



HYDERABAD OUTLOOK



A News Letter of the Province of Hyderabad

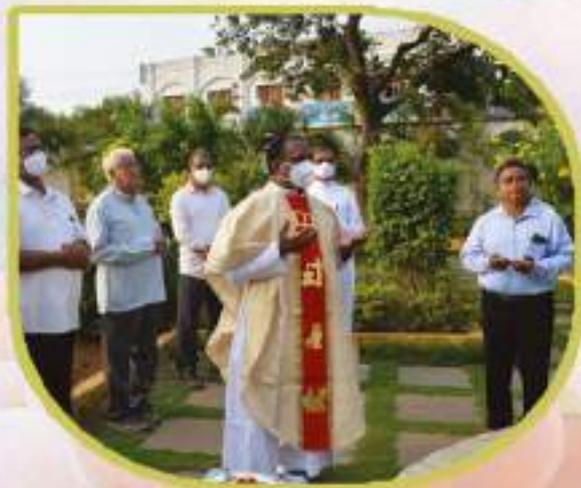
E-MAGAZINE- ISSUE NO.3/2021

*Good Communications
Will Enhance
Healthy Relationship*

For Private Circulation Only

MONTFORT BROTHERS OF ST. GABRIEL

**Final Profession of Bro. JEROMIYAS M,
Bro. PRAVEEN KUMAR, Bro. BALA SRUJAN REDDY,
Bro. PRADEEP REDDY, Bro. BALA KISHORE REDDY.**



Editorial.....



Dear Brothers,

The Covid-19 pandemic, which is still lurking out there although with far lesser intensity, has impacted almost every aspect of our lives. One of such aspects that are related to us is 'communication', which undoubtedly is one of the most important keys to our success. The Corona-induced restrictions have turned the traditional ways and means of communication topsy-turvy, with students, teachers, employers, with every one etc. all switching over to online methods and apps to reach out to the respective target audience. The online communication, which started as just a temporary substitute, has now become a norm, and is here to stay. So, it is of utmost importance for all of us to learn, upgrade and polish our online communication skills too—in addition to the traditional means and ways. It is high time that we familiarise ourselves with the cutting-edge video interviewing software. Remote on boarding is no longer a new concept in India. With 'Zoom' and 'Teams' becoming the new 'coffee shops' or 'meeting rooms' for interview sessions, the need of the hour for us is to adapt to the new-age hi-tech trends of communication.

Although learning the online communication skills is the call of the fast changing times, the traditional public speaking skills remain as important as before. Our Indian education system focuses more on written tests of one's ability than developing the speaking skills of students. As we move into Group Discussions and seminars, we will find that our ability to share our thoughts confidently in public can often make a crucial difference between success and failure when we try to address a group or conduct a seminar online.

The father of modern public speaking, Mr. Dale Carnegie, who began to conduct his classes at the YMCA in New York City, USA, eventually built a business empire that focused on enhancing the confidence levels of young students and professionals. He was of the view that communication skills were just like any kinaesthetic skill that involves our entire body and mind. He used to say that the way to overcome our fear of swimming, cycling, sports, horse riding, mountaineering, trekking or public speaking was to do the activity so often that our body-mind coordination would improve over time and we will begin to enjoy the process. It will no longer remain an ordeal for us.

Every time we get up to speak in public, prime our brain for success before the event. Remember that our mind is like an iceberg. The 90% of our mind is subconscious and 'below the surface.' We are only consciously aware of the 10% that is above the surface. Our thought patterns and neural networks in the subconscious mind drive our fears and inhibitions. Any negative event that had happened earlier in our life, say, a school public speaking event had not turned out to be successful, continues to play in our subconscious mind and gives rise to a feeling of fear when we are confronted by any public speaking situation in the present. The way to overcome these negative and destructive neural pathways is to replace them with positive and confident thought patterns. Think of neural pathways as paths that form naturally in a garden. The paths that are used repeatedly will tend to become more marked and definite. The paths that are unused will tend to fade away into the surrounding greenery. Our subconscious mind can, therefore, be brought under our control if we exercise deliberate vigilance over what goes on in our minds.

Before we get up to speak, fill our mind with thoughts of past success and the looks on the faces of the audience, the physical setting and how we felt when we performed well. At the next step, try to imagine how the impending public communication will end in similar success and how everyone is likely to react when you perform well. The first step is called 'remembering past successes,' and the second step is called 'future pacing' where we try to fill our mind with thoughts of our impending success. This is a method that sports psychologists also use with their clients before important events.

Take every opportunity to speak confidently in public besides honing our online communication skills as well as mastering the various related apps and software. This combination of traditional and new-age communication skills will surely take us places in our career. More particularly, take the rapid advancements of the related information technology in our stride—now and always.

I wish you every success in your life!

**Bro. Bala Showry
Provincial Superior**

JND&X

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A Tribute to
Bro. George Joseph, sg.

Blessed are those
who die in the Lord..
for they will rest
from their hard
work; for their good
deeds follow !

(Revelation 14:13)



Birth: 03.11.1969; First Vows: 26.04.1992
Final Vows: 25.06.2000; Death: 11.09.2021

Province of Hyderabad
Montfort Bhavan,
3-4-89, Montfort Nagar, Church Colony,
Uppal, Hyderabad - 500 039.

NURTURING COMMUNITY LIVING

Rev. Bro. Lambert, SG

On being asked to write a small article on our religious Community, I took time to closely look at and look around the actuality of our Province of Hyderabad more specifically, and the reflection that I share here are inspired by what I have been seeing and hearing and experiencing especially in the recent past. I am sharing my observations and then propose, how we can change and become more and more nurturing agents of our life and mission together.

Let me begin with what is seen as positive and constructive

- 1. Many of our communities have been taking initiatives to organize and bring assistance to the more needy and suffering ones around in this alarmingly uncertain times of the Covid Pandemic.**
- 2. Some of our Brothers are seen using the media to awaken and inspire greater caution and responsible behavior as well as more generous caring and compassionate serving of the needy and suffering ones.**
- 3. Heartening to hear that quite a few have turned more personally to God by taking time to be alone with Him and increasingly experience our need for God and our dependence on Him, making them increasingly appreciate gratefully His providential caring.**

Now let me gently shift and move on to what is painfully disturbing and what calls for a change of mind and heart. Let all be reminded that we make progress in the journey of life as a result of the change or options we constantly keep making for ourselves, however insignificant they may seem to be. To live is to change, to progress is to keep changing. Every one of us, whether we admit it or not, is an agent of this change one way or other. We cannot change others; we can only inspire a change in others by changing ourselves.

- 1. Let us take time to dispassionately look at the social scenario of our relationships in the communities and in the Province as a whole. Very personally ask fearlessly and peacefully whether some of the attitudes we see and communications we engage in and listen to, are nurturing or stifling life in the communities.**

2. To share my own observations and feelings, I am inclined to feel shamefully painful about so much of the anonymous letters and messages that keep coming up time and again. I can see them only as stifling, certainly not nurturing life. I see it all as building "walls" not bridges that help the reaching out. Anonymity is an expression of fear and lack of trust, not taking responsibility for what one says and does. Limitations and mistakes are more or less part of every ones growing up. What can help us, you will agree with me, is to caringly mirror the mistaken brother by "care-fronting" him directly and seek clarifications on the happenings. Talking behind to any third person about any so called negativity of the one talked about, can only be stifling and even murdering life, never nurturing.
3. Open and frank communication with due respect and genuine concern for the other is a vital agent of any community building process. Let us make it a habit to see the positive aspects of our Brothers and not unduly focus and publish what is seen as negative.
4. We also need the grace to let go and free ourselves of our prejudices, animosities and all traces of vengefulness from our minds.
5. Forgiving and blessing our Brothers and others has to become part of our daily prayer life.

I wish to conclude now by bringing to our mind and heart what St. Paul has to tell us through the Ephesians:

1. "But now you have been united with Christ. Once you were far away from God, but now you have been brought near to Him through the blood of Christ. Together as one body of Christ reconciled both groups to God by means of His death on the Cross and our hostility towards each other was put to death" (Eph.: 2:13 & 16).
2. "Don't use foul or abusive language. Let everything you say be good and helpful so that your words will be encouragement to those who hear them. Get rid of all bitterness, rage, anger, harsh words and slander, as well as all types of evil behavior. Instead be kind to each other, tender hearted, forgiving one another, just as God through Christ has forgiven you" (Eph.: 4:29, 31 & 32).

*My own wish and prayer, dear Brothers, is that,
"We may all be one just as Jesus and the Father are one".*

Montfort School, Nagpur

Effective Communication

Montfort School, Nagpur brings to the attention of all the readers of Hyderabad Outlook, a few lines about effective communication. Effective communication is very essential in all fields of life. Effective communication is an integral part of an efficient and successful leader. It ensures that everyone understands their duties and responsibilities. It helps us to build a quality relationship between the employees and the employer. It keeps employees engaged in productive work. Administrators should prioritize effective communication skills in their organization if they want to ensure employee satisfaction and promote high performance.

What is an effective communication?

Effective communication is an exchange of information and ideas to another person in an efficient and effective manner. Information and ideas are frequently exchanged in a workplace environment, they are also sent and received in an accurate way. Good and effective communication involves not just relaying information but being able to explain it in such a way that ensures the recipient understands us. An important component of effective communication is that employees feel understood and heard by management.

Methods of effective communication

The following are a few methods to be considered when working towards increasing effective communication.

Practice active listening

Active listening is an important aspect of good communication and ensures employees feel understood and heard at work. Good listening skills support the sharing of information in an effective way and will boost overall communication in the institution.

Provide positive feedback

Many organizations understand the importance of constructive criticism, but it's also important to provide employees with positive feedback to boost communication as well as employee's work effort. Positive feedback creates enthusiasm, commitment and a sense of belongingness among the employees. Positive feedback will improve the opportunities to create professionalism in work.

Have face-to-face meetings

It's easy to send an e-mail to convey a message, but doing so doesn't ensure that the recipient fully understands what's being relayed. Face-to-face meetings provide an opportunity for clarification and encourage employees to communicate with others in a more effective way.

Benefits of effective communication

Let us explore some benefits of effective communication.

