



**Lembaga Penelitian dan Pengabdian Masyarakat (LPPM)
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SURAT TUGAS

No. 056/LPPM-LT/IX/2018

Yang bertandatangan dibawah ini, Direktur Lembaga Penelitian dan Pengabdian Kepada Masyarakat Sekolah Tinggi Ilmu Ekonomi La Tansa Mashiro Rangkasbitung, dengan ini menugaskan kepada :

Nama : Dr. Yumhi, S.T., M.M
NIDN : 0312127201
Jabatan : Dosen STIE La Tansa Mashiro

Untuk melaksanakan rangkaian Kegiatan Pelatihan Soft Skill Mitra Bappeda Materi "Effective Communication" Di Lingkungan Bappeda Kabupaten Pandeglang

Demikian surat tugas ini diberikan untuk dapat dilaksanakan dengan penuh tanggungjawab.

Rangkasbitung, 6 September 2018

LPPM STIE La Tansa Mashiro

Direktur,

Dr. Paniran, S.E., M.M., AK., CA., CPA

NPP. 13112640818115

SERTIFIKAT



NOMOR : 090/142-Bappeda/IX/2018

SERTIFIKAT INI DIBERIKAN KEPADA

Dr. H. YUMHI, ST. MM

SEBAGAI NARASUMBER

**KEGIATAN PELATIHAN SOFT SKILL MITRA BAPPEDA MATERI
'EFFECTIVE COMMUNICATION'
DI LINGKUNGAN BAPPEDA KABUPATEN PANDEGLANG**

Pandeglang, 08 September 2018
KEPALA BAPPEDA KABUPATEN PANDEGLANG



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Effective Communication

Dr. Yumhi,ST,MM

**KEGIATAN PELATIHAN SOFT SKILL MITRA BAPPEDA DI LINGKUNGAN
BAPPEDA KABUPATEN PANDEGLANG**

Introduction

- What is the importance of information?
- What is the effect of incomplete Information?

Which are Important points to improve communication skills?

1. Communication skills = 10% words + 30% (tone + tuning) + 60% body language.

- What is tone?
- What is tuning?
- What is body language ?
- What is miss communication?

Which are Important points to improve communication skills?

1. Confidence
2. Enthusiasm (Zeal)
3. Clear objective / Aim
4. Self prepared script
5. Subject matter
6. Effective start
7. Clear voice

Which are Important points to improve communication skills?

08. Speed

09. Logical presentation

10. Audience

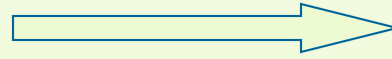
11. Local language

12. Effective end

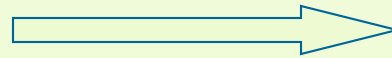
13. Time limit

14. Prayer

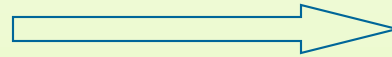
1. Speaking



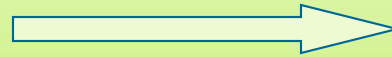
2. Writing



3. Listening



4. Reading



5. Non-verbal communication



(1) Effective Speaking

(A) DAILY SPEAKING:

- Remember the person to whom you are talking
- Don't put hands in your pocket while talking to senior in a non-casual manner
- Don't chew anything when you talk
- Avoid playing with a pen or any object
- Look at the person, not away from him
- Do take off your sunglasses
- Remain as NORMAL as you can

(B) Public Speaking :

- Presentation
- Visual aids
- Delivery

[a] Good Presentation :

- Always try to understand the audience.
- Keep in mind the number of people male-female mix
- Determine the general attitude of the audience to the topic.
- Analyze the mood of the audience

- Determine the audience understanding of the subject.
- Preview the main points
- Limit the speech to three or four main points.
- In a large presentation include previews and summary of major points.

[b] Visual Aids :

- Use visual aids to show how things look, work and relate to one another.
- Use visual Aids to highlight information and create interest.
- Select appropriate visual Aids
- Limit visual as per main point
- Make sure equipments works

[c] Delivery :

- Establish eye contact
- Speak clearly
- Do not go to fast
- Be sure every one hear
- Speak in your natural style.
- Stand up straight
- Use gesture in natural appropriate way
- Encourage question
- Respond to question without being side track



(2) Effective Writing

- Fear of writing
- Visualize your audience
- Create a productive environment
- Make an outline or notes
- Just start
- Write the middle first
- Give orders
- Say thing directly
- Adopt a tone of confidence about what you say

(3) Effective Listening

- Look beyond the speaker style by asking yourself what the speakers knows that you do not.
- Hold your rebuttal until you have heard the total message
- Listen for the central theme
- Keep an open Mind

- Fight distraction by closing doors, turning off radios and T.V.
- Make meaningful notes that are brief and to the point.
- Stay ahead of the speaker by anticipating what will be said next.
- Evaluate and criticize the content not the speakers.

(4) Effective Reading

- Remove all distractions like T.V. Radio etc.
- Ensure proper lighting
- Don't make the surrounding too comfortable
- Read twice for better understanding
- When you don't have the meaning of any word, use the dictionary, do not make assumptions.

(5) Non-verbal Communication

- Gestures: Posture
- Vocal qualities
- Attitudes
- Facial expression
- Eye behaviour



Thank You

THANK YOU

