



Maharaja Agrasen Institute of Technology

Department of Management, MBA

REPORT ON Workshop on “The Art of Communication”

The workshop was started at 3:30pm on July 30, 2021 by a welcome note for the speaker of day Ms. Divya Rawal, Certified Coach and Corporate Trainer. After a warm welcome, session was handed over to Ms. Divya. She started with the story behind the article that was published in 2006. In 1990, a psychologist named Elizabeth Newton did an experiment where 2 groups : listeners (who had to listen and guess the song) and tapers (sit and tap any melody) were formed. While 120 melodies were tapped only 3 were identified right by listeners. Thus this example raised the question : Are we able to effectively communicate??

There are two types of communication: Verbal and Non Verbal. In Verbal Communication both Speaking and Listening Activities are involved. For effective speaking skills one should know what he is going to speak , for who is he going to speak, and where he is going to speak. Along with this how he is going to speak should be taken care of this includes tone, pace, clarity, voice modulation, confidence and body language. For effective listening skills one should maintain good eye contact, show interest and nod, focus, smile, reiterate and ask questions to understand the speaker. Non verbal communication is all about how effectively is one able to handle his emotions. This includes facial expressions, body movements, eye contact, space and posture.

Towards the end of the workshop the speaker discussed how to convert danger phrases to power phrases by taking some real examples. Participants asked some queries at the end which were responded very enthusiastically by the speaker.



