most important followed by **speaking**. **Reading** is rated higher to **writing**.
Readers are easier to communicate with, and have higher chances to **succeed** in both professional and personal life.
Also, **effective reading skills** give people the opportunity to learn **new information** and improve the writing skills.

Let our words pass through each of the three gates:

- **Is it true?**
- **Is it necessary?**
- **Is it Kind?**

It becomes easy to practice them when we develop the ability to understand and share the feelings of others.



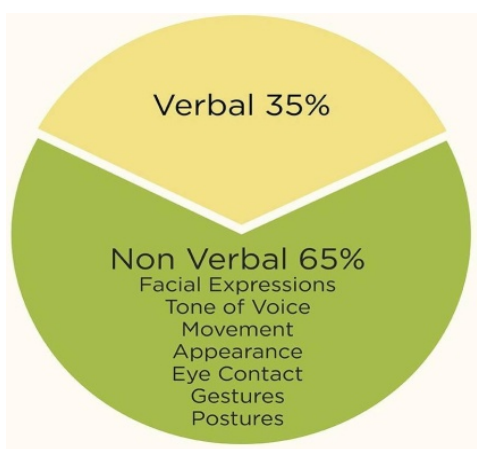
Listening

- To bring our **hearts, minds, ears, and eyes** into exchange while listening.
- The Chinese character “**TING**” captures this spirit of listening.
- Listening with TING enables us to have a much **higher quality** of conversation & communication.



Communication Skills

Verbal and Non-verbal



Only **35%** of the communication is **verbal**.

Rest **65%** of the communication is not what we speak but what we show **through our body** i.e., **non-verbal signss** such as facial expressions, gestures, body language form an important aspect of communication.

Effective communicators use a combination of communication skills to make a positive impact on the receivers.

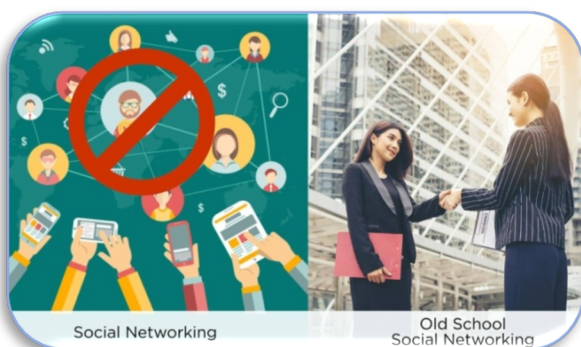
Miscommunication

Miscommunication can happen due to **inactive listening** or **poor speaking skills**.

It is very important to **listen** to others carefully **without interrupting**.

Not to form our **own thoughts** or **judgements** while others are talking.

It is better to **pause**, after someone has finished talking, before replying immediately.



Direct or face to face communications reduce miscommunication.

Communicating through **digital mode** such as Whatsapp, email cuts out the important non-verbal aspects of communication.

