



MISSION KARAMYOGI

COMMUNICATION SKILLS

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MISSION KARAMYOGI

- First robust mission to reform civil services
- Bold initiative of Government to democratize training process
- Robust policy framework
- Provides an institutional structure towards implementation of HR policy
- Break silos in capacity development



MISSION KARMAYOGI

- Mission Karmayogi to cover 46 lakhs employees
- Government to spend INR 510.86 cr over five years
- Civil Services Capacity Building has six key pillars
 - ✓ Policy Framework
 - ✓ Institutional Framework
 - ✓ Competency Framework
 - ✓ Digital Learning Framework iGOT-Karmayogi
 - ✓ Electronic Human Resource Management System
 - ✓ Monitoring and Evaluation Framework



COMMUNICATION SKILLS

- Interactive social process facilitating understanding between individuals
- Important component to success
- Improves performance of organizations
- Establishes co-operative relationships with team members
- Increases awareness of issues and provides possible solutions
- Bridges cultural sensitivities & leads to consensus
- Common understanding of situation



COMMUNICATION SKILLS

COMMON MISTAKES

- ✓ Poor commitment to listening
- ✓ Weak writing skills
- ✓ Allowing persistent distractions
- ✓ Making assumptions about information or intent
- ✓ Practicing passive communication



COMMUNICATION SKILLS

Effective Communication strategies

- Making eye contact & attentive body language
- Be aware of gestures & avoid monopolizing
- Be your own self
- Be cultural sensitive & warm & enthusiastic
- Focus on other person & be active listener
- Establish rapport & ensure privacy
- Ensure atmosphere free of distractions
- Show interest & ask open-ended questions



COMMUNICATION SKILLS TYPES

➤ Verbal Communication Strategies

- ✓ Practice active listening
- ✓ Remove distractions
- ✓ Recognize and call out your emotions

➤ Written Communication Techniques

- ✓ Get grammar correct
- ✓ Organize and format information for reader
- ✓ Written text to be edited and again edited
- ✓ Ask questions and suggest action

Behavioral Communication Strategies





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