ASCENT

SOFT SKILLS

Communication

3rd Training in La Plata, ARG

25-28th of March 2019

Anna Díaz-Vicario (UAB)

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Objectives of the Session

Reflect on the significance of **communicative competence** in the **engineering** field in general and the **automotive** field in particular.

Review the **key elements involved in the communication process.**

Identify the **bases for efficient communication** in diverse contexts (formative, corporative, etc.).

Know the **barriers** preventing **efficient communication** and the strategies to overcome them.

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The most important characteristic of the ideal candidate for a position

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Graduates do not have sufficient communicative competences

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Communication Formative Needs

Communicate efficiently.

Create an environment in which communication can take place efficiently.

Assertiveness: when to speak, when to listen, and how to be listened.

Presentation techniques and support means.

Written communicative competence.

Report writing.

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Mears et. al (2011, p. 699)

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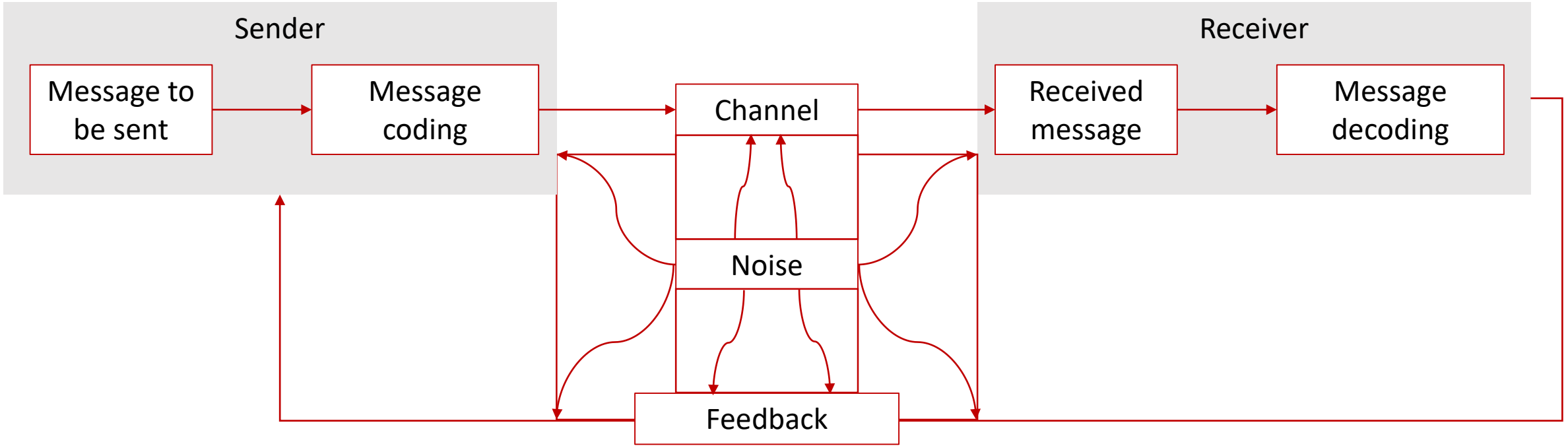
The Communication Process



Robbins & Judge (2009, p. 353)

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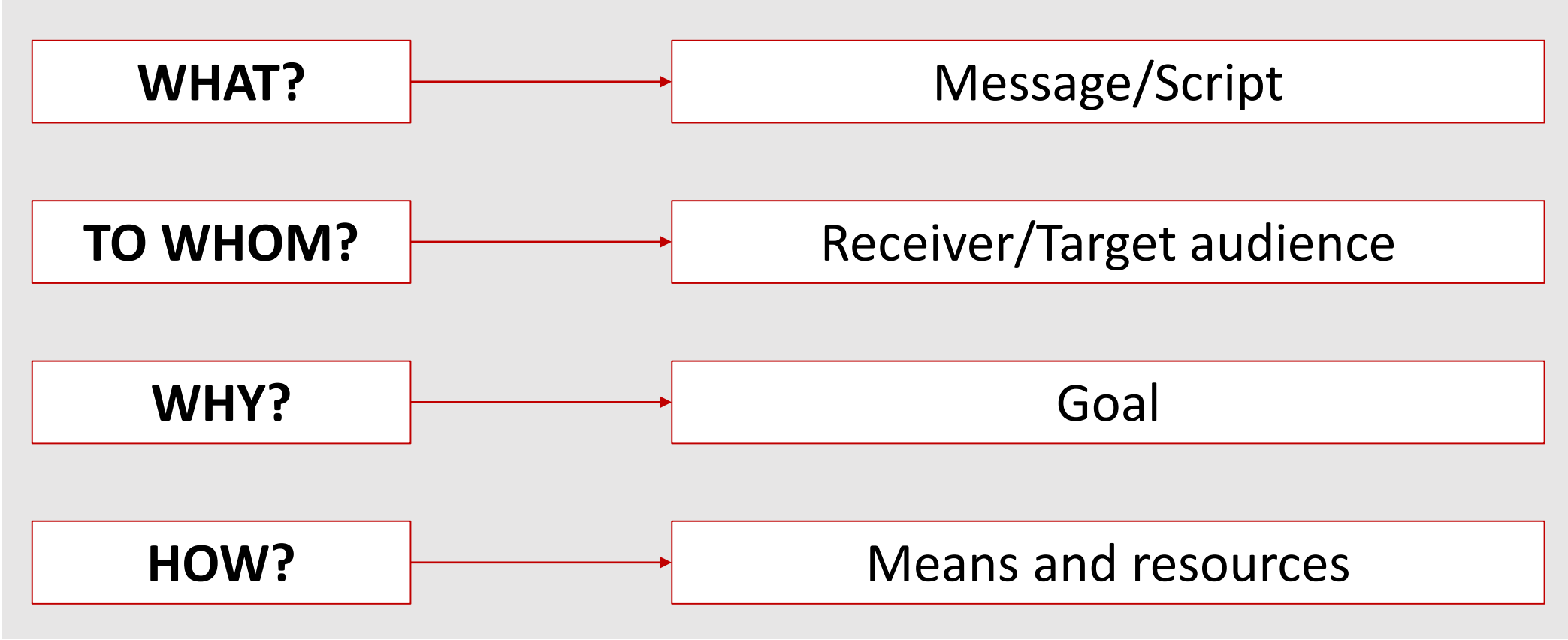
Bases for Efficient Communication (I)