1. Building trust

Effective communication fosters trust in others. Our ability to listen attentively and embrace different point of views help others to trust us, that we are making an optimal decision for everyone in the organization. When we serve as a role model, this trust will extend to our team and they will feel as though they can trust their teammates to fulfil their duties and responsibilities.

2. Resolving problems

The ability to communicate effectively plays a larger role in resolving conflicts and preventing potential ones from arising. The key is to remain calm, make sure that all parties are heard to find a solution that is ideal for everyone involved.

3. Providing clarity and direction

Effective communication is able to deliver clear expectations and objectives for our team. This involves finding constructive ways to point out when something is not working as well as providing helpful feedback to get people back on track. They will understand their specific tasks and responsibilities, as well as those of their teammates, which will help eliminate conflicts and confusion.

4. Creates better relationships

Effective communication also improves relationships, both with employees and in our personal life with friends and family members. Listening carefully and offering quality feedback helps people to create better relationship. This relationship in turn, nurtures mutual respect.

5. Improves productivity

Effective communication can make the members understand their roles, the roles of others and our expectations. They can focus more on their work and less on workplace issues. With effective communication, the employees can better manage their workload and distractions are minimized. These benefits contribute to greater productivity for our institution.

6. Promotes team building

Good communication skills can play an important role in nurturing positive work experiences for our entire team. When people feel that they are understood by us, they naturally improve their work environment and team spirit.

Effective communication plays an essential role in our success as educators and teachers. Leaders who know how to communicate effectively with those around them will see better productivity and improved relationships in every aspect of their lives. Effective communication involves knowing how to listen attentively. It's the ability to offer empathy, open-mindedness, and helpful feedback based on what we hear. Good communication skills develop good relationship with the members of our team.

Bro. Jose Emmanuel

To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.

“LET'S GROW TOGETHER”

The Parent –Teacher –Student Relationship



It is like an equilateral Triangle, where all the three sides are of equal length. Parents and teachers are equally important for the overall growth and success of child. This partnership must be strong, focused and positive to support student learning. As it is well said by Dr. A.P.J Abdul Kalam “If a country is to become a nation of beautiful mind, I strongly feel there are 3 key societal members, who can make a difference. They are the father, the mother and the teacher”. Teacher, Parent and Student relation is crucial in the field of teaching and learning. As these are considered to be the primary and fundamental pillars of education which enable to develop responsible citizens and if not will lead to destruction of nation.

❖ How this triangular relationship can be Strengthened:

1. Communication between parent and teacher is the key to success. It is one of the best ways to stay in touch with each other for the overall development of the child.
2. Communication is not just an exchange of the words. It is also what the parents comprehend and understand as a result. Therefore, conveying precise message is of utmost importance.
3. Parent's involvement can definitely make a big difference in Childs learning journey.
4. Times have changed and so does the way of teaching. As a parent it is their prime responsibility to understand the new ways of learning in order to give best support and guide their child.

❖ **Even Smallest effort can bring desired result and create enthusiasm about the whole method of teaching and learning in student.**

- 1. Create a positive atmosphere at home towards school, teacher and friends.**
- 2. Encourage them to attend classes regularly.**
- 3. Monitor their children's studies at home.**
- 4. Attend PTM regularly.**
- 5. Keep encouraging and motivating the children, to make them feel loved and cared at home.**
- 6. Appreciation, reward and motivation even for small success will boost the child's confidence.**
- 7. Inculcate the habits of regularity, honesty and self-discipline/ self-evaluation in child.**
- 8. Encourage children to practice values such as sympathy, kindness, caring attitude, politeness and etiquettes towards everyone in their surroundings.**
- 9. If a child takes pre-planned leave, it shall be informed to the class teacher well in advance and the parent should make sure that their children's studies should not get hampered. His/her work should be completed on time.**
- 10. Parents can seek assistance of teachers for the completion of their wards pending work.**

❖ **Benefits of Triangular Relationship/ The goal is to maximize the educational benefits of the child:**

- 1. This structure creates a team environment with shared responsibility for the success of the child.**
- 2. It will also be beneficial in case of those children who are struggling emotionally or academically.**
- 3. It brings positive impact among students.**
- 4. It enhances level of confidence in students and they respond appropriately.**
- 5. Complaining does nothing; it's the solution that matters.**

“It is easier to build strong children, than to repair a broken adult”

**Ms. Durgesh Nandini Kapoor.
(School Counselor)
MONTFORT SCHOOL, NAGPUR**

LISTENING IS AN ART

How we are (not always) all ears

Paradoxically, in our age of constant communication, the raw material of conversation has actually, disappeared: listening. Genuine, real listening is rare commodity and a great gift, because you are giving to the person you are listening to your most valuable asset: your attention.

Here are a few suggestions of how to do it right, based on the communication technique 'active listening' devised by Carl Rogers and Richard Farson in 1957.

Listen, don't talk

As the cartoon on p. 53 suggests, resist talking about yourself. Or as the radio host Celeste Headlee put it brilliantly in a TEDx speech: 'If they're talking about having lost a family member, don't start talking about the time you lost a family member. If they're talking about the trouble they're having at work, don't tell them about how much you hate your job. It's not the same. It's never the same. All experiences are individual. And, more importantly, it's not about you.'

Don't finish the other person's ...

Some people have a tendency of impatiently finishing the sentence or thought of the person they are talking to. Although very slow thinking and talking can be irritating, don't interrupt, even if you think it might show empathy.

Your body language says a lot

Look the other person in the eye - but don't stare. Nod - but only if you want to agree with what they are saying or show that you have understood something important.

Notice the little things

Listen out for details in what they are saying and pick up on these later. This makes it easier to ask questions ('You mentioned that you spent a lot of time as a child at your grandmother's - what kind of relationship did you have with her?'). And it lets the other person know that you were really listening.

Be a friend, not a judge

Resist the impulse of giving the other person advice - unless of course they specifically ask for it. Instead, take the conversation back to an exciting, important part of the story: 'Earlier, you said that...' Take the person away from the smooth surface to deeper levels: 'How was it for you, when you...?' Or encourage the person to keep talking by simply asking: 'And what happened next?'

The most romantic gift: to listen to another's anxieties for one hour, without judgement or "solutions", as an analyst might'

Alain de Batto

Montfort Hr. Sec. School, Garratola

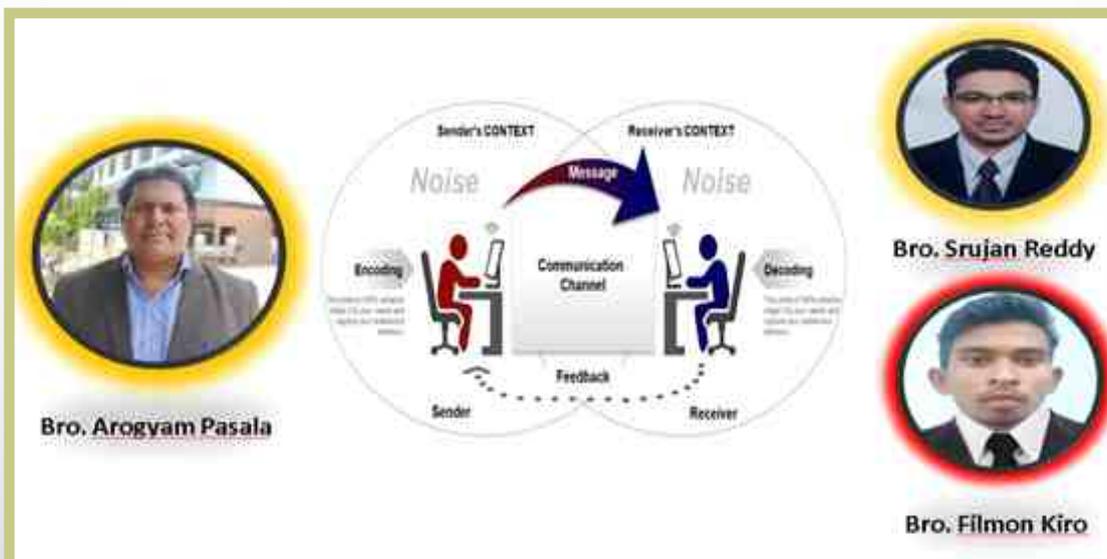
Dear Brothers and the Outlook readers,

Greetings and prayerful wishes from Montfort Hr. Sec, School, Garratola.

We feel and trust that this article on effective communication will make us to understand each other and communicate through proper channel to build a good community life.

Introduction:

A good religious is a good communicator. The four relational communications are with God, self, community and the environment (John Paul II, 1985). Today, communication technologies are also defining the quality of religious life. Communication is a gift of God without which human life is not meaningful (John Paul II, 1986). Communication stands in union with community and communion. The new global communications tool is linking humans together in real time as never before. It is equally true that we cannot communicate properly with the digital generation without the language and technologies of communication. Pope Francis, in his message on the 2014 World Day of Communications made this ardent call: "Let us boldly become citizens of the digital world. The Church needs to be concerned for, and present in, the world of communication, in order to dialogue with people today and to help them encounter Christ" (Pope Francis, 2014).



1. Communication:

In all the communication, there will be two or more parties i.e., Sender and Receiver. In other words, Superior and Inmates. In a communication, the Superior (Sender) sending (encoding) a message to Receiver (inmates/ Brother) through a medium (verbal or nonverbal). The Receiver (Brother) understand the message (decoding) according to his context, mental and social situations. It is not necessary that the Receiver/Brother understand the message as the superior tried to convey to him.

2. Generation loss:

There will be qualitative difference or loss when a second party communicate a message to other. Superiors will communicate a message of Major Superior (Provincial) in many occasions to his fellow Brothers. We have to remember that no one, even any digital media, cannot convey any message as it is.

3. Generation Gap in Communication:

It is true that there may not be any quantitative difference between Sender and Receiver (Superior and Inferior) in a particular message. But there may be qualitative difference in the message. Both Superior and Inferior have to understand the Generation Gap. 'Old is Gold'. But all old may not good.



4. Communication Transactional Analysis:

Eric Berne, rightly said that there are: Three Behaviours in every human being i.e., Parent, Adult and Child. Superior (Parent) give orders to inferior/Brother (Child). If he accepts the order, there will not be any problem. Otherwise, there will be conflict. Better communication will be Adult to Adult.

