

# KETERAMPILAN KOMUNIKASI



Aryan Eka Prastya Nugraha  
2017


*“Berdasarkan survei pada tempat kerja dan studi mengkonfirmasi bahwa perekrut menempatkan peringkat keterampilan komunikasi diposisi utama dalam daftar kualitas yang paling mereka inginkan dalam pencari kerja”*



# What Employers Want: Professionalism

Selain pengetahuan teknis dalam bisnis, pemilik perusahaan akan mengharapkan Anda untuk menunjukkan profesionalisme dan memiliki apa yang sering disebut sebagai "soft skill"

**soft skill adalah atribut karir penting yang mencakup kemampuan untuk berkomunikasi, bekerja baik dengan orang lain, memecahkan masalah, membuat keputusan etis, dan menghargai keberagaman.**





# Businesslike, Professional E-Mail Message

**To:** Customer Service Improvement Team  
**From:** Christopher A. Lopez <christopher.lopez@teradyne.com>  
**Subject:** E-Mail and Web Site Strategy Meeting: Wednesday, February 15  
**Cc:**

Hi, Team,

As recommended at our last meeting, I have scheduled a customer-service specialist to speak to us regarding techniques for improving our e-mail and Web site responses. Consultant Michelle Love, founder of Multimedia Solutions, has agreed to discuss ways to turn our e-mail responses into a competitive advantage. Mark your calendars for the following:

**E-Mail and Web Site Strategy Meeting**  
Wednesday, February 15, 11 a.m. to 3 p.m.  
Conference Room

In previous meetings our team acknowledged that customers are increasingly turning to our Web site to locate information, seek support, and conduct purchasing transactions. However, we are experiencing problems in responding quickly and effectively. Ms. Love promises to address these concerns. To make this meeting most productive, she asks that each team member submit at least three questions or problem areas for discussion.

**Action Requests:**

- Please send three discussion questions to Tyler (tyler.lee@teradyne.com) by February 10 before 5 p.m. so that he can relay them to Ms. Love.
- Because we will be ordering box lunches for this meeting, please make your selection on the intranet before February 12.

If you have any questions, drop by my office or send a note. Thanks for your continued efforts to improve our customer service!

Chris

Christopher A. Lopez  
Director, Customer Service, Teradyne, Inc.  
E-mail: christopher.lopez@teradyne.com  
Phone: (213) 468-3290  
Cell: (420) 329-5581

**Annotations:**

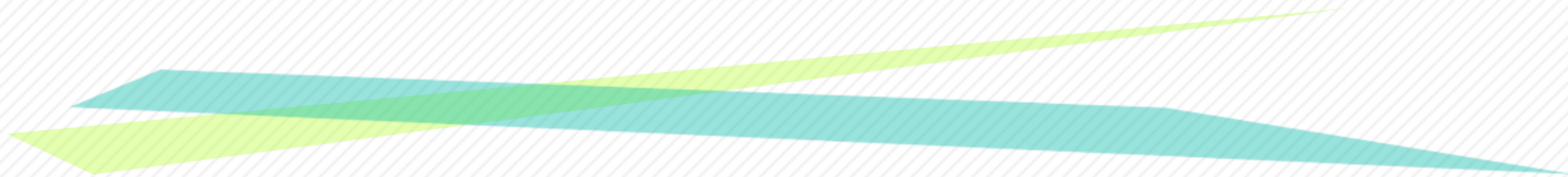
- Starts with casual greeting to express friendliness
- Uses precise subject line to convey key information quickly
- Announces most important idea first with minimal background information
- Sets off meeting information for easy recognition and retrieval
- Provides details about meeting with transition to action requests
- Bullets action requests and places them near message end where readers expect to find them
- Closes by telling where to find additional information; also expresses appreciation
- Provides contact information similar to that in business letterheads

