

PMSS

Communication Skills

Roberto Verdone
www.robertoverdone.org

roberto.verdone@unibo.it
+39 051 20 93817

Office Hours:
Monday 4 – 6 pm

A.Y. 2016-17
Credits: 3

Communication Skills

Students of engineering programs are **ALWAYS very bad** in communication skills.

In a recent survey of recruiters from companies with more than **50,000** employees, communication skills were cited as the single more important decisive factor in choosing managers. The survey, conducted by the [University of Pittsburgh's Katz Business School](#), points out that communication skills, including written and oral presentations, as well as an ability to work with others, are the main factor contributing to job success.

I made a survey myself, interviewing a number of Italian engineers that work in companies of different types and sizes, and all of them mentioned communication skills among the first three kinds of soft skills that are essential for your successful career.

In his book, “Silent Messages”, [Professor Albert Mehrabian](#) says the messages we send through our *posture, gestures, facial expression, and spatial distance* account for **55%** of what is perceived and understood by others. In fact, through our body language we are communicating, whether we want to or not!

In this lecture block I will teach you how to communicate properly *in oral and written form*, in different types of professional circumstances.

You will be requested to act according to the **rules I will dictate** during this lecture, at the oral exam.

Communication Skills

How do you think it was ... ?!

Communication Skills: Six Basic Attitudes

- Assertiveness
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
 - Clarity
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
 - Clarity
 - Respect
-

Communication Skills: Six Basic Attitudes

- Assertiveness
 - Open-mindedness
 - Empathy
 - Clarity
 - Respect
 - Feedback
-

Communication Skills

So, let's rewind and start again ...

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Communication Skills

Main factor contributing to job success



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Main factor contributing to job success



Communication Skills

Main factor contributing to job success

Oral and written communication



Communication Skills

Main factor contributing to job success

Oral and written communication

Body language



Communication Skills

Main factor contributing to job success

Oral and written communication

Body language

Different types of professional circumstances



Communication Skills

Main factor contributing to job success

Oral and written communication

Body language

Different types of professional circumstances

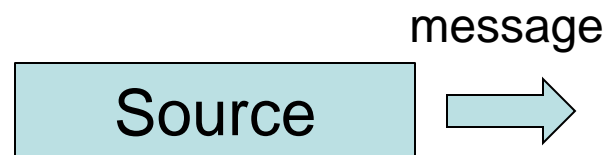
Look for YOUR personal way to communicate well

Communication Skills: Outline

- Basics of Human Communication
 - Person to Person and Group Meetings
 - How to Conduct a Presentation
 - How to Make a Presentation File
-