1. Communication is the Incarnation of Word.

In the beginning was the Word, and the Word was with God, and the Word was God. He was with God in the beginning..... The Word became flesh and made his dwelling among us. If we can realize the fact that in every communication there is an incarnation of Word of God. If we aware of this fact, there will not be any conflict. We have to encourage the 'Trinitarian Model of Communication'



Conclusion

Social communication as providential means for the accomplishment of its mission to “preach from the housetops” (Lk 12:3), “to all nations” (Mk 16:15), “to the end of the earth” (Acts 1:8), the word of salvation. It has concerned itself, moreover, with educating and caring for the human person, the whole person, both as human and as Christian.



**Bro.Arogyam Pasala
Principal**

LEADER -2021

Read every day something no one else is reading | Think every day something no one else is thinking

INTRODUCTION

In the information era we currently find ourselves in, ideas rather than materials have become the commodity of success. For the first time in the history of our civilization, The shift has taken place from real to virtual. The real value of any institution enters the building every morning and leaves the building every evening. The highest assets of any organization lies within the skills of its people.

Here are the most important tasks as a visionary leader it is to unlock the natural state of creativity that sleeps within the minds of every one of our people(staff and students). We must help our employees to think smarter and inspire them to explore new pathways of thought.

Teach them that failure is nothing more than learning how to win and that though some of the risks that they take may lead to setbacks, many will also lead to innovation. Spread this sentiment throughout the institution. Encourage creativity and make it clear that you are now open to listening , understanding and implementing the best ideas of your people.”

The ritual of creativity and innovation

The ritual of creativity and innovation, Calls us to begin to shed the shackles of the traditional ways of looking at things so that leader can master the uncertainty that a changing business world brings. It's nothing more than developing the skill of discovering new solutions to old problems and finding smarter ways of doing what you do. It's all about having the leadership courage to let a sense of childlike wonder fill the hearts and minds of your people.

A few quick thoughts that will help us revitalize and re-energize our workplace.

1. Encourage your people to set a weekly 'idea quota' for themselves.
2. Develop a formalized system to reward the best ideas so that people learn their originality matters.
3. Organize monthly outings for the people in your different divisions to keep things interesting and build team unity.
4. Visit a comedy club or rent a movie theater or have a beach party at the office.



"The essence of creativity lies in taking risks"

" Just look at all these beautiful little children. They are all models of creativity, every single one of them. No one has rained on their parades and told them that the moon is not made of cheese or that Santa Claus does not exist. No one has stifled their dreams by telling them they cannot be doctors and lawyers or astronauts and movie actors. To them, their hearts are clean and their minds are pure. Study them carefully. Watch how they flex their imaginations. See how they give every ounce of their attention to what they do. Children come to us more highly evolved than adults to teach us the lessons we need to learn."

A story

A yogi was sitting with his disciples, high in the foothills of the Himalayas. As a test, he drew a line in the dirt and asked each student to make the line shorter without erasing any part of it. The students were perplexed and couldn't think of a way to shorten the line without touching it ----- except for one student. He had been the one who had studied the hardest and practiced the longest. He walked over to the line that the master had drawn and quickly drew a longer line next to it. He did not touch the first line in any way. The teacher smiled. 'Very good,' he said. 'Now the first line is shorter.'

Leaders are the artists:-

Have the leadership wisdom to understand that all human beings are artists, capable of phenomenal levels of creativity when encouraged to think original thoughts. We all have the capacity for quantum levels of creativity.

"Just look at kids. The children are scurrying around the playground, deeply absorbed in the games they were playing. "That little guy over there, Strumming his imaginary guitar thinks he's the rock star he saw on the music video channel last night. That young girl by the tree believes she's a super hero, charged with saving the world from disaster. You can't tell met hat each and every one of them is not an artist, a creator, rich with the ability to generate a fountain of delightful ideas at any given moment."



Create a 'risk-free' environment:-

“There are many ways. Give your people the freedom to fail. Raise the level of trust. Celebrate spontaneity and reward original thinking. And let people be themselves. Give them permission to let the gifts of their imaginations shine. “In an article I read a while ago, I remember the CEO of Reebok, Paul Fireman, saying that the secret to the company's success was that the employees given the freedom to create. 'Ordinary people went way beyond themselves only because they were allowed to do it.'

“Precisely, remember, visionary leaders never manage creativity- they simply uncover it and allow it to flood the institutions. They unleash it in the hope that their schools will become dynamic playgrounds of innovation.”

4-4-5-4-9-8 strategy :-

Never forget that when we ensure that our employees laugh while they work, they will ensure that our stake holders laugh while they get in our campus. Are you beginning to see how a positive work environment not only boosts creativity and innovation but also the bottom line”

If we really want to telegraph the fact that our attitude had improved and we want staff to have more and more loyalty to institution, you might even do a '4-4-5-4-9-8.’”

“It's the tune to Happy Birthday on the keypad of your telephone. Imagine playing it for one of your employees on his/her birthday as you wish him/her well. It would be unbelievable wouldn't it?”

“Unbelievable is what my people would think.”

“Remember, if your people rediscover the playfulness they knew as kids while they are at work, they will be much happier. Happier employees are more creative, productive and loyal. Creative, productive and loyal people are at the foundation of every truly great organization.

“Just remember that the company that plays together stays together.”

**Bro. Paul Raj
Principal**

HOW TO TALK TO CHILDREN (EVEN IF YOU DON'T HAVE ANY OF YOUR OWN)

If you've ever asked a child: 'How was school today?' or tried to explain to a toddler that it shouldn't feed washing powder to the cat, you know that good communication can be more complicated than Algebra. So here are some tips from experts:

- **Be a role model:** actions speak louder than words. A child won't understand that he shouldn't scream if you scream at him.
- **Correct content, not form:** the child says: 'I draw horsy.' That's fine, as long as she is drawing a horse.
- **Be consistent:** 'no' means 'no' - even when the child is having a tantrum at the supermarket check-out. Loophole: only make threats that you can go back on without losing face. So don't say: 'If you don't stop right away we won't go away on holiday.'
- **Implement threats immediately:** children learn more quickly and effectively if you carry out your threats straight away. Instead of taking away a toy once for a whole week (long duration, small effect), it is better to take away the toy ten times for two minutes (small duration, big effect).
- **Praise an action, not the child:** 'What you're doing is great' is better than 'You're great.'
- **Ignore bad behaviour:** when a child does not behave according to your expectations, but isn't putting himself or others in danger, it is better to ignore him than to rebuke him ('selective attention')
- **Offer alternatives:** give your child different options, but never more than two, and only if an alternative makes sense (there is no alternative to teeth brushing).
- **Tell a child what she should do, and not what she shouldn't do:** it's better to say: 'Please slow down' than 'Don't run!'
- **Ask questions that can be answered:** 'How was school today?' is as difficult for your child to answer as it would be for you to answer: 'How was March to April 2014 for you?'
- **Adults were children once, too:** these rules of communication apply to all ages.

'It is easier to build strong children than to repair broken men.'

Frederick Douglass

ENHANCING GOOD HUMAN RELATIONSHIP

THE OPTIMIST'S CREED

*Give unto others and you give unto yourself
Appreciate beauty and beauty will be you
Admire creativity and you will be creative
Love and the world will love you.*

Human Relations is a skill or ability to work effectively through and with other people. In all aspects of life, we have to deal with people. Developing good 'people skills' is vital.

"No matter what one does in life or how well he does it, good relationship with people is the key to success or failure."

Human relations are about how to get along more effectively and instinctively. It's about being nicer, more approachable person, being sensitive to other person always.

*"People will forget what you said
They will forget what you did
But they will never forget
How you made them feel."*

HUMAN RELATIONSHIP PRINCIPLES

- (i) **Become a friendlier person, more approachable without criticism, condemn or complain. Project a welcoming friendly posture. Don't look busy or preoccupied.**
- (ii) **Avoid confrontations and arguments. Be respectful of the other person's state of mind and opinions.**
- (iii) **Find diplomatic ways to deal with differing opinions. Admit your mistakes and maintain a positive attitude.**
- (iv) **Emulate the qualities of effective leaders and create a positive environment.**
- (v) **Create a desire in the other person to relate. Be genuinely interested in the person.**

Why are some people outgoing and others shy, some loud and others quiet, some aggressive and others passive. Traits are distinguishing personal characteristics. All fingers are not the same. Similar case with people. Respect people as they are. We all need people we can depend on. Remember that what we think about, affect how we feel and how we feel affects our behaviour, human relations and performance.

PRE-REQUISITES FOR EFFECTIVE HUMAN RELATIONS

(i) GOOD COMMUNICATION

Learn to communicate more effectively. Speak clearly and concisely. Listen and wait for a response. Let others express their point of view openly. Make people feel comfortable to express their opinions.

(ii) EMPATHY

Understand the feelings of the other person. Put yourself into their shoes and show a sincere and genuine interest towards them. Be compassionate and understanding and have a helpful caring disposition.

(iii) RESOLVE CONFLICTS

Avoid conflicts, confrontations and commanding tone. Be diplomatic about disagreements and learn to apologize. Compromise over minor problems. Don't let the sun go down on a conflict.

(iv) ABILITY TO MANAGE STRESS

Learn to relieve pressure before it builds up. Stress can cause unhealthy feelings and make others around us the victims of it. What can be done to build excellent human relationship?

HUMAN RELATIONSHIP SKILLS

(A) PEOPLE HAVE NAMES - USE THEM

Use a person's name whenever you can. Repeat the person's name when you meet them. Start a conversation with the person's name.

"The sweetest sound, in any language is the sound of one's name!" So use people's name. They love it.

(B) EVERYONE WANTS TO BE HEARD – LISTEN

Learn to become a good listener not a talker. Why don't we listen better? We are preoccupied with what we want to say. We are better off at talking than listening. Listening is an acquired skill. It takes time to learn. When was the last time you listened to someone intently without thinking about a response?

(C) MAKE EVERYONE FEEL GOOD

Give credit for good ideas or actions. Refer someone because of their skills. Appreciate, Applaud and Acknowledge accomplishments in public. Give a compliment. Spread the fragrance of goodness around you.