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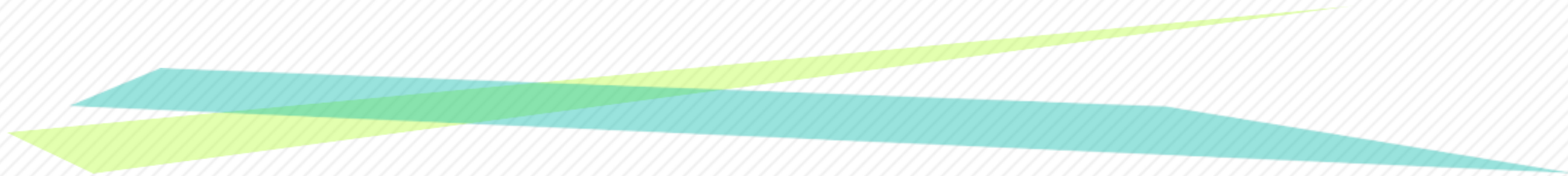
# Understanding the Communication Process

Komunikasi adalah Penyampaian informasi dan makna dari satu individu atau kelompok ke kelompok lain.



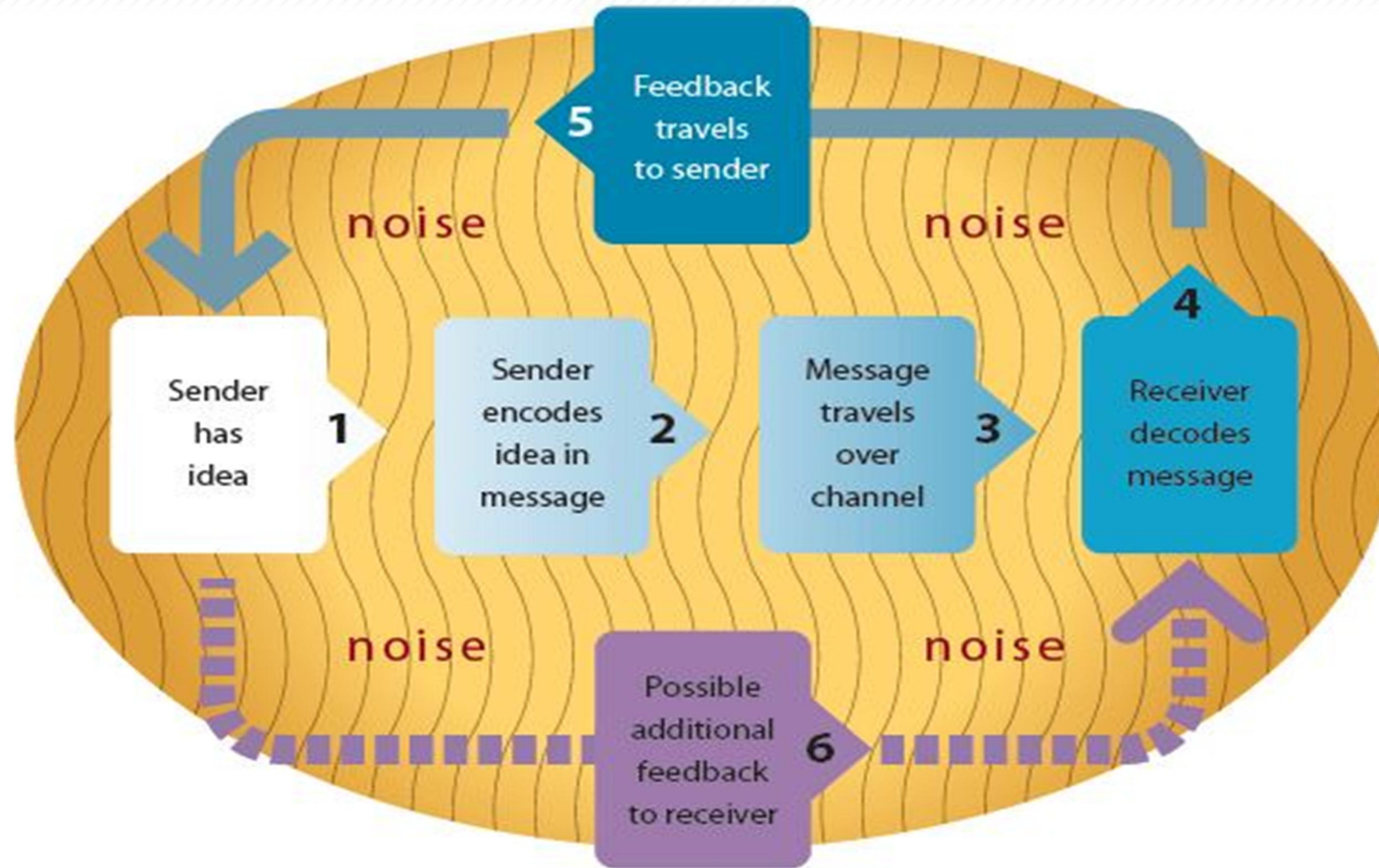
The communication process has five steps:

