



Reach Within to Embrace Humanity

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# The Midtowner



Club Number : 15228

**Bulletin of Rotary Club of Chandigarh Midtown: R.I. District 3080**

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**Dr. V. J. S. Vohra**

Volume XXXVI No. 15 Dated: October 11, 2011

PROGRAMME  
Guess Speaker

Moderator: PP Rtn. Pallav Mukherjee

Please note the  
change to winter  
timings, 6.30 pm  
from 14.10.2011

Friday, October 14, 2011

Time: 6.30 p.m.

Venue: Hotel President, Sector 26, Chandigarh

## Development of Communication Skills

In the club meeting of October 07, 2011 R'ann Dr. Manjushri Sharma gave a power point presentation on Development of Communication Skills. She was introduced by her husband, Rtn. Dr. Anurag Sharma as her class fellow when they did MBBS together from Patiala. She then did MBA in hospital administration and was a Gold Medalist in all semesters. She earlier worked at Alchemist Hospital as General Manager (Operations) and is presently Assistant Professor in U.I.A.M.S in Panjab University.



**Dr. Manjushri Sharma**

Dr. Manjushri said "Effective communication skills are a critical element in your career and personal lives. We all must use a variety of communication techniques to both understand and be understood."

The word 'communicate' comes from the Latin verb 'communicare' that means to impart, to participate, to share or to make common.

By virtue of its Latin origin

it is also the source of the English word 'common'. Whatever is common is shared by all. Hence, the sense of 'sharing' is inherent in the very origin and nature of communication. In communication, we share 'information' i.e. something to tell, in whatever way we like, or as the situation demands.

Communication is a social activity, it is the most important of all our activities as it has helped us to organize ourselves as a civilized society. All communication is based on, and is guided by role-relationships. Communication is essentially the ability of one person to make contact with another and to make himself or herself understood.

In other words, communication is the process by which meaning are exchanged between people through the use of a

common set of symbols. Communication Goals are to get and give Information, ensure understanding, get action, persuade and change behavior.

Dr. Manjushri talked about Components of communication. The stimulus, internal or external, is an event that creates within an individual the need to communicate. Then comes the filter which consists of a person's unique impression of reality based on that person's experiences, culture, emotions at the moment, personality, knowledge, socioeconomic status, and other variables. The brain receives the stimulus that is the source of the communication, interprets the stimulus and derives meaning from it in determining what response, if any, is necessary. Next is the message consisting of the verbal and nonverbal symbols that represent information you want to transmit. The extent to which your communication achieves its goal depends directly on how you construct your message to suit your audience. The medium can be oral (for example, a phone call), written (a letter), or nonverbal (a smile). Lastly, it is the destination, the point at which the transmitted message enters the sensory environment of the receiver.

Communication is of two types; Verbal (Oral or Written) and Non-Verbal. Verbal messages are made up of words and include both oral and written communication. It can be Formal or informal. It can be Vertical, Horizontal or cross channel. A nonverbal communication is any message that is not written or spoken. Nonverbal messages typically are more spontaneous than verbal messages. One study shows that 93% of a message is conveyed nonverbally.

Most people in our culture are uncomfortable at close range with strangers. Psychologists have identified four zones within which people in our culture interact.

1. The intimate zone - from physical contact to about 18 inches, is an area normally reserved for close, intimate, protective interactions.
2. The personal zone - from 18 inches to about 4 feet, is where conversation with close friends and colleagues



*Rtn. Arjan Singh presents a memento to R'ann Dr. Mrs. Manjushri Sharma. Looking on is President Rtn. R.K. Luthra*



*Dr. Manjushri Sharma presents punctuality award to Rtn. Mrs. D.K. Singh. Looking on is Jt Secretary Rtn. Dr. Rita Kalra*

takes place. Some business interaction occurs here too.

3. The social zone - from 4 feet to 12 feet, is where most business exchanges occur.
4. The public zone - from 12 feet to as far as the eye can see and the ear can hear, is the most formal zone. Less significant interactions occur here.

Dr. Manjushri highlighted the Importance of Listening and compared it with Hearing. Hearing is a passive, natural, physical process. Listening is a physical as well as mental process which is active (learned process), and is more of a skill. She pointed out, “Nearly 60% of all communication problems in business are caused by poor listening.” Listening is needed everywhere. It forms the basis of: Continued learning, Teamwork skills, Management skills, Negotiation skills and Emotional intelligence.

Unfortunately, Listening is not practiced effectively. Dr. Manjushri stated, “70% of all communication is

Misunderstood, Misinterpreted, Rejected, Distorted or Not heard.”

Listening and speaking require energy. Listening takes concentration, energy, curiosity, open-mindedness, analysis and understanding. Speaking requires sharp focus, logical thinking, clear phrasing and crisp delivery. You have to be an active listener. Choose an appropriate physical environment. Remove distractions. Be open and accessible. Maintain relaxed, open posture that shows concentration. Ensure mutual understanding. Reflect feelings and offer acknowledgements. (say “uh-huh”). Paraphrase main ideas and Interrupt to clarify.