(D) DON'T ACT WHEN UPSET OR ANGRY

Learn to walk away or remain quiet when you or the other person is angry. Be sensitive to emotions and feelings. Never criticize someone in front of others. Don't ever take revenge. Revenge only leads to additional problems.

(E) REMEMBER TO SAY 'THANK YOU'

Thank people regularly and routinely. Especially those who you tend to take for granted. Challenge yourself to find creative and memorable ways to say "THANK YOU!"

Knowing oneself is the beginning of all wisdom. Conquer ego to enhance amazing relationship with people. Ensure that you are strong in your physical, social, psychological and spiritual well being. Look at the brighter side of life.

Say this prayer:

*LORD, HELP ME LIVE FROM DAY TO DAY
IN SUCH A SELF - FORGETFUL WAY,
THAT EVEN WHEN I KNEEL TO PRAY,
MY PRAYER SHALL BE FOR "OTHERS."*

A single happy smile can always brighten up the day for anyone who happens to be passing by our way. Every time we have a kind and gentle word to give, we help someone to find beauty in this precious life we live.

*For, happiness brings happiness,
Loving ways bring love,
Giving is the treasure,
Contentment is made of.*

Bro. Santosh Kumar
Principal

EFFECTIVE COMMUNICATION

RECIPE FOR HAPPINESS

*'Some words are like music that make us want to sing
Some words are like messengers that have good news to bring.'*

The Power of effective communication skill is a great blessing of God. He who knows how to use it well, becomes a leader and exerts great influence in society. Unexpressed ideas are of no more value than kernels in an unopened nut. The one who knows how to communicate an idea properly and interestingly catches the attention of the people and is at an advantage over the one who has much knowledge but lacks ability to present things properly and attractively. The world loves good speakers. 'Eloquence is the poetry of prose,' says Bryant.

Aristotle defines rhetoric as the art of inventing whatever is persuasive in discourse. To persuade means to influence or to control the minds and wills of others. Holding the attention of the audience, convincing them and moving their hearts gives the speaker a sense of power, self - confidence and assurance. It quickens his mental faculties and gives him fresh thoughts and new expressions.

Communication is a powerful tool. It can either destroy or enhance our relationships. We communicate daily, everywhere and almost all the time. We talk to our friends, siblings, colleagues, spouses and other people we come across while working. The way we talk to people and the kind of response we get from them matters a lot. What is communicated and how it is communicated has a great impact on the listeners.

Effective Communication is one of the most important life skills that a person can have. The decision to communicate effectively is a positive step to improve our potential for success. It is often said a journey of a thousand miles begins with a single step. The first step has to be a positive attitude towards all kinds of communications, spoken, written or by other means. One has to look at both incoming and outgoing communications as an opportunity for success. Each of these must be used like rungs in a ladder that raise you to success in every field of life.

IMPORTANT KEYS TO COMMUNICATE EFFECTIVELY

(i) SHOW RESPECT AND APPRECIATION

Appreciation and Respect can go a long way. People will be more open in communication with us when we respect their ideas. Simple actions like using the person's name or make them feel appreciated builds excellent interaction. It's also important to be respectful and considerate about people's time.

(ii) LISTEN ACTIVELY

People want to know that they are being heard instead of just focusing on formulating response. Listen to what the other person is saying. The person speaking to you should be the most important thing at that moment. When you are talking to someone on the phone, do not respond to an e mail on the phone or send a text at the same time. The person will know that they don't have your undivided attention.

(iii) ASK QUESTIONS AND PARAPHRASE

Asking questions will not only help you understand what the other person is saying but it also indicates that you are interested in what they are saying. This opens up the conversation and signals that you want to see them, hear and understand them. And if you want to show that you really understand, then paraphrasing is a great tool for effective communication.

(iv) MAKE EYE CONTACT

It's important that you connect with the person you are talking to. An eye contact is essential for a meaningful conversation. Looking somewhere or out of the window signifies you don't care or bored or aren't really listening to them. By looking at the other person in the eye, you are approving that you are interested in what the other person is saying. This keeps you focused and less distracted.

(v) PAY ATTENTION TO THE BODY LANGUAGE

The non - verbal often reveal more than anything. Remember that you are constantly communicating even when you are not saying a word. So make sure that you have open body language when interacting with others. The non - verbal speaks louder than the verbal always.

(vi) CUT CONVERSATION FILLERS

Avoid Conversation fillers ex. 'Aah', 'Um' or 'Like' etc. Speak confidently. Simply relax and pause before you speak

(vii) BE BRIEF BUT SPECIFIC

For verbal communication practice being brief and specific enough to provide information to the other person. Understand what you are trying to say. Before responding to your e mail, be sure you read it before you draft your response.

Take time to send your messages. If you send shabby, confusing e mail, the recipient will think you don't care enough to think through your communication with them.

(viii) PUT AWAY DEVICES

It's quite rude to have your head buried when someone is talking to you. So put down your devices and look at the person who is speaking to you. Don't answer calls, check texts or notice vibrations. Stay focused on what the other person is telling you. Your body language and emotional tone will let them know that you're listening to them.

(ix) VALIDATE OTHERS THOUGHTS AND FEELINGS

Observe the emotions that people undergo. Perhaps, they have a reason for it. Do not argue with the person to validate them. You can make them feel important by simply letting them know that you are hearing what they are saying and accept their perspective.

(x) NEVER TALK OVER PEOPLE

By talking over someone, what you are basically saying is, "I don't care what you are saying but what I have to say is more important." This attitude demonstrates a real lack of respect. On the same note refrain from finishing peoples sentences forever. By doing this you are belittling the other person because you are taking control of the conversation. So, mind your talk.

(xi) WATCH YOUR TONE

A Commanding tone is not in any way productive. Be confident and direct while maintaining a calm, cooperative tone. Think back to the time when someone approached you with whiny voice or demanding tone. Did you really want to give them what they were asking for? Probably, not, having a friendly confident tone can be very effective.

(xii) SMILE AND HAVE A POSITIVE ATTITUDE

When you smile often and exude a positive attitude, people will respond positively to you. Even when you are talking on the phone, smile. Your positive attitude will shine through and the other person will know it. The more you pay your attention to others the way you express yourself, the better you get at communicating effectively.

Apply these tips in your interactions and you will experience peace and contentment in life.

Our speech is truly a mirror - a mirror of our Personality and Character. Winning friends or making foes, it is again our ability to speak that matters. The ability to speak and communicate effectively is a skill whose nourishment can never be overlooked.

**Ms. Anne Mathew
V.S. St. John's Hr. Sec. School
GANNAVARAM**

St. Mathew's Public School, Patamata

Greetings!!

No man is an island - no one is truly independent. We consciously and unconsciously depend on one another as we go by our daily chores. This interdependence is what this world is all about. We bank on each other, every moment of our lives. We look up to, or look out for one another, and, unceasingly remind ourselves of sayings like "sharing and caring go hand in hand". And 'love thy neighbour'. We relate with each other through our dreams / hopes, aspirations and not to forget communication. In spite of being clichéd we reiterate the fact that 'communication is key'. The key that opens doors and open hearts. The key that opens the world of unity and togetherness despite the diversities.

Communication need not always be verbal. In fact nonverbal communication reaches out for more effectively than verbal communication. Sometimes it is 'an appreciative nod,' a 'big smile from the bottom of our hearts', and 'an assuring pat on the back' that speaks more than words like 'good' and 'keep it up'.

When we use body language and facial expression we communicate with our hearts. When we use words we communicate with our minds. Therefore, when we communicate with our minds and hearts brimming with empathy, love and sincerity, we create 'Utopia' – Farfetched and imaginary? No, not at all. All it takes is a little effort and a few rules to be followed

Like,

- ❖ Have a heart friends, forgive and forgot, do not hold grudges because it eats away your peace of mind.**
- ❖ Learn to let go. Holding on to unsavory thoughts and feelings leave a bad taste.**
- ❖ A positive attitude is another effective relationship builder. Keep the mind open. Do not judge, for, we do not know what the other person is going through.**

Once we set our minds on this, we focus on the next factor that takes us places. Effective Communication skills is as important or may be more important than academic grades and excellence. Unless we communicate our thoughts and ideas effectively, the listener/reader will not know what exactly we want to convey or wish to say.

Grammar Rules, Spelling Rules and Vocabulary Building are all part of effective communication. Conscious efforts to develop our LSRW skills will go a long way in reaching out to our target listeners, readers, business associates and not to forget friends and family. When we speak or write or communicate through simple correct expressions our message is clear and precise and will certainly have the desired effect.

Happiness belongs to those who are pure at heart, lofty in thought and accurate with words. So please do work on this.

Remove the clutter from your hearts

Organize your thoughts

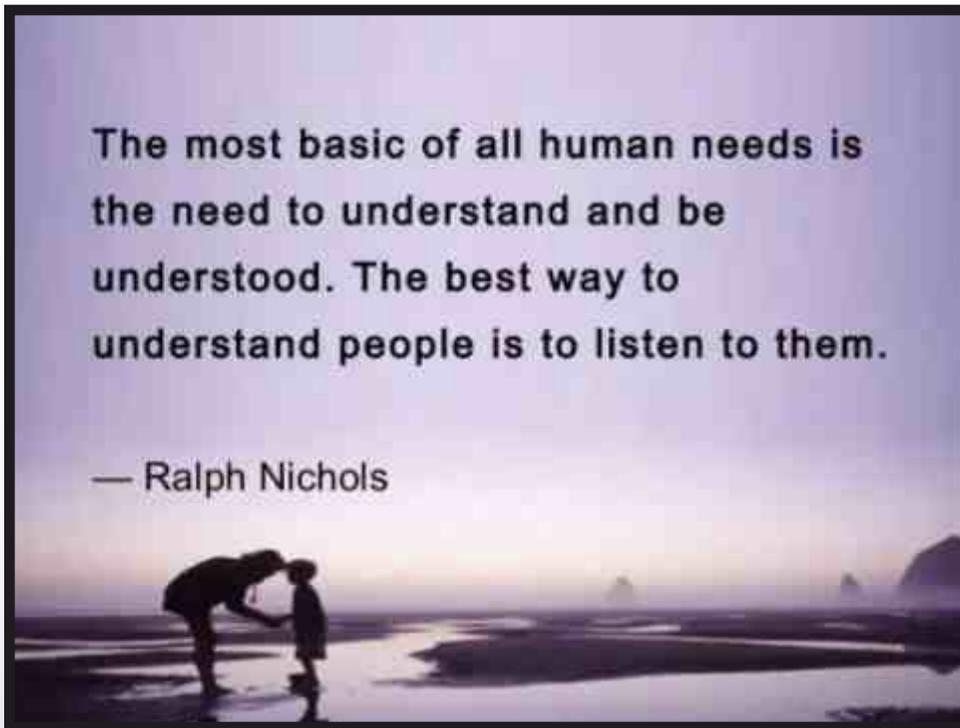
Polish your words and lo!