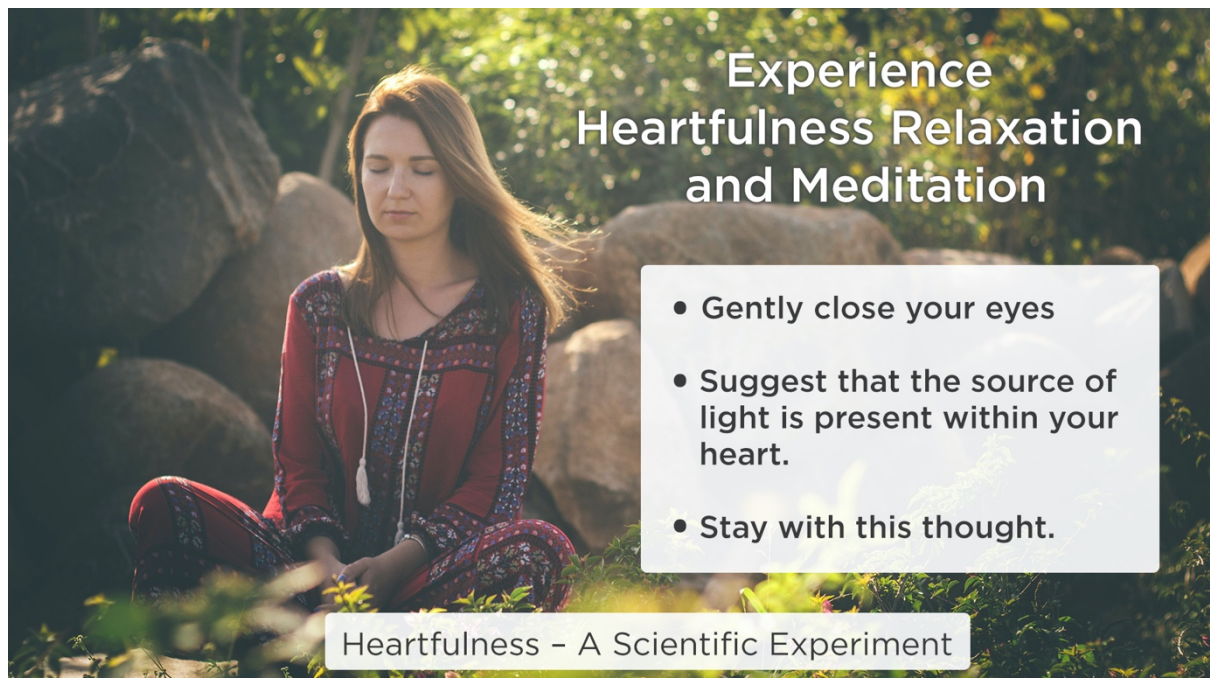
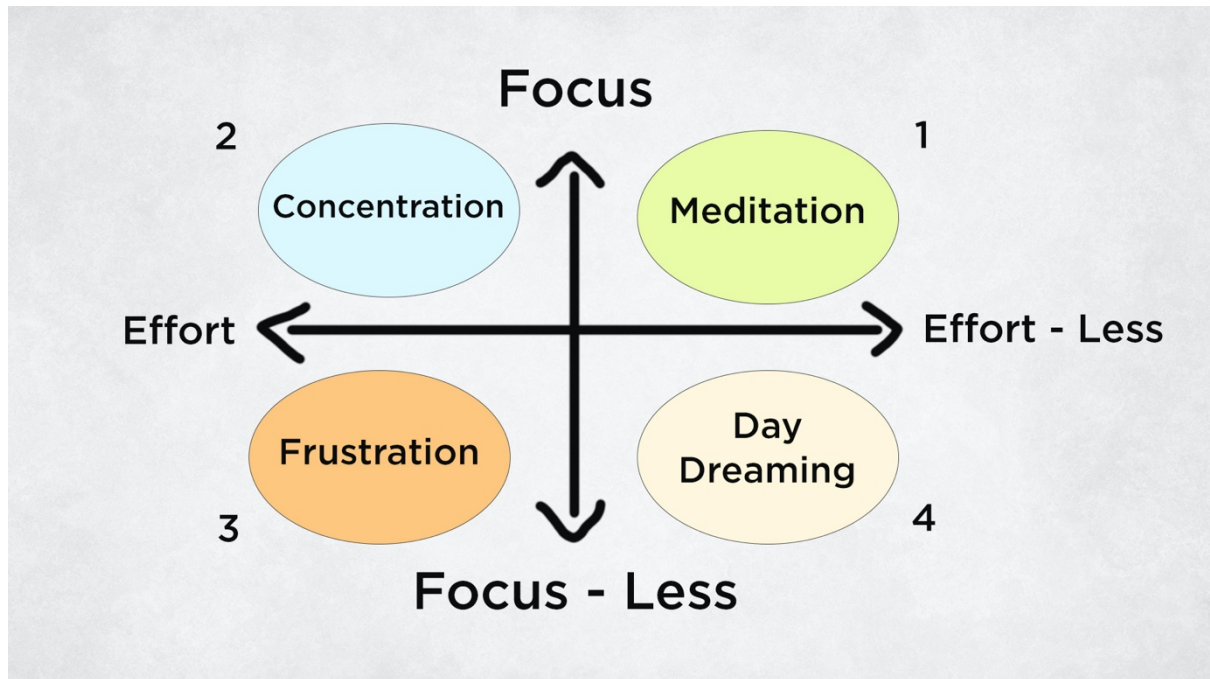
To avoid miscommunication, **'Say what you mean - mean what you say'** as outer expressions reflect the inner feelings!

Our communication with others depends upon how we connect & communicate with our own selves and our surroundings. So, being simple and in tune within us helps.

When we communicate effectively, we establish a connection, a relation that will help us succeed!



MEDITATION IS EFFORT-LESS FOCUS





SPEAK LESS

There once was a monastery that had very strict rules.

The monks took a vow of silence and no one was allowed to speak at all. There was just one exception to this rule. Every year, the monks were permitted to speak just two words.

After his first year at the monastery, one monk was summoned to his annual meeting with the head monk. "It has been one year," said the head monk. "What are the two words you would like to speak?"

"Bed hard" said the monk.

"Thank you" replied the head monk.

One year later, the monk was again summoned to the head monk's office. "It has been one more year," said the head monk. "What are the two words you would like to speak?"

"Food awful" said the monk.

"I see," replied the head monk.

Yet another year passed and the monk once again met with the head monk who asked, "What are your two words now, after these three years?"

"I quit!" said the monk.

"Well, I can see why," replied the head monk. "All you ever do is complain."

In three years, all this boy has said were only complaints:

1. Bed hard
2. Food awful
3. I quit

Had the boy given the opportunity to speak several paragraphs, his complaining nature would not have become visible.

You may well be wondering what has this to do with communication skills? The answer is simply this...

The more you say, the less people will remember what you have said.