- idea formation,
- message encoding,
- Message
- transmission,
- Message decoding, and
- feedback.





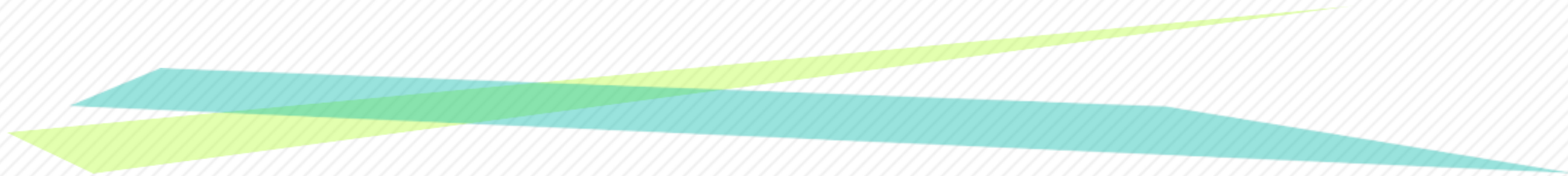
# The Communication Process



# Improving Listening Skills


An important part of the communication process is **listening**

Barriers to listening may be **physical, psychological, verbal, or nonverbal.**





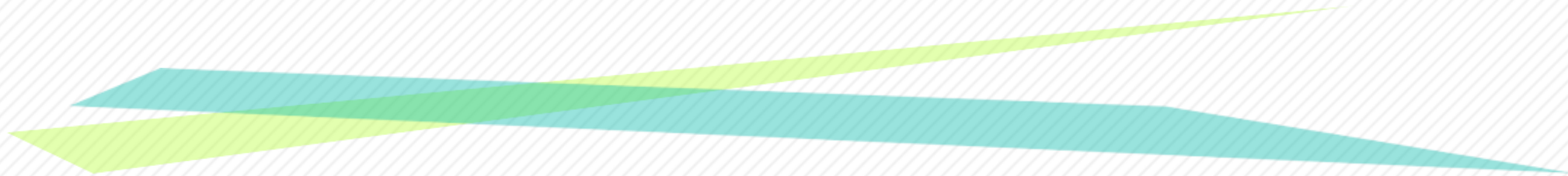
- **Physical barriers.** You cannot listen if you cannot hear what is being said. Physical impediments include hearing disabilities, poor acoustics, and noisy surroundings. It is also difficult to listen if you are ill, tired, or uncomfortable.
- **Psychological barriers.** Everyone brings to the communication process a unique set of cultural, ethical, and personal values. Each of us has an idea of what is right and what is important. If other ideas run counter to our preconceived thoughts, we tend to “tune out” the speaker and thus fail to receive them.

- **Language problems.** Unfamiliar words can destroy the communication process because they lack meaning for the receiver.
  - **Nonverbal distractions.** Many of us find it hard to listen if a speaker is different from what we view as normal. Unusual clothing or speech mannerisms, body twitches, or a radical hairstyle can cause enough distraction to prevent us from hearing what the speaker has to say.
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# Building Powerful Listening Skills