You have a beautiful life.

**Mrs.Shyamala.P - Tr.
N.St. Mathew's Public School, Vijayawada.**

**The most basic of all human needs is
the need to understand and be
understood. The best way to
understand people is to listen to them.**

— Ralph Nichols



HOW TO START CONVERSATION WITH STRANGERS

Small talk is actually something very big. Those who manage to start a conversation with strangers, break the ice and treat them like friends have the world at their feet (see 'proust's Questionnaire', P. 94). But it's incredibly difficult. There has been little serious research into the art of small talk and there are few reliable theories, but, nonetheless, here are some practical tips.

Ask for advice

People love giving advices. So, start your small talk with a request for advice: 'I want to buy a smart-phone [or a cocktail or a book], but I can't decide which one.' Most people will happily open up. Then thank them for the tip and the other person will feel like a fireman who has successfully extinguished a fire. The psychology behind this: if you ask for advice, you create intimacy: intimacy makes rejection difficult. Therefore, if you want to influence someone, it is a good idea to ask that person for advice first.

Ask a second question

We often ask something and then wait for the other person to ask something back. This is not a conversation. Instead, use the old reporter trick and ask a second question. If you just asked 'Where did you grow up?', then a good follow-up question might be: 'How has that place shaped you?'

Don't ask: 'What do you do for a living?'

There are two kinds of people: those who like to talk about their job and go on and on about it; and those who are ashamed of their job, hate it or don't have one. The latter are reluctant to talk about this topic. The author Gretchen Rubin suggests this simple but powerful tweak to the usual 'What do you do for a living?' job question: 'What's keeping you busy these days?' Now the other person can choose what to talk about.

Don't start a conversation about things that interest you

Most people like to talk about themselves. This leads to us not listening any more, but simply waiting for our turn to speak. But a conversation is not a Power-Point presentation. Don't pitch your topics. Rather be the one person in the group who is interested in the other person's topics. As Bill Nye put it: 'Everyone you'll ever meet knows something that you don't.'

Listen

The way people deal with you depends on how you present yourself: arrogant, worldly-wise or dull posturing brings out the same behaviour in your counterpart. The supreme rule when making small talk comes from the radio host Celeste Headlee: 'Enter every conversation assuming that you have something to learn: People forget what they talked about with you, but not how they felt in your presence.'

'We have two ears and only one mouth so that we can listen twice as much as we speak.'

Epictetus

St. Thomas High School, Nuzvid

Prayerful greetings from St. Thomas High School. We are glad to meet you all once again through Hyderabad Outlook.

Renewing your vows is an opportunity to reaffirm your commitment to God and the people around you. The renewal programme for Bro. Maria Jayapaul was organized on 28th April 2021 with Holy Mass presided by Fr. Anil, Rector of St. Paul's Seminary and other Priests. He had three days of preparation for his



renewal of vows guided by Bro. Edward Raj, the Superior of the community.

Bro. Ronald and Bro. Maria Jayapaul went for their home visit in the month of May where they were affected by Covid-19. They had their treatment at their home itself. We the community members prayed for their speedy recovery.

The formation of the new community was commenced from June 1st. There are four Brothers present for this year in St. Thomas, Nuzvid community namely Bro. Edward Raj, Bro. George Reddy, Bro. Ronald and Bro. Prudvi Pasala. Bro. Maria Jayapaul got transferred to Pune for his Theological studies. We thank him for his service as a warden and teacher in the school.



The pandemic forced our institution to suddenly modify our workflow strategies and adapt to new technologies. Education has now become a part of the home for students and teachers, through online tools for real-time online lessons of all subjects that are the part of the school's curriculum. Keeping this in mind, we set up online classes through app from 14th June, for all the children from 1st to 10th standard. The children and parents were also interested in online classes. Initially teachers found technical difficulties. Later they picked up quickly the method of teaching online. Currently it is going on well.

Brothers were taking part in different meetings and seminars like Local Superiors meeting, Bursars meeting, Sector wise meeting, Junior Brothers meetings and National level meeting where they acquired lot of knowledge and understanding. It was refreshing and useful, very systematic, organized, insightful and inspiration, as always.

St. Thomas community could identify a few students for Montfort Scholarship which will be very helpful for them.

As we watch the pandemic play out on a global scale, it is easy to feel helpless. But no matter who you are or what your situation is, you can make a difference. There is always something you can do to help others. And by helping others you will also help yourself. Research shows that volunteering makes you happier and healthier. Finding ways to give back during covid-19 will help lower your own anxiety and stress, boost your mood, and give you a sense of purpose during this difficult time. So we have given our helping hands to our own staffs, students and parents who were affected by Covid. We found a few of the teachers and students were tested positive for Covid-19. We helped them to meet their medical expenses. They felt gratitude for our wonderful service.



This academic year Bro. Provincial visited our community twice. In his first visit he elucidated about the community project, vision-mission, spiritual life, apostolate, community dialogue, budgets, Covid update, challenges and responses, Province theme and community response. Bro. Provincial in his second visit to our community took initiative and organized one hour of Holy Adoration very meaningfully and prayerfully. Both visits made us to feel happy as well as helpful to be strict with our commitment to the Congregation. His suggestions on how to focus on school's strength, not weaknesses and how to apply them in a proper way was truly inspiring.



Bro. Maria Jayapaul and Bro. Anthony Reddy are staying in St. Thomas Community and attending their theological studies through online mode.

We have prepared our community budget and handed over the copy to Bro. Lawrence who is our sector in-charge.

Our community financial audit took place on 5th and 6th of August. The Brothers in the community exercising strict adherence to the budgeting. Money was spent only on essential expenses and cutting down heavily on non-essential expenses.

Bro. Edward Raj and Bro. George Reddy had taken their final vaccine. This helped us to boost our immune system and continue to protect ourselves and people around us.

Bro. Edward Raj

St. Paul's High School, Hyderabad

EFFECTIVE COMMUNICATION SKILLS

1. **COMMUNICATION**

Communication is the process by which information is exchanged between the individuals. It requires a shared understanding of symbol systems, such as language. Communication is much more than words going from one person's mouth to another's ear. In addition to the words, messages are transferred by the tone and quality of voice, eye contact, visual cues, and overall body language.

2. **EFFECTIVE COMMUNICATION**

Effective Communication differs or challenging perspectives than the normal communication. The starting place for effective communication is effective listening and active listening with all of one's senses. Effective communication requires paying attention to an entire process, not just the content of the message. The messenger should consider potential barriers at several stages that can keep audience from receiving message. Effective Communication goes with attitudes, emotions, knowledge, body language and diversity in age, gender, ethnicity of race.

3. **RECEIVING SENSE OF EFFECTIVE COMMUNICATION IN LIFE**

In life effective communication we receive by senses in, messages of love, security, and comfort are transferred through holding, cuddling, gentle stroking, and patting which we feel but cannot sense immediately. Sometimes cannot understand the meaning of words we hear, but they can feel, interpret, and respond to gentle, loving supportive hands caring for the individuals. Later message transmits by words of appreciation and receiving smile as well as getting a reassuring pat on the back or a gentle hand resting on their hand. As age and time moves medium to communication changes. They talk on the phone, send e-mail messages, converse one-on-one, participate in meetings, and give verbal and written orders. And communicate with many audiences—patients and their families, referring physicians, and office staff etc.

4. **EFFECTIVE COMMUNICATION AVOIDS**

1. Communication breaks down where people being totally self-centered and ego conscious refuse to make adjustments in respect to reasonable needs of a situation and of individuals

2. **Not recognizing the right time to communicate a skill. E.g., A distraught listener who is in trouble and pain is not ready to hear a message. The time will be more productive and the information better received if a chance to make an emotional transition.**
3. **Giving mixed messages or confused and uncertain situation. Sometimes unwittingly attempt to controlling the receiver.**

5. EFFECTIVE COMMUNICATION ACHIEVES

1. **Effective Communication approaches, that provides opportunities for interpersonal interaction are likely to yield desired change among the people.**
2. **Communication conveys complex, sensitive and controversial information in positive manner and builds relationship to the higher level.**
3. **Effective Communication always critically analyses information, facilitate for positive growth, dissemination received message in desired stage.**
4. **Effective Communication thoroughly verifies in order to avoid misinformation or sending conflict misinformation or sending conflict messages.**

6. EFFECTIVE COMMUNICATION IN RELIGIOUS LIFE WISHES AND LEADS

It is also called empathy communication that sees the feelings of other. listens to others with an open mind in order to understand another person's point of view. Positive reinforcement is the attainment of the religious communication. Each members encourages one another. Take the lead and set an example by encouraging others when they are down and praising them when they do well. Thank individuals for their contributions, both one on one and with the community as a whole. Celebrate milestones as a way to sustain community communication and cohesion.

7. EFFECTIVE COMMUNICATION IN AGED LIFE OR EFFECTIVE COMMUNICATION IN EXPERIENTIAL LEVEL

This is also called experienced communication either by life or others life or expressing the mode of silence. When body becomes weak and sense organs takes slow mode, brain fully activates, in solving the difficult situation. It is always clarifies through reflecting what is heard. (This involves using similar words to express back to the speaker what was understood about the content of the message) aged expresses understanding of the others senses and emotional state by the person's tone of voice. This type of communication neither right or wrong state but exits by itself, based on the past life. It has more responsive to familiar voices.

8. CONCLUSION

Organize the content of the message want to communicate. Make sure the information you are trying to convey is not too complex or lengthy for either the medium you are using or the audience. Use language appropriate for the audience. Effective communication always generates solution. Effective communication makes individual calm down quickly before continuing a conversation. Focus becomes better criteria. Avoids planning what you're going to say next before listening. Effective communication has consistent body language to understand and to show one's interest in what's being said.