Understand body language. Observe position and posturing. Make eye contact. Consider expression and gestures. Do not be judgmental but Concentrate, Keep an open mind, Hear the person out and Do not react to emotive words.

Dr. Manjushri advised, “Always think ahead about what you are going to say. Use simple words and phrases that are

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understood by every body. Increase your knowledge on all subjects you are required to speak. Speak clearly and audibly. Check twice with the listener whether you have been understood accurately or not. In case of an interruption, always do a little recap of what has been already said. Always pay undivided attention to the speaker while listening. While listening, always make notes of important points. Always ask for clarification if you have failed to grasp other's point of view. Repeat what the speaker has said to check whether you have understood accurately."

She added, "Do not instantly react and mutter something in anger. Do not use technical terms & terminologies not understood by majority of people. Do not speak too fast or too slow. Do not speak in inaudible surroundings, as you won't be heard. Do not assume that every body understands you. While listening do not glance here and there as it might distract the speaker. Do not interrupt the speaker. Do not jump to the conclusion that you have understood every

thing."

She also discussed the Barriers in Communication which may be due to Communicator's Lack of Self-Confidence, Lack of Enthusiasm, Voice quality, Prejudice, Negative Self Image, Lack of Feedback, Lack of Motivation & Training, Language & Vocabulary Level or Lack of Self Awareness.

Barriers in Communication can also be attributed to Receiver due to Selective Perception, Unwillingness to Change, Lack of Interest in the Topic/Subject, Prejudice & Belief System, Rebuttal Instincts or Personal Value System.

She concluded by quoting Arthur Stringer, "Society, my dear, is like salt water, good to swim in but hard to swallow."

Rtn. Arjan Singh expressed gratitude on behalf of the club. He thanked Dr. Manjushri Sharma for a very enlightening and impressive presentation. It is very necessary to know how to communicate skillfully as it matters a lot in your social, professional and personal life!

### Milano Sud Est Scholarship



*Dr. Manjushri Sharma presents Scholarship cheques to Shillakha and Naina. Looking on is President R.K. Luther*

In our last club meeting on October 07, 2011 three girls awarded the Milano Sud Est Scholarship cheques of Rs. 25000/- each were Shillakha & Naina Dhiman, both students of UIET, Panjab University and Anuradha of Chemical

Engineering Department, Panjab University. The cheques were presented to them by Dr. Mrs. Manjushri Sharma, Assistant Professor, U.I.A.M.S of Panjab University.

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## Medical Camp at Village Faida on 16.10.11

Medical Camp scheduled to be held at Village Faida on 9.10.11 has been postponed to 16.10.11 at 10 am. Rotarians

and Anns are requested to actively participate in this camp to help the needy patients.

## Join Webinar on New Generations

Join Rotary International on this free, 60-minute webinar to learn how Rotary's family of New Generations programs (Rotaract, Interact, RYLA, and Rotary Youth Exchange) can help your club engage and inspire the next generation while energizing your club's Rotarians as mentors and advisers. You'll hear from Rotary International staff and Rotarian experts about how your club can support Rotary's Fifth Avenue of Service. Whether you're just starting out or building upon a successful local program, this webinar gives

you the chance to ask questions, hear directly from Rotarians, and find out how to improve your service to young people in your schools and communities.

Register on <https://www1.gotomeeting.com/register/252050393> to attend the New Generations introductory webinar on Tuesday, 18 October 2011 10:00-11:00 CDT (GMT— 5:00). OR to attend the webinar on Tuesday, 18 October 2011 18:00-19:00 CDT (GMT— 5:00), register on <https://www1.gotomeeting.com/register/302996273>.

## Ann's Column

### Valuable Logics and Tips from R'ann Purnima Sood

#### Seven Lovely Logics:

1. Make peace with your past so it doesn't spoil your present.
2. What others think of you is none of your business.
3. Time heals almost everything, give the time, sometime.
4. No one is a reason of your happiness expect yourself.
5. Don't compare your life with other's. You have no idea what their journey is all about.

6. Stop thinking too much, it's alright not to know all the answers.
7. Smile! You don't own all the problems.

#### Three Simple Tips:

1. Don't Promise when you are happy.
2. Don't Reply when you are angry.
3. Don't Decide when you are sad.

#### Birthday of Spouses

R'ann Anu Singhal  
Mr. Raj Karan Bhatti  
R'ann Preeti Anand



October 17  
October 18  
October 19

#### Birthday of Rotarians

Rtn. Viney B. Aggarwal  
IPP Rtn. Prem Anand  
Rtn. Deepak Sood



October 15  
October 15  
October 20

#### Wedding Anniversary

R'ann Dr. Manjushri & Rtn. Dr. Anurag Sharma October 14  
R'ann Priya & Rtn. Ashwani K. Bhateja October 18  
R'ann Patinder & Rtn. Maharaj Baksh Singh October 19  
R'ann Parveen & Rtn. Arjan Singh October 20  
R'ann Vandana & Rtn. Ajay Gupta October 20

#### Punctuality Draw

Won by Rtn. Mrs. D.K. Singh

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