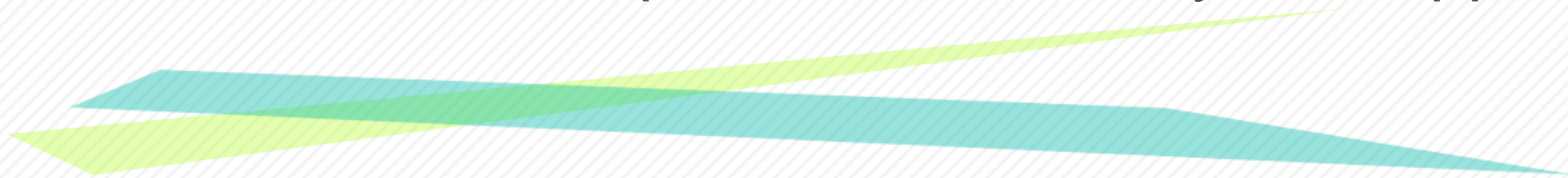
- Stop talking
- Control your surroundings.
- Establish a receptive mind-set.
- Keep an open mind.
- Listen for main points.



# Mastering Nonverbal Communication Skills

Nonverbal communication includes all unwritten and unspoken messages

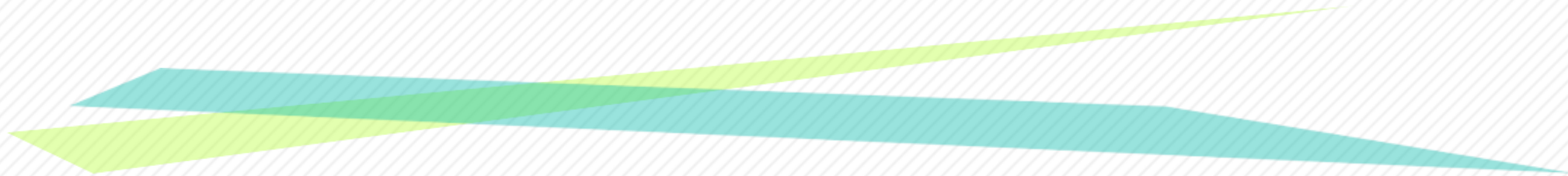
Understanding messages often involves more than merely listening to spoken words. Nonverbal cues, in fact, can speak louder than words. These cues include eye contact, facial expressions, body movements, space, time, territory, and appearance.





# Your Body Sends Silent Messages

- Eye Contact
- Facial Expression
- Posture and Gestures





# Four Space Zones for Social Interaction



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**Intimate Zone**  
(1 to 1.5 feet)



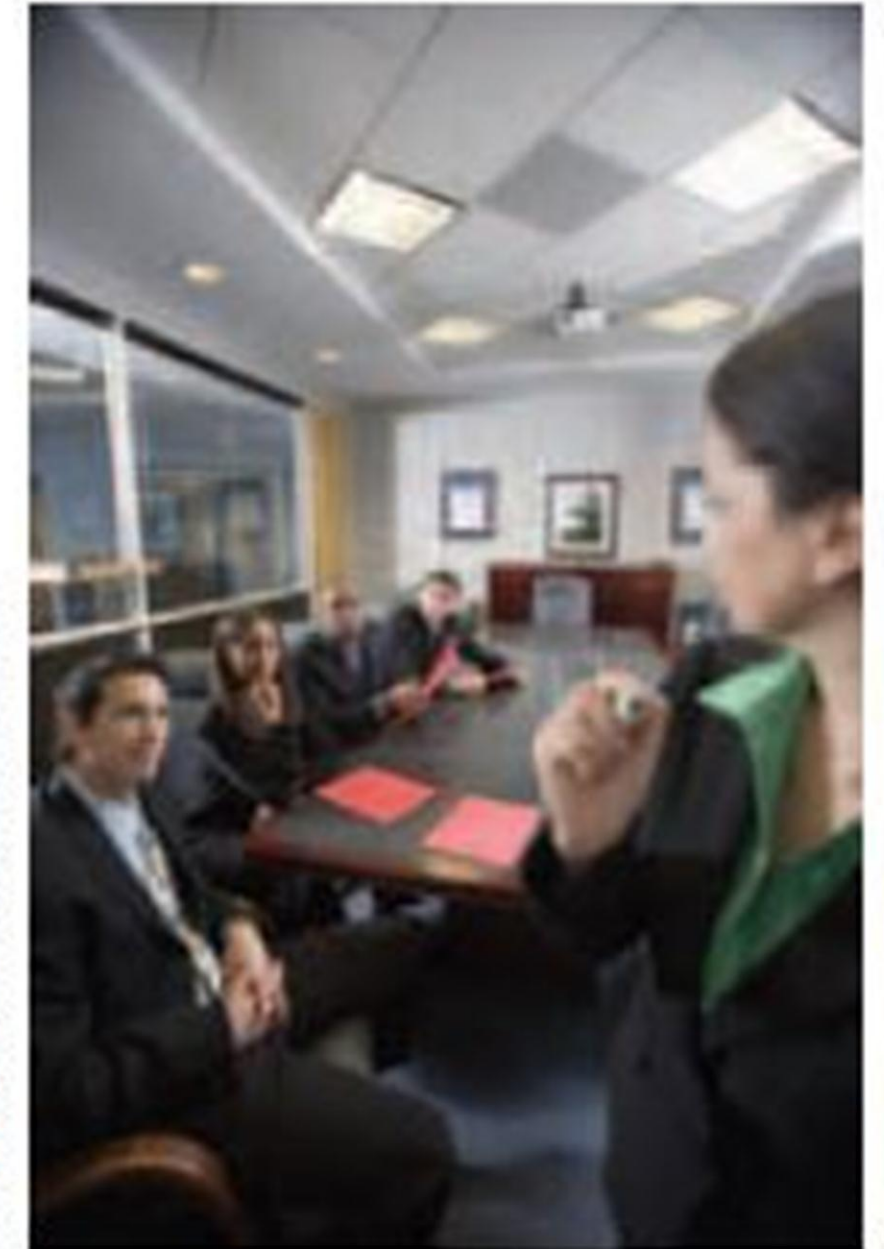
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**Personal Zone**  
(1.5 to 4 feet)