Bro. Balla Joseph



HOW TO APOLOGIZE PROPERLY SO THAT THE OTHER PERSON FORGIVES AND FORGETS

Apologizing is one of the most difficult interpersonal communication situations. A few years ago, a team of researchers from Ohio State University tackled this issue and played through a variety of approaches. We translate their findings into strategies:

Use 'I' sentences

Apologizing means taking on full responsibility for something. Sentences like 'I'm sorry that your feelings were hurt', or 'I'm sorry that you're so angry', should be avoided (because what you're implying is: it doesn't have anything to do with me that your feelings are hurt). Say it like it is: 'I'm sorry that I hurt your feelings: According to the research, a person is most likely to forgive and forget if you admit full responsibility for what you did.

Don't justify your actions

It is a natural reflex to try to justify your own actions. But also an idiotic one. Because a justification is in effect a denial of the apology. The following sentences are particularly counterproductive: 'Come on, it wasn't that bad!' or 'I can't help it.' The injured person will be more inclined to forgive if you come up with a reason rather than a justification: try to explain your action without being defensive. Most effective of all are an explanation and an admission of guilt combined.

Avoid 'but' sentences

An apology in which the word 'but' crops up is almost never understood as an apology but as an excuse. Avoid at all costs.

Don't ask for forgiveness

Asking for forgiveness is rarely effective. According to the research, you can spare yourself the bother. Nobody likes to grant absolution.

Change yourself

Even the most honest apology is worthless if you repeat the same mistake three times. Making an apology is above all a commitment to making a change and an offer to make amends.

When it comes to apologies, keep in mind there are only two ways: you can apologize begrudgingly or sincerely. Choose the latter.

Mentfort Hr. Sec. School, Ballarshah

Effective communication

Effective Communication is defined as the ability to convey information to another effectively and efficiently. Business managers with good verbal, nonverbal and written communication skills help facilitate the sharing of information between people within a company for its commercial benefit.

Definition: Effective communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. In simple words, it is nothing but the presentation of views by the sender in a way best understood by the receiver.

There are the 5 steps of effective communication;

Five Easy Steps to Better Communication

- 1) **Listening.** Effective listening requires concentration, tolerance and sensitivity....
- 2) **Expressing yourself.** First you need to listen to yourself to know what you want to get across....
- 3) **Interpreting body language.** ...
- 4) **Being aware of your differences.** ...
- 5) **Resolving conflict.**

Effective communication becomes even more crucial during high-stress times such as holidays. Little things can seem much bigger on important days which come with high expectations.

Make a conscious effort to practice the following basic communication skills:

1. **Listening.** Effective listening requires concentration, tolerance and sensitivity. Concentration means focusing solely on what the speaker is saying. Tolerance involves keeping an open mind to what the other person is saying, rather than being judgmental or defensive. Sensitivity means taking on board the feelings being expressed as well as the words.

Under stress, you are less likely to listen well. It's a good habit to ask your partner to repeat what he or she has said if you doubt that you fully understood. Being a good listener means you will remain better informed.

2. **Expressing yourself.** First you need to listen to yourself to know what you want to get across. If you feel confused, spend a few quiet moments going over your thoughts. Then you'll be ready to state your message clearly, honestly and constructively.

Avoid negative generalizations about the other person. In arguments, attempt to stay on the topic which is the real problem and avoid generalizing, point-scoring and venting your anger just to calm yourself down. Positive resolutions won't come from attacking.

Learn when to give feedback and how to say no to unreasonable demands.

3. **Interpreting body language.** It's inherently difficult to explain nonverbal communication in words. Yet it a central form of communication. It is possible to understand how the other person is receiving your message through clues in his or her movements. We pick up on these clues all the time without realizing it, but sometimes ignore the messages.

When you are talking, watch your partner for signs of understanding, distraction, confusion or boredom and adapt your behavior accordingly. Be aware of crossed arms and avoidance of eye contact. If this is happening, you might need to alter your approach.

4. **Being aware of your differences.** Individuals' perceptions of the same event or piece of information can vary a great deal. Different backgrounds lead to different expectations of the world, and we tend to hear what we expect to hear. Put yourself in your partner's shoes and gear your message specifically toward him or her. Make sure it has been received accurately by asking for feedback. Also remember that many words and concepts have different meanings and so they are often open to misinterpretation.

5. **Resolving conflict.** Conflicts naturally will arise whenever people are living together. Conflicts can occur for many reasons including "black and white thinking," clashing standards or beliefs, unresolved childhood issues, and the background stress of modern life.

Conflicts potentially can be useful and channeled in healthy ways as long as they don't involve threats or stubbornness. They can stimulate discussion and even bring people in a relationship closer together, as long as each partner expresses his or her feelings and opinions in an honest and loving way.

Resolve conflicts by working together so that neither of you is forced to 'give in' or be dominated. Look for solutions that are acceptable to both, and keep working at it until you reach a satisfactory conclusion.

How to Improve Your Communication Skills

If you feel like you lack the basic skills required for good communication, there are a number of reliable ways to improve. Here are a few tips for developing your communication skills:

- 1. Practice active listening. Effective communicators are always good listeners. Active listening means engaging with what people say by giving affirmative replies and asking follow-up questions to show that you are paying attention.**
- 2. Focus on nonverbal communication. Mastering nonverbal cues and nonverbal signals can help prevent mis-communication and signal interest to those around you. Pay attention to your facial expressions and body language when you are speaking with someone in a professional setting. Your nonverbal cues affect the first impression you make on someone. Maintaining eye contact, limiting hand gestures, and having good posture go a long way when meeting someone for the first time.**
- 3. Manage your own emotions. For the sake of clear communication and your own personal well-being, it's important to manage your emotions and express them appropriately in context. Allowing strong emotions to unnecessarily creep into a professional setting can lead to poor communication and conflict.**

4. **Ask for feedback.** There's no shame in asking for honest feedback on your communication skills from colleagues. Asking your peers or subordinates for their advice on improving your communication skills can help you better understand how you are coming across in your work environment. Cultivate a willingness to seek out other points of view and forge better relationships with your coworkers.
5. **Practice public speaking.** Public speaking may sound daunting, but there's no better way to develop good communication skills than by seeking out public speaking opportunities. Great communicators are able to clearly articulate their feelings, whether they're speaking to a large group or talking face-to-face to one other person. Regularly speaking in front of a group will magnify your strengths and weaknesses and force you to develop great communication habits.
6. **Develop a filter.** Effective communicators generally have highly developed social skills and are able to modulate how they express their thoughts and feelings to those around them. Know what's appropriate to express in different interpersonal contexts. Developing a filter will help supplement other communication techniques and ensure that you maintain a certain level of decorum and avoid conflict in the workplace.

Let me conclude with a quote

“...effective communication requires more than an exchange of information. When done right, communication fosters understanding, strengthens relationships, improves teamwork, and builds trust.”

EFFECTIVE COMMUNICATION



Dear Brothers and readers of Hyderabad Outlook, here I am to share with you prospect on effective communication. Being an effective communication means being able to both actively listen and clearly express yourself to those around you. Unfortunately, there is no one skill or technique. A diverse skill set that covers both verbal and non verbal communication cues, as well as close listening.

Four Skills that are Necessary for Effective Communication: -

Developing better communication habits requires several important skills that work in tandem with each other. Here are a few skills that good communicators possess:

1. Listening Skills

Clear communication starts with active listening. An effective communicator uses a variety of listening styles. They pay close attention to what's being said and make others feel heard and considered.



2. Empathy

Being able to understand the feelings of those around you is an integral part of being an effective communicator.

3. Non-verbal Communication Skills

In addition to verbal messages, effective communication relies on nonverbal cues. Developing an awareness of your body language and tone of voice will improve your messaging and presentation Skills.



4. Teamwork

The more you build strong relationships and rapport with others in the workplace, the more effectively you'll be able to communicate with them.

Effective Communication

Effective Communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. In simple words it is nothing but the presentation of views by the sender in a way best understood by the receiver.

****Thank you ****

**St. Joseph High School Community
Kothagudem**

Montfort School, Repalle

Positive communication, negative communication and how to build positive communication.

Today communication skills are very important for living and doing any work. The best communicator earns best fame and name. Communication comes from Latin word Communicare which means to share. Communication is simply the process of sending and receiving information from one person or group to another.

Every communication involves at least one sender, a message and a recipient. This may sound simple but communication is actually a very complex subject. In this article I would like to stress on positive communication and negative communication and effects of them. Today we don't realize how these communication affects our human relations.

Our communication styles are as different as our personalities, and the way we communicate with people has a huge effect on their opinion of us. Positive communication skills make you seem friendly, smart and helpful. In contrast, negative communication skills make you come across as rude and uninterested. In most cases, communication consists of verbal communication and body language.

Positive Communication

Positive communication skills help us connect with people. Today we can gain friends through this positive communication. Everyone in the world likes to listen to positive communication only. Positive communication is nothing but speak clearly and directly to others, rather than through mumbling. Positive communicators make people feel that they are somebody and gives them value. Positive communicator use humor when its appropriate and respond appropriately to others. In professional and personal situations, people understand us by the way we speak with others. Some may judge us by our communication skills. A positive communicator is best problem solver, who's warm and interesting to engage with people will and remember us in a positive light through warm and good communication.

Positive Body Language

Body language can make a big difference in how you perceive someone. Positive body language makes a person seem interested and engaged in conversation. The person with positive body language is so confident and he is thorough with message that to be delivered. Positive body language includes standing up straight, making eye contact with peers, and nodding occasionally to show attentiveness. It is also called nonverbal communication. We need to improve our non-verbal communication by practicing a few things like; when we give a speech, we need to maintain eye contact, smile and use tone of voice that matches our message. when we are a listener; we need to nod our head to convey that we agree and lean forward to show that you are interest in the speaker's message.

Negative Verbal Communication

A person with negative verbal communication skills is not pleasant to have a conversation with. They may speak too loudly or too softly, and not pay attention to the other person. The content of their conversation may be selfish and dishonest. People with negative verbal communication skills are not good listeners and may be impatient or interrupt others during conversation.

