

Ch-1 Communication skills

What is communication?

The imparting or exchanging of information by speaking, writing or using some other medium and means of sending or receiving information.

Types of communication-

1. Verbal- i.e, communicating orally. Pros-

- I. straightforward to express the feeling.
- II. Speedy form of communication
- III. Instant feedback
- IV. Interactive

Cons- 1. Not a complete form of communication
2. Not possible to represent things officially
3. Incomplete to keep records

2. Non-verbal- i.e communicating using body language, gestures or tone and pitch. the process of communication through sending and receiving wordless messages between people using cues like gestures, body language and voice tone etc. **Pros-** 1. Very fast

2. No language barrier
3. Easy to demonstrate.

Cons- Regional and cultural difference

1. Not suitable for lengthy message
2. Incomplete form of communication

Written- i.e communicating via handwritten or printed information

3. Written- Writing is a form of communication that allows students to put their feelings and ideas on paper.

Pros- 1. permanent storage
2. Convey sincerity
3. Facilitates re-use

Cons- 1. Cost of storage
2. Time consuming
3. A barrier of qualification/languages

4. Visual form- i.e, communicating via pictures, logos, posters, maps or charts etc.

Pros- clears the barrier of language and qualification

More interactive

Require other forms of communication-

Cons- 1. Comparatively expensive
2. Require specialized storing
3. Time consuming
4. Not a complete form of communication

Learning objectives of Effective communication

1. Development of Interpersonal Skills
2. To express effectively & with maximum efficiency

1. **Phrases-** Phrases are a group of words that work together to communicate an element of speech.

1. What is a sentence?

A set of words that is complete in itself, typically containing a subject and predicate, conveying a statement, question, exclamation, or command, and consisting of a main clause and sometimes one or more subordinate clauses.

Types of sentences:-

1. **Declarative**- Tells something. Ends with a period(.)
2. **Interrogative**-Asks a question. Ends with a question mark.(?)
3. **Imperative**- shows strong feeling. Ends with an exclamation mark.(!)
4. **Exclamatory**-Gives a command. Ends with a period or an exclamation mark.(. or !)

3. **Parts of speech**- A category to which a word is assigned in accordance with its syntactic functions. In English the main parts of speech are noun, pronoun, adjective, determiner, verb, adverb, preposition, conjunction, and interjection.

What is a paragraph?

A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic.

Communication means sharing meaning. With no sharing, there is no communication.

A communication barrier is thus anything that prevents us from receiving and understanding the messages others use to convey their information, ideas and thoughts. **Communication between two individuals should be simple**

Some barriers to effective communication you should be aware of are:

Physical Barriers – Physical barriers separate people from each other and mark territories. These barriers can often be seen in the workplace where offices and closed doors stop communication.

Language Barriers – Not using words another can understand will certainly stop your message from being conveyed. This not only applies to actual languages but also expressions, format used, buzz words and other jargon.

If one is not familiar with your language, misinterpretation will occur. FOR EXAMPLE

'IP' MEANS Internet protocol and Informatics practices also.

Gender Barriers – Variation exists among masculine and feminine styles of communication. There are distinct differences between the speech patterns in a man and those in a woman. A woman speaks between 22,000 and 25,000 words a day whereas a man speaks between 7,000 and 10,000.

Attitudinal Barriers - as those behaviors or perceptions that are divisive in nature – the ones that can lead to nagging doubt, sullen disagreement or even overt conflict. They all interfere with and undermine communication. These are barriers that distance one from others. These are visible through withdrawal, meaningless rituals which keep one devoid of real contact, superficial activities and more

Perceptual Barriers –. People tend to interpret messages from their own point of view or ideologies. Without thinking, one might only view a message from his or her own mindset rather than looking at it from another viewpoint.

The problem with communicating with others is that we all see the world differently.

You might ask someone an innocent question based on a previous experience but it is quite likely for them to perceive it with suspicion.

Cultural Barriers – Ethnic, religious, and social differences can often create misunderstandings when trying to communicate. These differences can also affect one's perception and create confusion in getting a message.

Emotional Barriers –If one is consumed with emotion he will have difficulty in understanding what is communicated. Hostility, anger, fear, and other emotions make it hard to hear outside one's own self.

The roots of our emotional mistrust of others lie in our childhood and infancy when we were taught to be careful about what we said to others. We must have been often warned- "Mind your P's and Q's". "Don't speak until you're spoken to".

Principles of Communication

A. Seek first to understand, then diagnose and prescribe:

The most important principle of communication is that we should understand the other person with our mind, heart and soul, deeply, without judging, without censoring.

B Face to Face Communication is most effective:

A face to face discussion can give us much better results. **In a face to face interaction, we are able to observe and respond to**

verbal and non-verbal cues.

C Communication becomes complex as the number of people we are communicating with increases:

D Communication across cultures differs

E Feedback is the key to effective communication: Communication transactions continue to evolve effectively in the presence of feedback.

7 Cs of effective communication:

1. Be Clear- avoiding the use of complex words, sentences, and fuzzy language.

2. Be concise- Make your message brief and to the point. gives only relevant information, no extra info

Be Concrete- BE specific and clear rather than vague. Include supporting facts and figures to underscore your message,

Be Correct- using the right level of language. your facts and figures are correct

Be Coherent- Does your message make sense? Check that each sentence flows logically

Be Complete- Your message must contain all the necessary information to achieve the desired response.

Be Courteous- Check that your message is polite, shows respect for the feelings of the receiver, and is tactful.

Identifying Four Kinds of Sentences Worksheet-1

Directions: Read each sentence and add the correct punctuation mark. Then, label it; imperative, declarative, interrogative or exclamatory.

1. How well she sings!
2. What is your name?
3. Did I say anything to make you angry?
4. What is your name?
5. Who told you this?
6. She is a successful writer.
7. It is raining cats and dogs.
8. I want to become a writer.
9. She does not eat meat or fish.
10. Go at once.
11. Bring me that file.
12. My mother makes delicious cookies. 3. Get lost.
13. Fetch me a glass of water.
14. Please be seated.
15. Sit down.
16. She writes with her left hand.
17. What a tragedy!
18. How beautiful she is!
19. I have two sisters.
20. How ridiculous this is!
21. I have lost my way.

Worksheet 2: Barriers to Communication

Answer the following quiz questions-

1. Not stating instructions clearly is an example of _____ (language barrier)
2. Not understanding the customs or traditions of a speaker could mean there is a _____ (cultural barrier)
3. When you are overcome by your own feelings and unable to communicate well it means there is an _____ (emotional barrier)
4. Using slang or words that are used within your own social group is an example of a _____ (cultural barrier)
5. You may like to have your own private cabin to work in but if you are not willing to meet your team face to face it is an indication of a.....
(physical barrier)

6. You have an _____ (attitudinal barrier) if you think you are more qualified than others and are superior in knowledge.
7. If you have a totally different viewpoint from your team mates on the way a training programme is to be planned you have a(conceptual barrier)