Human Communication

Message



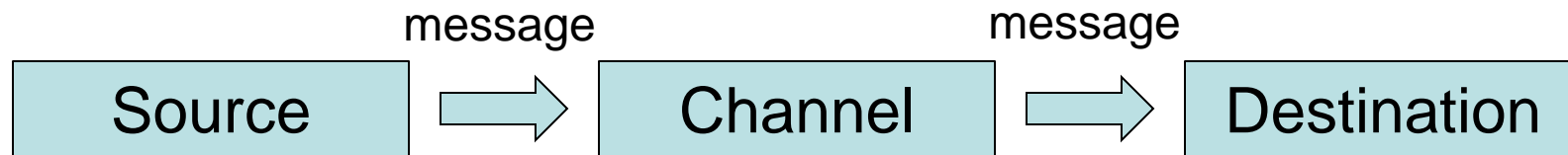
Human Communication

Adaptation



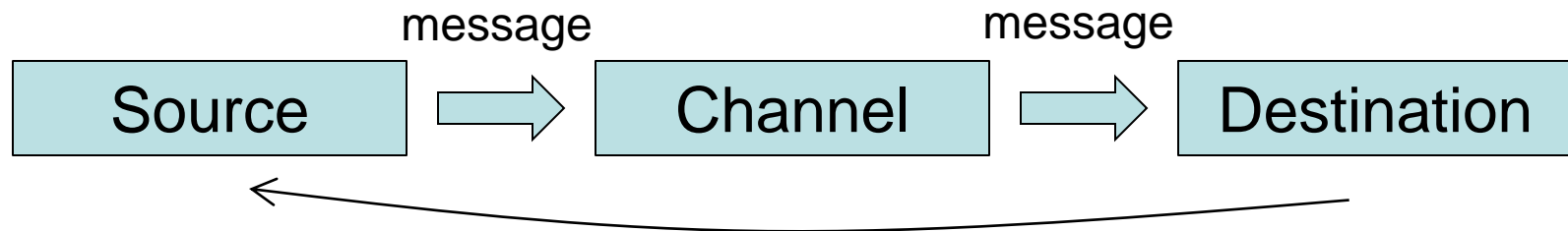
Human Communication

Means

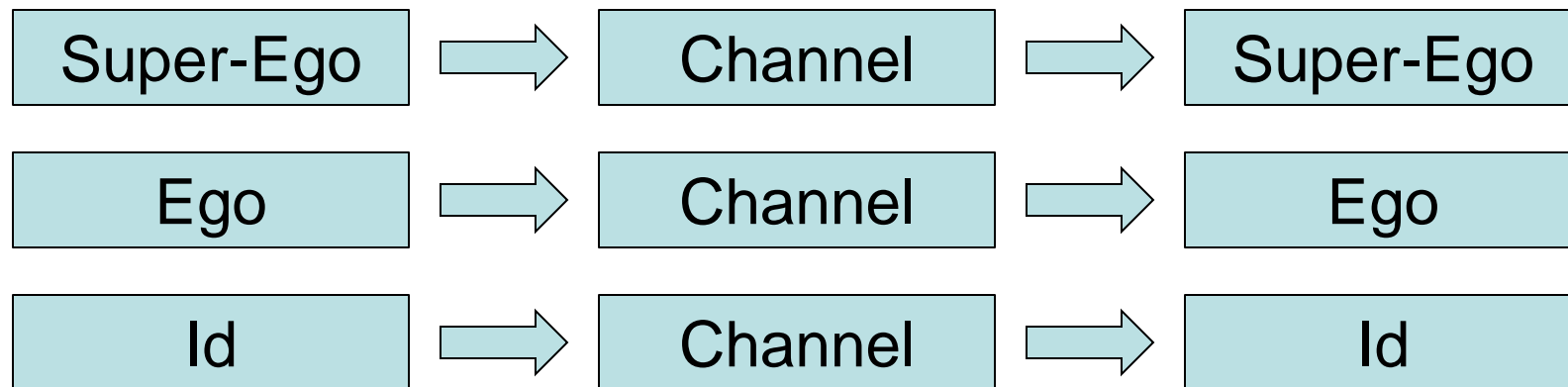


Human Communication