Negative Body Language

Likewise, people can make poor impressions on others by displaying negative body language. This includes failing to make eye contact, stooping, crossing your arms or shifting during conversation. Physical nervous ticks, such as cracking your knuckles or picking at your nails, make you seem disinterested in the conversation. Some physical behaviors, such as looking around or checking your watch during conversation, are downright rude.

How to build Positive Communication Skills

Examine how you listen, making sure that you try to keep your mind clear while the other person is talking. Concentrate on what he is saying and don't think about what you're going to say next.

Respond to facts and don't rush out in emotion when a difficult situation arises. Express understanding and a willingness to work on the situation. Don't play the blame game. Take responsibility for your own actions. Realize that any emotional reactions you have had in the past may have caused the current difficulty in communication.

Verify that you have heard correctly. When someone is explaining a situation or giving you instructions, you may think you heard correctly but might have missed something. Work on this aspect of communication by following up with a summary. Repeat what the other person said in your own words. If you did hear correctly, this will show the other person you were listening. If not, this gives you an opportunity to immediately correct any communication errors.

Know that every person has his own agenda. This means that each person is working toward the goals that are most important to him. Talking about what is important to you and listening to what is important to your co-workers is an important piece of the communication at work. When possible, communicate how your agenda could also benefit your co-worker's.

Be aware of how you speak. Stay away from language that could be construed as offensive or vulgar. Use positive words. Instead of analysing a situation from the negative side, analyse and instruct on those aspects that are positive and use language that inspires a team environment.

Apologize with sincerity when necessary. Everyone makes mistakes. When you make a mistake at work, take responsibility for your actions and sincerely apologize. Do not to assign blame. Explain what happened, without shirking responsibility or blaming, and express how you will avoid similar mistakes in the future. When possible, try to make amends. These are some of points which helps us to build positive communication in our life.



HOW WE SHOULD EXPRESS OURSELVES IN ORDER TO BE UNDERSTOOD

People's three biggest fears: loving someone without being loved in return; searching for friends and not finding any; saying something and not being understood. There is no solution to the first two. For the third there is at least a principle. The British philosopher Paul Grice (1913-88) dedicated his life to this problem and in 1975 finally formulated the so-called Cooperative Principle, a basic rule for effective communication:

'Make your conversational contribution such as is required, at the stage at which it occurs, by the accepted purpose or direction of the talk exchange in which you are engaged.

' You might be thinking that Grice could have done with some language training himself, but let's take a closer look at what the Cooperative Principle is actually all about. According to Grice, speaker and listener want to (and have to) behave cooperatively. This means that one person wants to be understood, the other to understand. In order for this to work, Grice proposed four conversational maxims:

1. **Maxim of quantity:** say enough for your counterpart to understand, but don't say too much, or you will cause confusion.
2. **Maxim of quality:** tell the truth, don't speculate, don't dupe the person into believing something different.
3. **Maxim of relevance:** don't say anything irrelevant, don't change the subject.
4. **Maxim of manner:** avoid ambiguity, vagueness, verbosity and volatility, and stick to a logical argument.

If we follow these maxims, then, as a general rule, we will be understood. But what happens if we don't follow them, which is the case in most of our conversations?

- We can violate the maxims without being noticed. That's called 'lying'. ('Did you wreck the car? "No, I didn't' - although you did.)
- We can violate the maxims deliberately by saying something else but expecting the listener to understand the message correctly. That's called 'flouting'. (A typical form is irony: you look out of the window to see the storm intensify. You then turn to your friend and say: 'What wonderful weather!')
- We can refrain from cooperation. That's called 'opting out'. (If you say: 'My lips are sealed', this implies you know something, but won't talk about it and this will end all communication.)

Trinity High School, Mancheril

Enhancing human relationships



Dear Brothers and readers of the Hyderabad Outlook, I have nib down here some of the significant ingredients to intensify our human bond more deeper, wider and stronger by abiding in God, and God in us.

It enables us to love God above everything for his own sake and to love our neighbor as God loves us. This is the virtue which perfectly binds together all other virtues. We cannot work for justice without love. To be just is to love and vice versa. "God is love, and those who abide in love abide in God, and God in them" (1 John 4:16)

Life is Sacred.

God loved us first.

We are created in His image.

We must love ourselves in order to love others.

God gives us grace to reach out beyond ourselves.

So, to enhance our deep human relationship we need to practice these four features, through that we can maintain our fellowship and brotherly bond towards each other and experience the love, care and concern that we have for all of us.

Family Love

Love of a parent for a child, a child for a parent, spouses for each other and relatives for one another



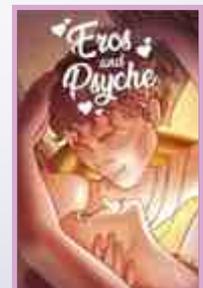
Friendship



Deep, tender affection which exists between friends. Friendship includes shared interests as well as mutual trust and enjoyment of one another's company.

Eros

Passionate human love which can exist between a man and a woman. Eros always seeks union and thus includes sexual love



Agape



Conscious choice is to will for the good of another. It is not a feeling. This Christian love treats all with kindness no matter what they may have done to us, no matter whether we like them or they like us. This is the love that the Holy Spirit enables us to have for others.

At last, here I would like to conclude my short write – up note about enhancing human relationship with a short prayer.

“O God, the source of inspiration and the origin of all human relationship, from you is all human relationship, and to you return all human relationship. So, let us make us to live in harmony, and let us to enter the paradise, the house of harmony. Blessed be to you our Lord, to whom belongs all majesty and honour.”



**Bro. Pradeep Barla
Trinity School, Mancherial**

COMMUNICATION IN RELATIONSHIPS

If there is mis-communication, we will miss the opportunity to build trust and relationship and as a result both team will feel frustrated.

Every religious person must feel the need for communication which is primarily a human need. Mostly communication and relationship is connected with partners which is a human need. It is like in a family working together for security and emotional skills. It is also about what gives them certainty and what makes them feel stable.

Well, in religious life communication can be termed as an underrated skill. In a corporate world we talk about soft skills. If we read the book titled "Skill it, Kill it" by Ronnie Screwvala, a well-known business man inspired by his interaction with listeners, feels that life long learning is an integral element of growth in this era's hyper competitive environment. He believe that equipping ourselves with the right communication skills is important and without it, people are often left behind despite having the right hard skills for a job.

What skills do religious need today? We assure that communication is tethered on oratory skills a command of the language. Infact we should go beyond this like "listening, absorbing and knowing when to stop". So we must acquire the art of communicating through inter personal dialogues, inflame thus, create and impact on minds of people, we need to foster empathy, allow person to finish what he/she speaks.

Listening is a skill which is very hard for religious. It needs focused thoughts, attention, feedback and the ability to absorb what another person speaking. So we need to listen, observe and learn.

So when we communicate naturally relationship builds up between individuals and communities. A religious need to correct himself/herself to the framework of the rules and regulations of an organization.

A derailed relationships in the communities and among individuals will destroy the basic idea of communication, relationship outside. Communities will end up in wrong communication. Therefore each individual must over helmed in multitasking and connect other members.

Bro. Thomas C.A

7 C's of Effective Communication

Dear outlook readers greetings from Bro. Visuvasam



Effective communication represents the process of exchanging ideas, thoughts, knowledge and information of such in which the purpose or intention is fulfilled in the best possible manner. In simple words, it is nothing but the presentation of views by the sender in a best way understood by the receiver.

We can say that it generally involves;

Sender: The person who initiates the process of communication by sending a message.

Receiver: The one to whom the message is to be delivered.

The first step towards effective communication is to follow the 7 Cs of communication.

These 7 Cs of communication are clarity, coherence, confidence, correctness, conciseness, concreteness, and courtesy.

C #1: Clarity

Clear communication implies that the communicator highlights a specific piece of information only.

A clear communicator focuses on pursuing a specific goal and delivering a specific message.

C #2: Coherence

Coherent communication implies that the information transmitted is logical and consistent.

A coherent communicator connects all points discussed and ensures that they all are relevant to the main topic.

C #3: Confidence

Confident communication implies that the communicator is in control of the communication process.

A confident communicator gives extra credibility to the words by stating thoughts, beliefs, ideas, and opinions assertively.

C #4: Correctness

Correct communication implies that there are no errors in communication.

A correct communicator shows respect to her fellow communicators by ensuring grammar, pronunciation, and vocabularies are up to par.

C #5: Conciseness

Concise communication implies that the information is communicated in the fewest words possible. A concise communicator sticks to the point and keeps things in brief.

C #6: Concreteness

Concrete communication implies that the information is presented in a specific, definite, but also in vivid manner. A concrete communicator provides a clear picture of what she wants to convey.

C #7: Courtesy

Courteous communication implies that the information is delivered with respect.

A courteous communicator is open, friendly, and honest.

Thank you and see you in the next E- magazine.

Bro. Visuvasam



Manfort Bhavan, Hyderabad

Definition: Effective communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. In simple words, it is nothing but the presentation of views by the sender in a way best understood by the receiver.

