

PMSS

Communication Skills

Roberto Verdone
www.robertoverdone.org

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

Office Hours:
Monday 4 – 6 pm

A.Y. 2017-18
Credits: 3

Communication Skills

In a recent survey, conducted by the [University of Pittsburgh](#), communication skills, including written and oral presentations, as well as ability to work with others, are shown to be the **main factor** contributing to job success.

I made a survey myself, interviewing a number of 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 a 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 understood by others!

According to my experience, students of engineering programs are **ALWAYS VERY BAD** in terms of communication skills. In general, this is true also for students from other Schools.

I noticed already during the past lectures that many of you are really bad in this!

Do you agree? No you do not, because 12 over 22 of you delivered to me at the first lecture a self-assessment questionnaire saying they are **GOOD** in communication.

Ok, let's see if this is true. I will ask those 12 later to prove that!

In this lecture block I will teach you how to communicate properly *in oral and written form*.

You will be requested **to act according to the rules I will provide** at the oral **exam**.

Communication Skills

How do you think it was ... ?!

Communication Skills

How do you think it was ... ?!

Please point out the bad behaviours

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 ...

PMSS

Communication Skills

Roberto Verdone
www.robertoverdone.org

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

Office Hours:
Monday 4 – 6 pm

A.Y. 2017-18
Credits: 3

Communication Skills

JOB SEEKERS: [Sign Up](#) [Login](#) EMPLOYERS: [Post Jobs](#) [Login](#)

Search Jobs Post Your Resume Job Seeker Tools
Niche Job Networks Jobs Rated
Career Advice Articles Employer Tools

SEARCH FOR JOBS BROWSE FOR JOBS CREATE A RESUME COMPANY DIRECTORY

[Sign In](#) | [Sign Up](#)

1 day old
Lead Supplier Quality Engineer
General Electric
Rivalta di Torino

[Add to Favorites](#) [Share Job](#)

[Apply Now](#)

Job Code
GE2-3043190

Job Title Lead Supplier Quality Engineer

vodafone IT 4G 09:58 76%
careercast.com

Lead Supplier Quality Engineer

[Add to Favorites](#) [Share Job](#)

[Apply Now](#)

+ Minimum some experience in Production Quality. **Desired Characteristics:**

+ Strong oral and written communication skills.

+ Strong interpersonal and leadership skills.

+ Ability to influence others and lead small teams.

+ Lead initiatives of moderate scope and impact.

+ Ability to coordinate several projects simultaneously.

+ Effective problem identification and solution skills.

+ Proven analytical and organizational ability. **Locations:** Italy; Rivalta di Torino
GE offers a great work environment, professional development, challenging careers, and competitive compensation. GE is an Equal Opportunity Employer at http://www1.eeoc.gov/employers/upload/eeoc_self_print_poster.pdf. Employment decisions are made without regard to race, color, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

Categories

Communication Skills



Application Developers Alliance

Software Application Engineer HPC at CINECA on-site - Intel, Milan
Milan

Intel

Save Share Apply

Date: 2017-12-27
Job Code: JR0044772
Categories: Engineering

Job Details
Software Application Engineer HPC at CINECA onCareers at Intel insite

- Software Application Engineer HPC at CINECA on-site

vodafone IT 4G 10:43 75%

jobsboard.appdevelopersalliance.org

Experience in software development for HPC applications is required. Experience in programming in C/C++ is a must, ideally in combination with experience FORTRAN and modern scripting languages e.g. Python*, Perl*, etc. - as proven by practical software developing experience. Understanding of Intel Architecture/assembly language. Working knowledge of a Linux*/UNIX* family operating system is required familiarity with parallel programming MPI, OpenMP, PThreads, etc is expected closer familiarity with Linux architecture, OS kernel level and driver development experience are highly desired. The strongest candidates will also have experience in one or more of the following fields: Knights Corner/Knights Landing man-core architectures, Intel Advanced Vector Extensions AVX, heterogeneous computing, GPU, OpenCL programming Intel software tools MKL, MPI, TBB, Intel C/C++ Compiler, VTune, etc. Experience in planning and execution of software projects, as well as in software testing, benchmarking, analyzing, and optimizing is a strong plus. This role requires strong time and project management skills.