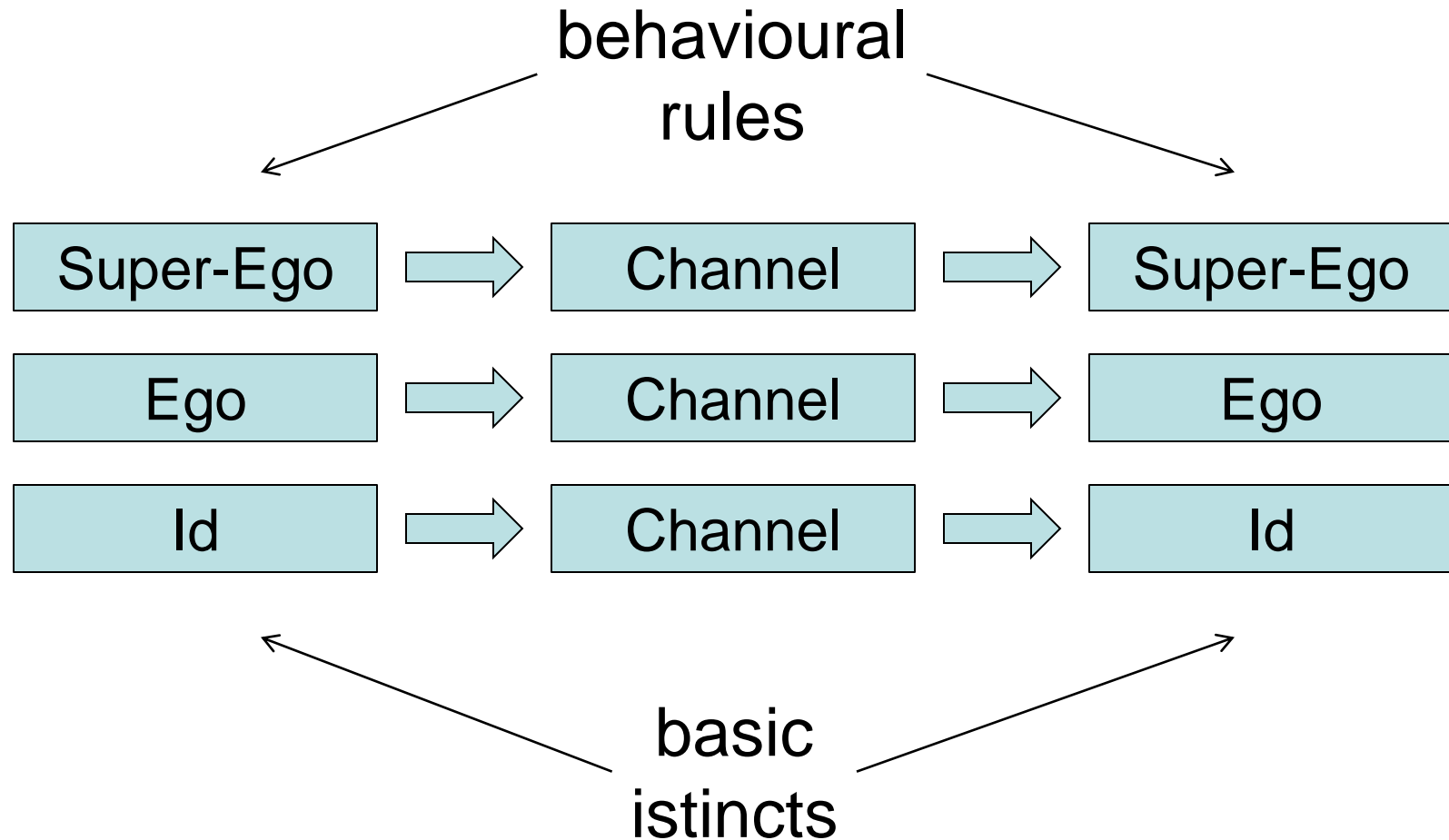
Feedback



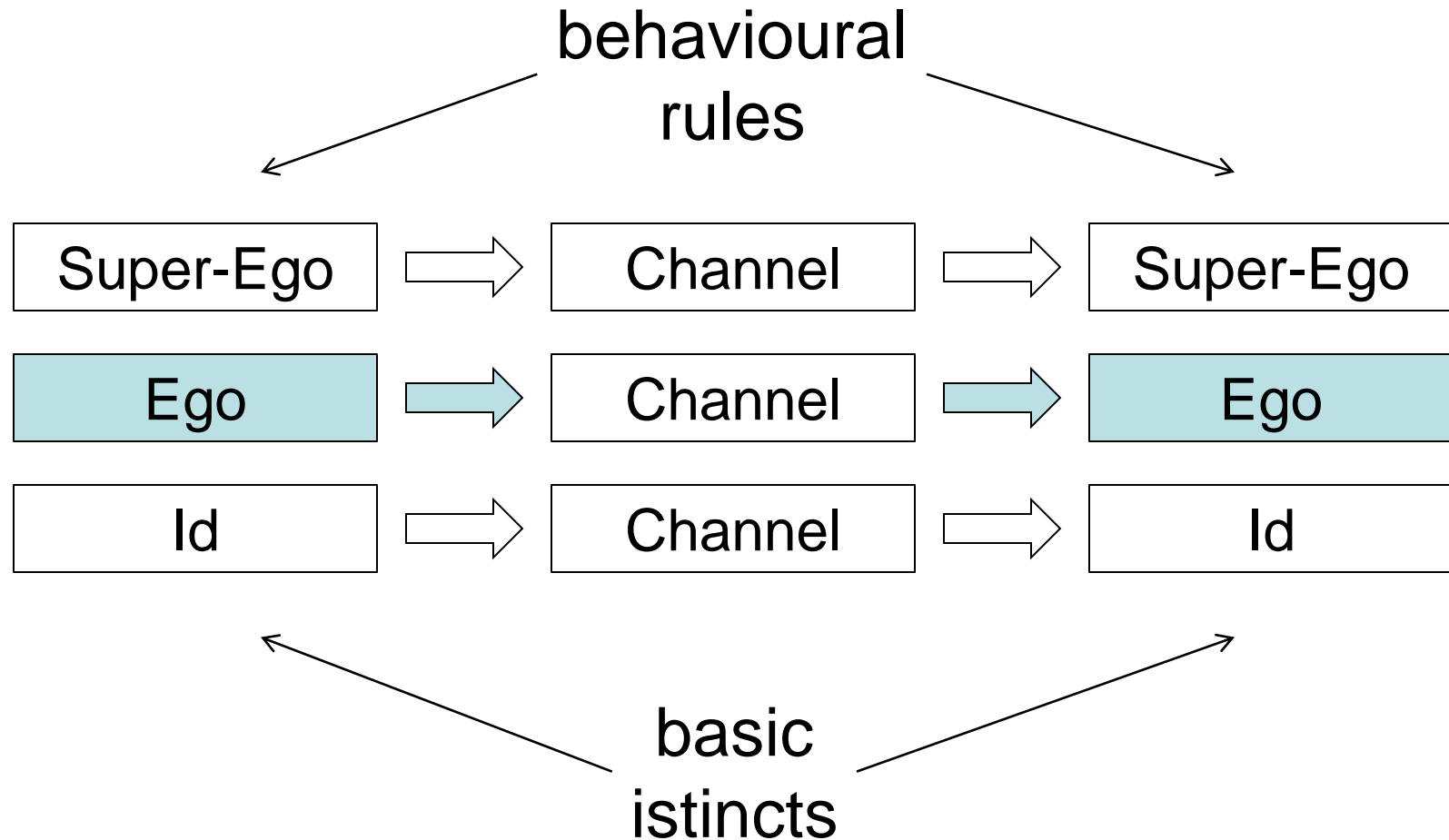
Human Communication



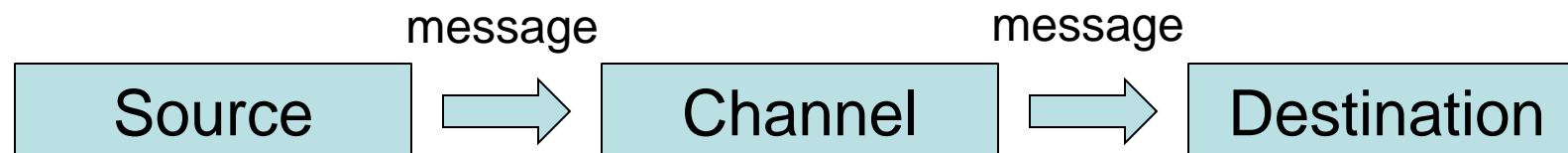
Human Communication



Human Communication

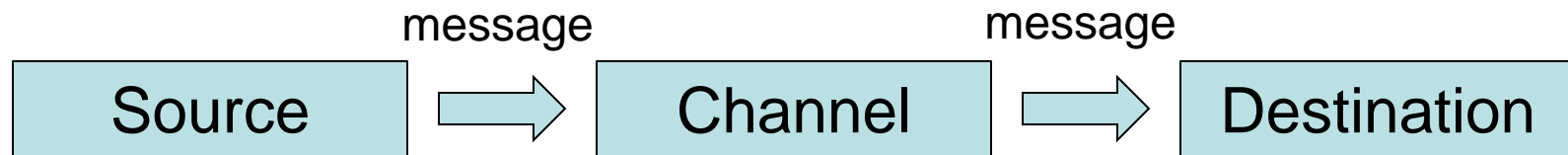


Human Communication: Rule 1



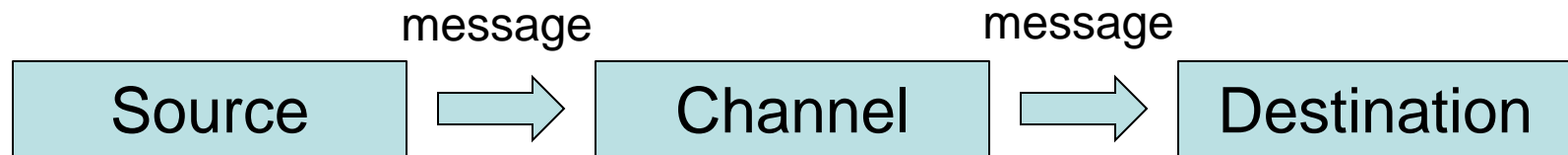
The recipient of information will get distracted after the first 5% of time he/she has to spend with you unless you give him/her motivation to stay tuned longer.