We can say that it generally involves;

Sender: The person who initiates the process of communication by sending a message;

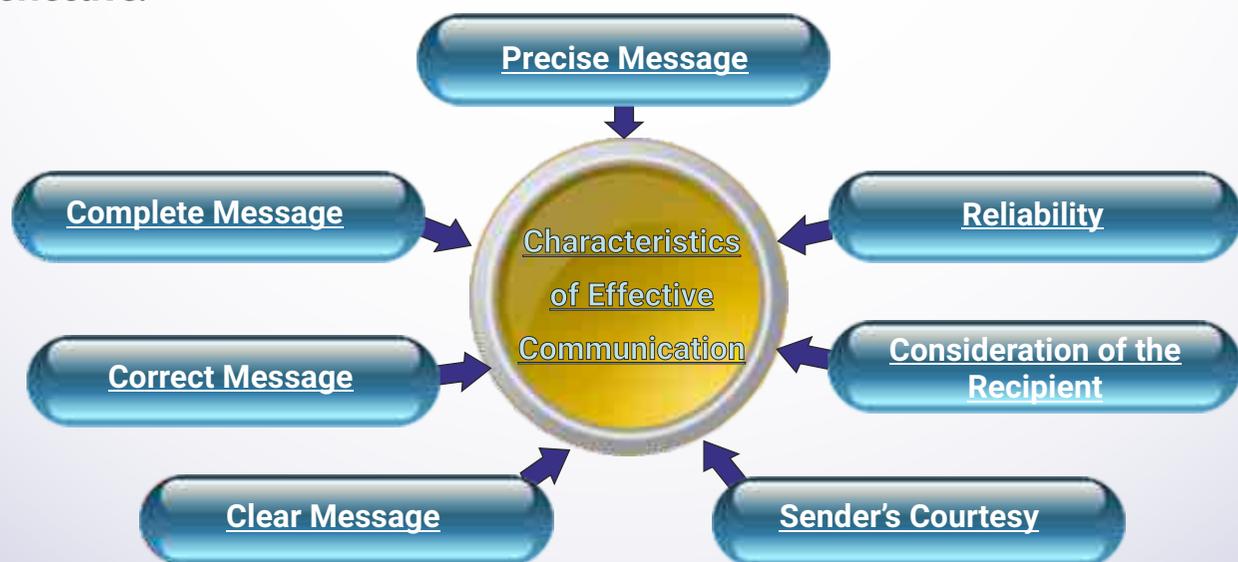
Receiver: The one to whom the message is to be delivered.

Content:

- Characteristics
- Skills
- Significance
- Barriers

Characteristics of Effective Communication

Just delivering a message is not enough; it must meet the purpose of the sender. Keeping this in mind, let us discuss the elements which make communication effective:



- ★ **Clear Message:** The message which the sender wants to convey must be simple, easy to understand and systematically framed to retain its meaningfulness.
- ★ **Correct Message:** The information communicated must not be vague or false in any sense; it must be free from errors and grammatical mistakes.
- ★ **Complete Message:** Communication is the base for decision making. If the information is incomplete, it may lead to wrong decisions.
- ★ **Precise Message:** The message sent must be short and concise to facilitate straightforward interpretation and take the desired steps.
- ★ **Reliability:** The sender must be sure from his end that whatever he is conveying is right by his knowledge. Even the receiver must have trust on the sender and can rely on the message sent.
- ★ **Consideration of the Recipient:** The medium of communication and other physical settings must be planned, keeping in mind the attitude, language, knowledge, education level and position of the receiver.
- ★ **Sender's Courtesy:** The message so drafted must reflect the sender's courtesy, humbleness and respect towards the receiver.

**The biggest
communication problem
is we do not listen to
understand.
We listen to reply.**

Effective Communication Skills

Conveying a message effectively is an art as well as a skill developed after continuous practice and experience. The predetermined set of skills required for an influential communication process are as follows:

Recipient

- ★ **Observance:** A person must possess sharp observing skills to gain more and more knowledge and information.
- ★ **Clarity and Brevity:** The message must be drafted in simple words, and it should be clear and precise to create the desired impact over the receiver.
- ★ **Listening and Understanding:** The most crucial skill in a person is he must be a good, alert and patient listener. He must be able to understand and interpret the message well.
- ★ **Emotional Intelligence:** A person must be emotionally aware and the ability to influence others from within.

Effective Communication Skills



- ★ **Self-Efficacy:** Also, he/she must have faith in himself and his capabilities to achieve the objectives of communication.
- ★ **Self-Confidence:** Being one of the essential communication skills, confidence enhances the worthiness of the message being delivered.
- ★ **Respectfulness:** Delivering a message with courtesy and respecting the values, beliefs, opinions and ideas of the receiver is the essence of effective communication.
- ★ **Non-Verbal Communication:** To connect with the receiver in a better way, the sender must involve the non-verbal means communication too. These include gestures, facial expressions, eye contact, postures, etc.
- ★ **Selection of the Right Medium:** Choice of the correct medium for communication is also a skill. It is necessary to select an appropriate medium according to the situation, priority of the message, the receiver's point of view, etc.
- ★ **Providing Feedback:** Effective communication is always a two-way process. A person must take as well as give feedback to bring forward the other person's perspective too.

Our mission is to bring glory to God. This includes the way we communicate with one another. Doing communication God's way yields peace and joy.

Significance of Effective Communication in a Community

You must be wondering, what is the role of effective communication in a community? To answer this question, let us understand the following importance of effective communication:

Significance of Effective Communications in Community

Effective

Community Building

Growth of the Community

Build Strong Relationships

Ascertain Transparency and Develops Trust

Facilitates Creativity and Innovation

Reduces Misunderstanding

Community Growth

Effective Communication: Effective communication ensures self-discipline and efficient Community since the Brothers are heard by the Superiors, and there is open communication in the Community.

Community Building: Brothers in the Community work as a team to accomplish common goals, thus effective communication boosts the morale of the whole team.

Growth of the Community: It ensures better decision making, intensifies public relations and enhances problem-solving ability. All this leads to corporate growth and development.

Build Strong Relationships: Interactions often simplify things; they positively motivate the Brothers to perform better and maintain long-term relations with Brothers in the Community.

Ascertain Transparency and Develops Trust: Effective communication is considered to be a base for building trust and assures sharing of complete information.

Facilitates Creativity and Innovation: It creates an environment where Brothers are free to share their ideas by exploring their creative and innovative side.

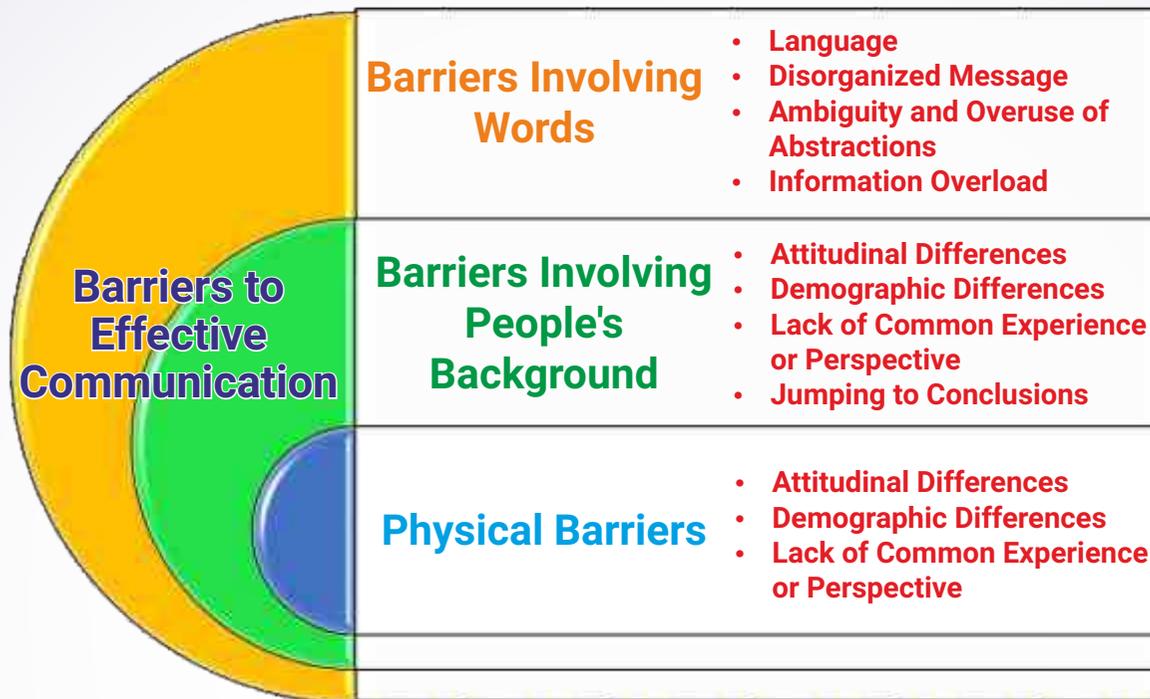
Reduces Misunderstanding: Effective communication eliminates the possibility of confusion and misunderstanding by conveying the message clearly and appropriately.

Community Growth: By maintaining cordial relations between the Brothers in the Community, will enhances the functioning and leads to the achievement of common goals and objectives.

Communication is the solvent of all problems and is the foundation for personal development.

Barriers to Effective Communication

There are certain obstacles which sometimes hinder the process of communication, making it less useful for the sender as well as the receiver. These barriers are categorised under three groups. Let us understand these in detail below:



Barriers Involving Words

Words play an essential role in the process of communication. Any disturbance or distraction in the way a message is presented may lead to miscommunication. Following are the different types of communication barriers related to words:

Language: It is a medium of communication. If the sender is making excessive use of technical terms, it will become difficult for the receiver to understand the message clearly.

Ambiguity and Overuse of Abstractions: Even if the message is presented in a non-realistic or vague context involving a lot of notions, the receiver won't be able to connect with the idea properly.

Disorganised Message: When the words are not organised systematically to form a powerful message, it loses its efficiency and meaning.

Information Overload: The effectiveness of communication reduces when a person keeps on speaking for an extended period. Thus, leading to the receiver's exhaustion, who won't be able to keep track of everything that is conveyed.

Barriers Involving Brothers Background

Brothers belong to different backgrounds, i.e., culture, education level, etc. These attributes majorly affect the efficiency of the communication process. It involves the following related obstacles:

Attitudinal Differences: At times, Brothers are resistant to understand or change their mind when they have set their views about a particular topic. Their attitude obstructs meeting the purpose of the communication.

Demographic Differences: The difference in age, generation, status, tradition, etc., creates a lack of understanding among Brothers and thus, hinders the process of communication.

Lack of Common Experience or Perspective: The experiences of a Brothers develops their perspective of seeing things in a particular way. This perspective varies from Brother to Brother. Therefore, it becomes difficult for a receiver to relate with the sender's experience or views as he might have never gone through it himself.

Jumping to Conclusions: Some Brothers lack the patience of listening to others and often jump to conclusions between the communication, thus neglecting the motive of the message.

Thus, we can say that the significant purpose of communication is to pass on the information to the receiver in such a manner that it does not lose its significance. At the same time, the message must be received in its purest form.

Communication – the human connection – is the key to personal and career success.

**The Rosary is the most powerful weapon to touch the Heart of
Jesus, Our Redeemer, who loves His Mother**





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