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**Social Zone**  
(4 to 12 feet)



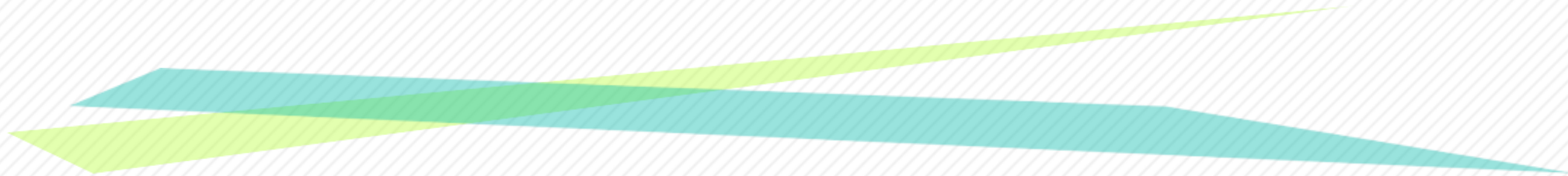
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**Public Zone**  
(12 or more feet)



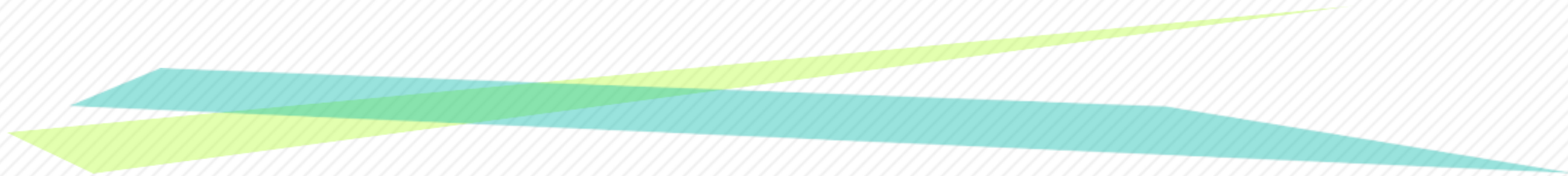
# Understanding How Culture Affects Communication

Verbal and nonverbal meanings are even more difficult to interpret when people come from different cultures.



# REFLEKSI

- Informasi penting hari ini
- Manfaat penting dari informasi penting hari ini
- Tindak lanjut yang dapat saudara lakukan









# Thank You! 😊

Any Questions?