Human Communication: Rule 2



Be consistent. Your body, your slides, your speech should be consistent with your message

Human Communication: Rule 3



**You will be remembered forever because of your personality,
not because of the contents of your speeches.**

Human Communication in Professional Life

- **Person to Person (e.g. interview, or report to your boss)**
 - Elevator Pitch**
 - Written or Oral Report**
 - **Group Meeting (e.g. meeting at customer's premises)**
 - Sitting in the meeting room**
 - **Presentation (e.g. at an internal workshop or conference)**
 - Standing in front of a number of people**
 - **(Scientific / Technical Article)**
-

Human Communication in Professional Life



- **Person to Person (e.g. interview, or report to your boss)**

Elevator Pitch

Written or Oral Report

Human Communication in Professional Life



- **Person to Person (e.g. interview, or report to your boss)**

Elevator Pitch

One minute speech:

- **who you are**
- **what you are doing**
- **why**
- **what differentiates you**
- **what are your expectations**

Keep it always ready, and updated

Human Communication in Professional Life



- **Person to Person (e.g. interview, or report to your boss)**

Written or Oral Report

Few minutes of attention

Human Communication in Professional Life



- **Person to Person (e.g. interview, or report to your boss)**

Written or Oral Report

Start from the Caption (as if the content were a picture)

Executive Summary (main contents and conclusion)

Introduction (premises, motivation)

Main Facts (possibly itemised)

Conclusions (facts, plus personal thoughts)

Human Communication in Professional Life



- **Person to Person (e.g. interview, or report to your boss)**

Written Report

**E.g. one page report after participation to a seminar
(template available on website for final exam)**

A non-trivial title

Executive Summary (max four lines)

Introduction (max five lines)

Main Facts (max twenty-five lines)

Conclusions (few lines)

Human Communication in Professional Life



- **Person to Person (e.g. interview, or report to your boss)**

Oral Report

Body Language:

posture

distance

eye contact

face gesture

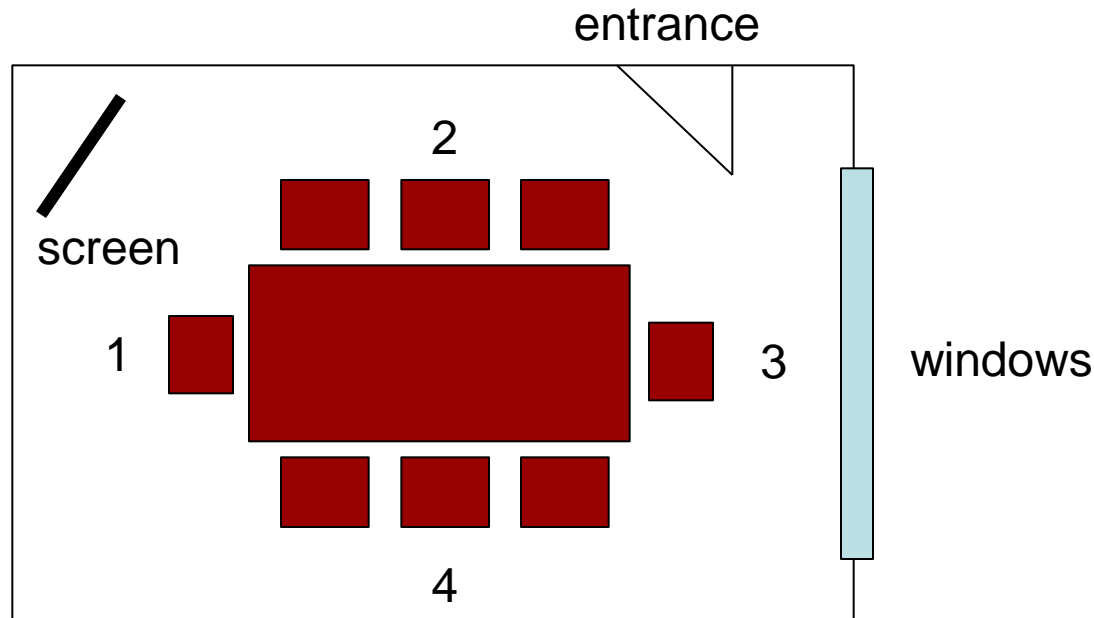
hands

Human Communication in Professional Life



- **Group Meeting (e.g. meeting at customer's premises)**

Sitting in the meeting room



Human Communication in Professional Life



- **Group Meeting (e.g. meeting at customer's premises)**

Sitting in the meeting room

Body Language:

posture

distance

eye contact

face gesture

hands

Human Communication in Professional Life



- **Presentation (e.g. at an internal workshop or conference)**

Standing in front of a number of people

Body Language:

posture

distance

eye contact

face gesture

hands

Human Communication in Professional Life



- **Presentation (e.g. at an internal workshop or conference)**

Standing in front of a number of people

How to conduct a presentation (see additional slide set)

How to make a presentation (see additional slide set)