



GEN 1004 COMMUNICATION SKILLS

Lecture 3: Thinking, Listening, Reading, and Writing Skills

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Thinking Skills

Low Level Skills:

- 1- Focusing (willing, overcome barriers, define objective)
- 2- Gathering Information (needs patience, know resources, brain storming, select relevant information)
- 3- Organizing (categorizing information, Mind mapping)
- 4- Integrating (connecting information)
- 5- Remembering (Recalling skills)



High Level Skills:

- 1- Analyzing (Skill of applying learned knowledge),
- 2-Evaluating (Skill to check the validity and accuracy of new information),
- 3-Generating (Skill to create new knowledge and ideas)

How to stimulate creative thinking:

A- Reading a lot and expand your knowledge in different fields.

B- Be persistent and learn from your mistakes.

C- Stay in a relaxing environment or mood.

Read the following article (<https://www.businessinsider.com>)



Listening Skills

- 1- Willing, Focusing, and Patience.
- 2- Showing interest and encouraging the speaker.
 - Believe that you will learn new information, refresh old information, learn new information from another perspective. (win/win attitude)
 - Positive body-language will motivate the speaker.
- 3- Avoid communication barriers and selective listening. (Physical and Personal noise)
- 4- Take notes.
- 5- Evaluating the message.
- 6- Being interactive. (ask questions without interruption)



Reading Skills

- 1- Willing and Focusing.
 - 2- Overlooking non-attractive writing style. (layout, structure, length, lack of diagrams and figures, difficulty)
 - 3- Categorize the reading materials. (must, should, or might)
 - 4- Reading selectively then recategorize. (start with Preface if exists, headings, subheadings).
 - 5- Learn speed reading. (not applicable to scientific materials)
- Check this video (<https://www.youtube.com/watch?v=pwIUBTwZ8Uo>)
- 6- Being clear and specific about the purpose of reading.(prepare questions to be answered if you can).



- 7- Making notes, summarize, and categorize.
- 8- Seeking answers to your questions.
- 9- Analyzing information.
- 10- Discussing with others.
- 11- Considering whether or not to re-read



Writing Skills

There are key elements in communicating on paper:

- 1- Structure . (organization of contents, smooth transition between sections, ordering of ideas) and lay-out (page margins, page columns, line spacing, etc.)
- 2- Content (target your audience)
- 3- Style and tone. (font type, colors, diagrams, and choice of words)

The six principles of effective writing:

1-Clarity, 2-Planning and preparation, 3-Simplicity, 4-Vividness, 5-Natural, 6-Conciseness



Please Read Chapters 2,3,4,&5 in Ref[2]



End of Lecture 3 Questions?



Quiz #1

1-Define the meaning of “Soft skills” and “Hard Skills” and give two examples for each one.

2-Soft skills can be “interpersonal skills” or “intrapersonal skills”, give two examples for each one.

3- briefly explain the following:

- The term “a communication process”, its elements, and conditions.
- Physical barrier to a communication process.
- Emblems