A successful candidate must be able to travel. Excellent verbal and written English skills, good communication and presentation skills in front of technical audiences are essential. Italian language is a plus. Experience in technology-

Communication Skills

CAREERCAST

JOB SEEKERS: [Sign Up](#) [Login](#) EMPLOYERS: [Post Jobs](#) [Login](#)

Search Jobs Post Your Resume Job Seeker Tools
Niche Job Networks Jobs Rated
Career Advice Articles Employer Tools

SEARCH FOR JOBS BROWSE FOR JOBS CREATE A RESUME COMPANY DIRECTORY

[Sign In](#) | [Sign Up](#)

4 hours
Enterprise Services Solution Specialist - Data & AI
Microsoft Corporation
V Milan

[Add to Favorites](#) [Share Job](#)

vodafone IT 4G 10:51 73%
careercast.com

Enterprise Services Solution Specialist - Data & AI

[Add to Favorites](#) [Share Job](#)

[Apply Now](#)

BO ...

- Solid understanding of competitive Data Platforms (i.e. Oracle, IBM, MySQL), BI/DWH solutions and Cloud offerings (i.e. AWS)
- Demonstrated ability to successfully manage and grow revenues within a diversified territory
- Demonstrated ability to identify, lead, and efficiently close large-scale, complex deals
- Excellent communication skills, and the ability to persuade others through presentations, demonstrations and written communications.
- Builds and leads through influence and working toward a common shared outcome or goal
- Bachelor's Degree required, MBA/Master's Degree preferred

Fluency in English language

Communication Skills

CAREERCAST

JOB SEEKERS: [Sign Up](#) [Login](#) EMPLOYERS: [Post Jobs](#) [Login](#)

Search Jobs Post Your Resume Job Seeker Tools
Niche Job Networks Jobs Rated
Career Advice Articles Employer Tools

SEARCH FOR JOBS BROWSE FOR JOBS CREATE A RESUME COMPANY DIRECTORY

[Sign In](#) | [Sign Up](#)

1 hour
Senior Financial Analyst
Walt Disney Studios

[Add to Favorites](#) [Share Job](#)

[Apply Now](#)

vodafone IT 4G 11:28 72%
careercast.com

Senior Financial Analyst

[Add to Favorites](#) [Share Job](#)

[Apply Now](#)

- year and to gather assumptions for upcoming forecast
- Support the preparation of financial summaries, presentations and decks for senior management
- Support special projects on an ad-hoc basis

Basic Qualifications

- Minimum of 3 years relevant work experience
- Previous experience in entertainment industry FP&A a plus
- Public accounting experience a plus
- Advanced financial modeling skills and analytical skills
- Strong technical skills: Microsoft Excel, Word, and PowerPoint, SAP, BW. Experience with Cognos TM1 is a plus
- Deliverable-focused, strong work ethic, able to prioritize and resolve an array of issues simultaneously
- Innovative orientation with a proactive approach to problem solving
- Excellent written and verbal communication skills

Required Education

- B.S. degree in Finance, Accounting, or Economics

Company Overview

Communication Skills

Main factor contributing to job success



Communication Skills

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

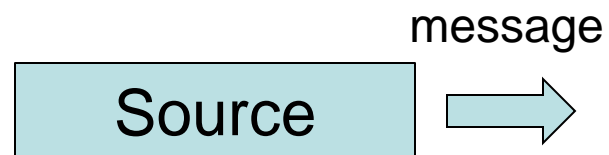
Search for YOUR personal way to communicate well