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Bases for Efficient Communication (II)

- Precision or clarity
- Authenticity
- Respect
- Empathic understanding

- Definition
- Structure
- Emphasis
- Repetition
- Simplicity

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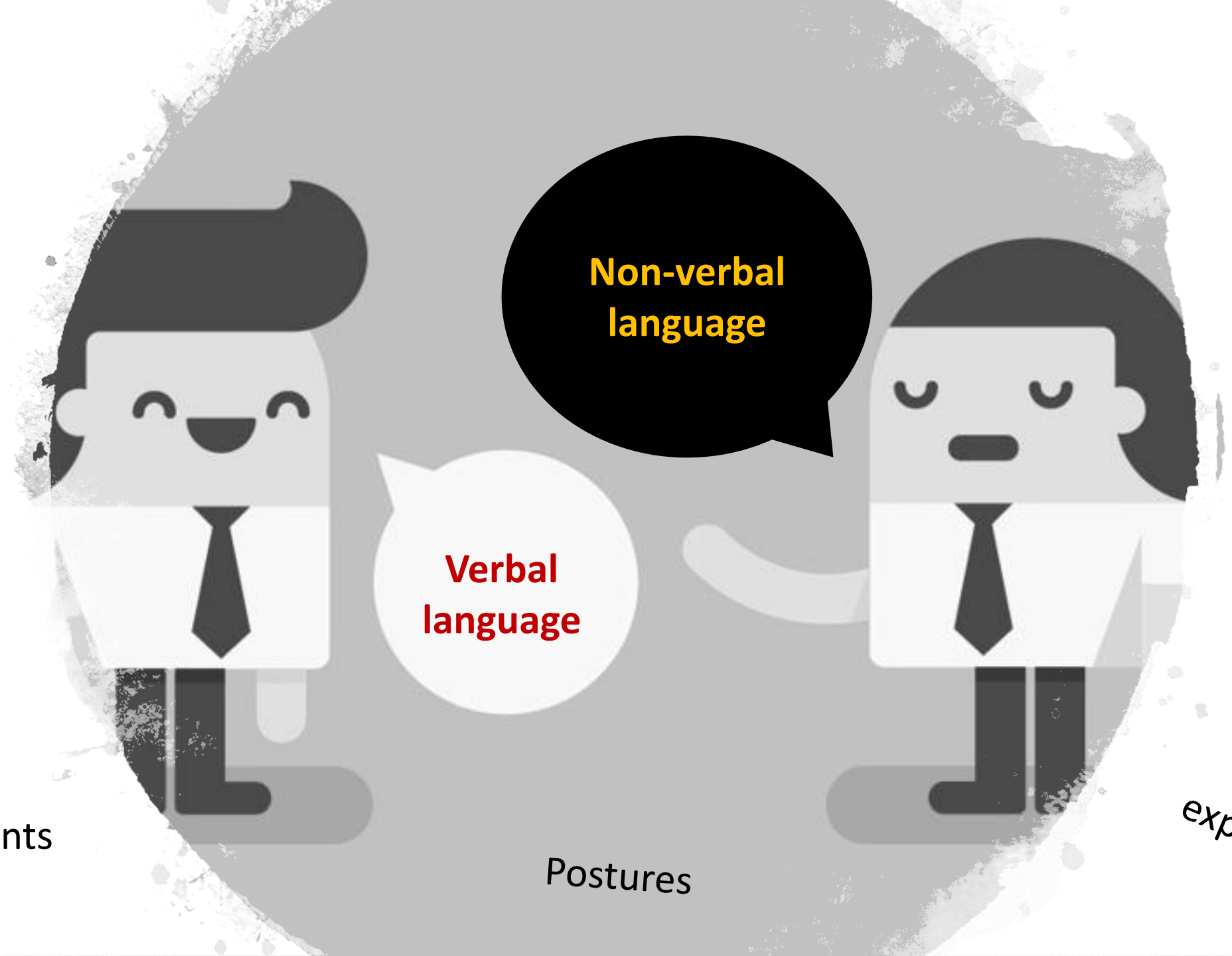
Look
Hands
Non-verbal language
Verbal language
Movements
Postures
Facial expressions

Barriers and How to Overcome Them

Environment

- Environment
- Characteristics of the physical space
- Organization of the activity

Sender

- Related to the code
- Related to communication skills

Receiver

- Lack of personal skills
- Lack of feedback

Use a language close to the speaker

Listen attentively

Use feedback

....

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7 years

Identification and analysis of the aspects involved in communication

- Verbal communication
- Non-verbal communication
- Participation and interaction
- Others ...

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