AKTU Syllabus : Unit-4

Communication and Leadership Development

Leadership Communication, Communication and Social competence: context, feelings, intentions, behaviors, Providing and Receiving feedback, Difference between Tact and Intelligence,

Emotional Intelligence: Trust through Communication, Thinking Skills: Meaning and Types.

GateWay Classes
Helpline Number 7455961284
Follow Us

Technical Communication Unit-4 : Lec-2

❖ Communication and social competence

- **What is social competence -** Social competence is the ability to **handle social interactions** effectively. It involves the ability-
- To **get along well** with people.
- To **form relationship and to maintain closeness in relationships** .
- To **evaluate social situations** and determine **what is expected or required**;
- To recognize the **feelings and intentions of others**; and to select social behaviors that are most appropriate for that given context.

GateWay Classes | Helpline Number 7455961284 | Follow Us

❖ **Role of communication in maintaining social competence -**

Elements of social competence -

(1) Context - Context refers to the **circumstances and environment** in which communication takes place. This includes the setting of the environment, the relationship between individuals, cultural factors, and the purposes of the interaction.

➢ **Different contexts require varying communication styles and strategies .**

(2) Feelings- Feelings play a significant role in communication and social competence. Acknowledging human emotions helps -

- To **foster purposeful connections**.
- To **resolve conflicts** .
- To **negotiate** and to take out mid way, in that both the parties may feel equally treated and impartially judged.
- To **create a supportive and positive** social environment.
- Being attuned to feelings helps to respond appropriately in various social situations. One needs to be emotionally intelligent.

(3) Intentions- Intentions refer to the **goals or the purposes behind communication and social interactions**. Intentions should be clean and clear, because clear intentions helps -

- To convey messages clearly.
- It minimizes the risk of miscommunication.
- It helps to build trust and mutual understanding.
- To maintain transparency.

(4) Behavior - Behavior encompasses the **actions and responses of individuals in social interactions.** Social competence involves not only understanding but also regulating one's behavior.

- Effective social competence requires such behaviors as active listening, empathy, respect etc.
- These behaviors contribute towards building rapport, resolving conflicts and fostering productive relationships both in personal and professional settings.

Technical Communication Unit-4 : Lec-2

Providing and receiving feedback - Effective feedback is a valuable tool for personal and professional development. Whether you are providing or receiving feedback, it is essential to approach it with a **constructive mind set, with open mindedness.** Following are the tips to follow while providing and receiving feedback –

Providing Feedback -

(1) Be **specific**. Don't be diverted.

(2) Frame your feedback using 'I' approach, for example -

- **I felt confused during your presentation.**
- Don't play blame game.

(3) Focus on behavior and action not on personality.

(4) Don't pass negative feedback. Instead offer balanced view of what went well and what needs improvement.

(5) Offer constructive criticism.

GateWay Classes | Helpline Number 7455961284 | Follow Us

Receiving feedback

(1) Stay open minded and positive.

(2) Pay attentive attention to the person ,giving your feedback.

(3) Don't take it personally.

(4) Request for suitable examples to gain a better understanding and identify areas for improvement.

(5) After receiving the feedback, take time to reflect on it.

GATEWAY CLASSES

GATEWAY CLASSES

GATEWAY CLASSES

GATEWAY CLASSES

Download Gateway Classes Application
From Google Play store
All Subjects

Link in Description

Thank You