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



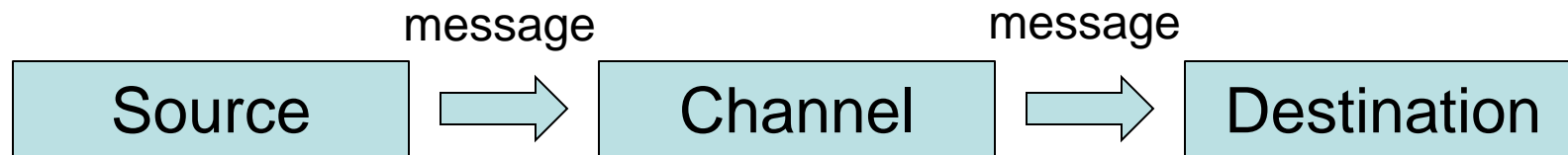
Human Communication

Adaptation



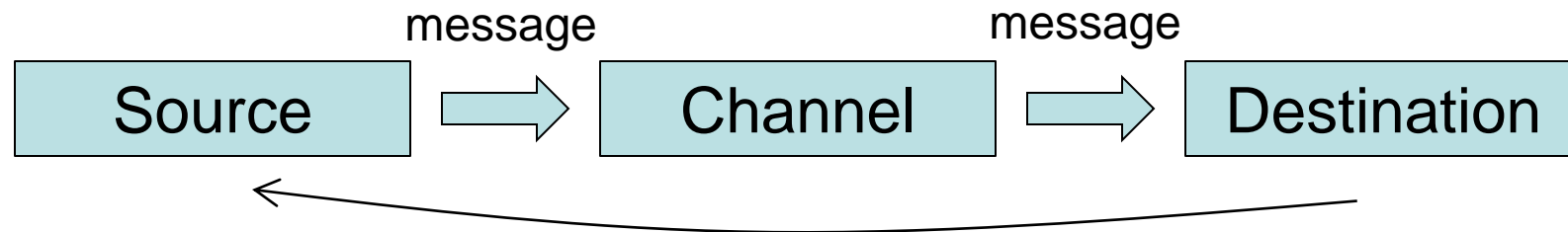
Human Communication

Means

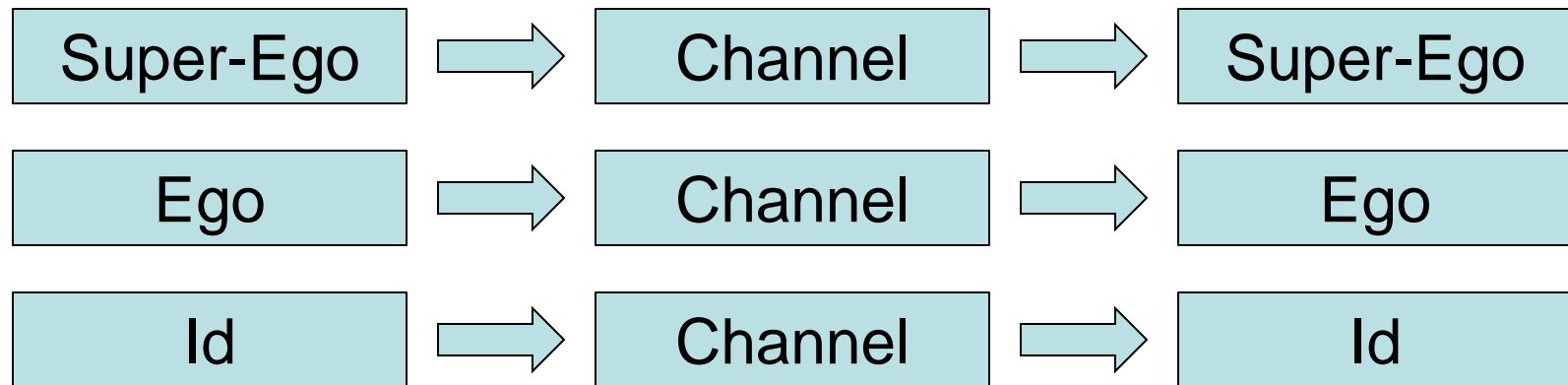


Human Communication

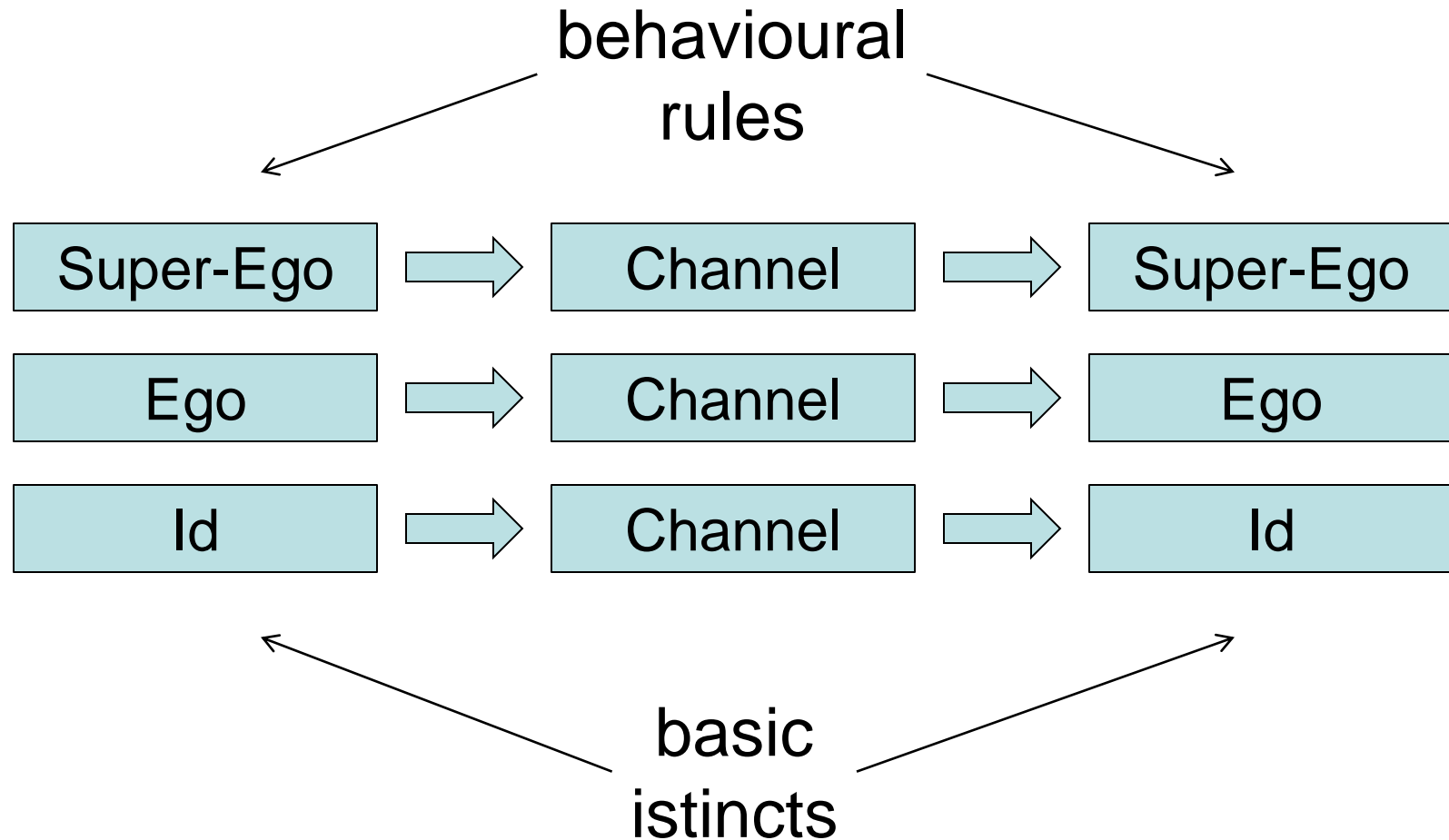
Feedback



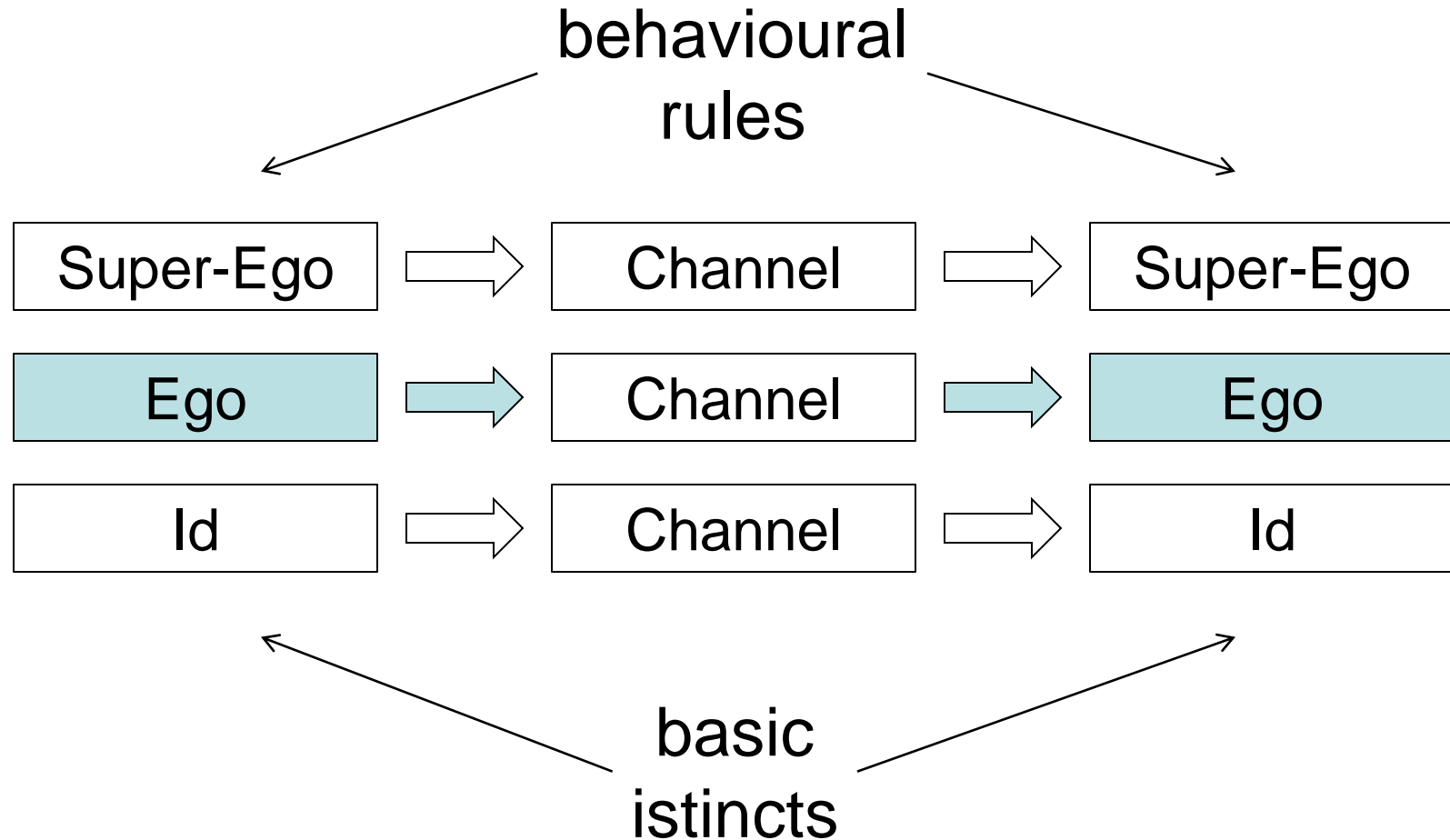
Human Communication



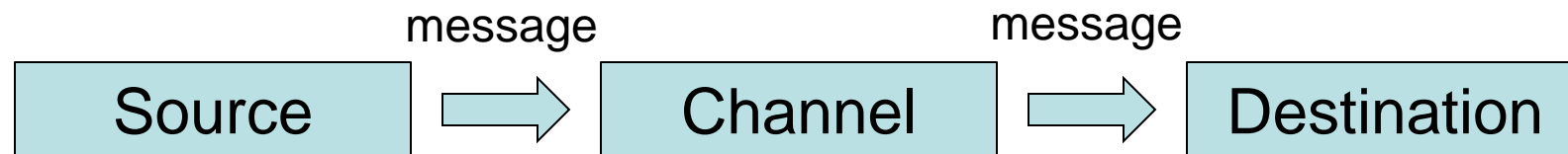
Human Communication



Human Communication

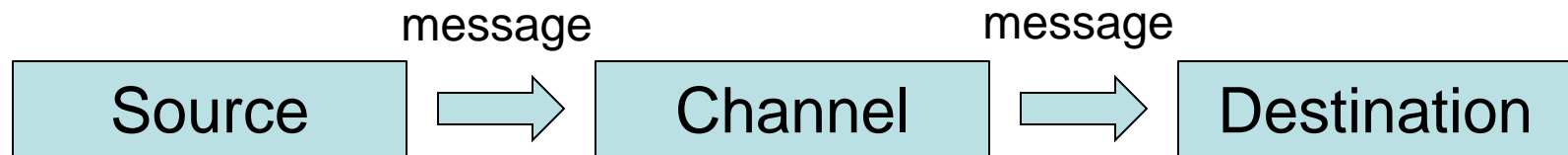


Human Communication: Rule 1



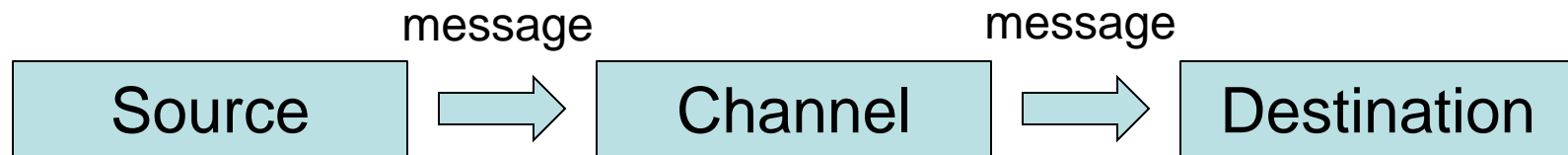
