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SEC-3

Topic: Communication in Professional Life

→ Types of Professional Communication

- * Verbal Communication → Meeting, Presentations, Phone calls
- * Non-verbal Communication → body language, eye contact, gestures, tone
- * Written Communication - emails, reports, proposal, memos
- * Digital Communication - video conferences, chat tools like slack, teams

→ Key skills in Professional Communication

- * Clarity & Conciseness - Avoid jargon, keep it simple
- * Active Listening - understand before responding
- * Empathy - consider other's perspectives
- * Confidence - speak assertively, not aggressively
- * Adaptability - Adjust style based on audience
- * Feedback Skills - Giving and Receiving Constructive feedback

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