The recipient of information will get distracted after the first 5% of time he/she intends to dedicate to you unless you give him/her motivation to stay tuned longer.

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 speech.**

Human Communication in Professional Life

- **Person to Person (e.g. interview, or report to your boss)**
 - Elevator Pitch**
 - Written or Oral Report**
 - Standing Meeting**
 - **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**
-

Human Communication in Professional Life



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

Elevator Pitch

Written or Oral Report

Standing Meeting

Human Communication in Professional Life



- **Person to Person**

Elevator Pitch

Thirty seconds 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**

Elevator Pitch

***Yes Sir, I am here since one year now.
I am Roberto, working as IT engineer.***

***I love this company and the way people are managed,
this is why I chose it one year ago.***

***I am currently working on a product we will deliver soon
and I am the one responsible for security aspects.
I'd love being the IT security manager here one day!***

Human Communication in Professional Life

- **Person to Person**

Written or Oral Report

One or few minute(s) of attention



Human Communication in Professional Life



- **Person to Person**

Oral Report

E.g. with your boss after participation to a meeting

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**

Oral Report

E.g. with your boss after a meeting called by managers

The meeting was about the move to the new building.

It will happen in six months, and we are given the same room we have here.

The fact is that this building costs too much.

They considered three options: 1) ... 2) ... 3) ...

To be honest, I believe for us it won't be a major fact.

Human Communication in Professional Life



- **Person to Person**

Oral Report

Body Language:

posture

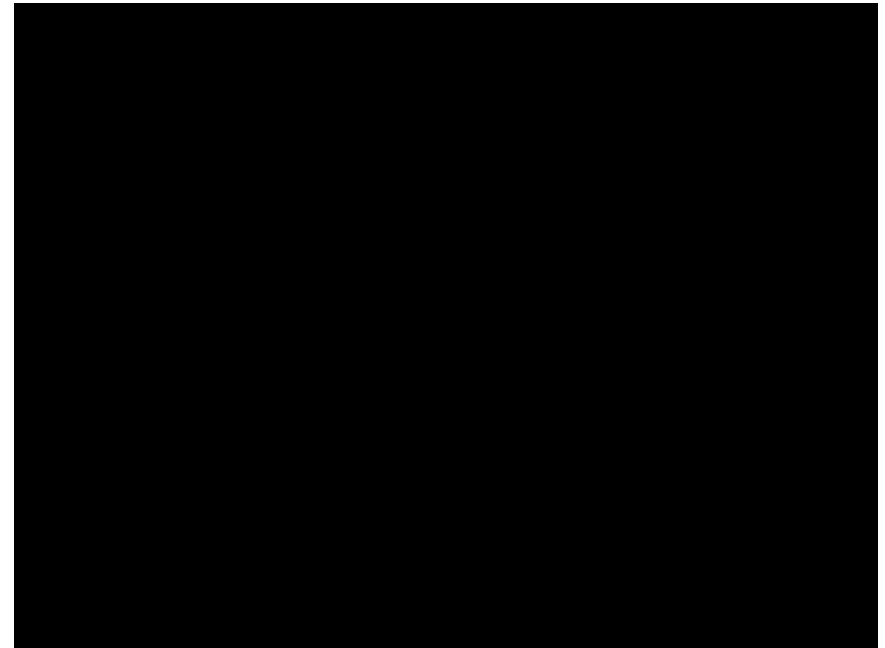
distance

eye contact

face gesture

hands

Speech



Human Communication in Professional Life



- **Person to Person**

Written Report

E.g. to your boss after a meeting called by managers

A non-trivial title

Executive Summary (max four lines)

Introduction (max five lines)

Main Facts (max twenty-five lines)

Conclusions (few lines)

**For the exam: report on your participation to this lecture
(template available on website).**

Human Communication in Professional Life



- **Person to Person**

 - Standing Meeting**

 - E.g. with a colleague or boss at coffee machine**

 - Body Language:**

 - posture**

 - distance**

 - eye contact**

 - face gesture**

 - hands**

 - handshake**

 - mismatch**

 - things around**

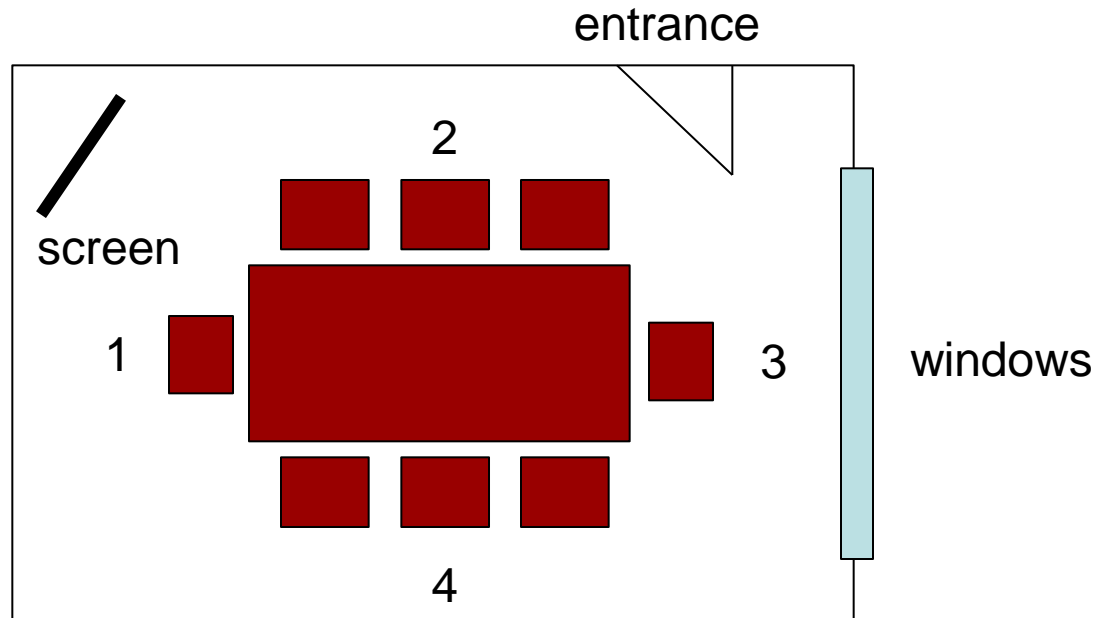
 - arms**

 - smile**

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**

Sitting in the meeting room

Body Language:

posture

distance

eye contact

face gesture

hands

Speech

Your Time

handshake

mismatch

things around

arms

smile

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**

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)

How to make a 3-minute pitch (see additional slide set)