

Unit 01 (Verbal Communication)

- 1) **Communication** : The word derived from latin word meaning "to share".
 Communication is defined as the purposefully exchanging of information between two or more people through a common system of sign or symbols.

→ There are two types of communications : (In main)

- 1) **Verbal Communication** : Verbal communication is the use of words to convey a message. Some forms of verbal communication are written and oral communication.

eg. of written communication

- Letters
- Texting
- Emails
- Books

eg. of oral communication

- face to face
- Speech
- Host on a radio
- Interviews

- 2) **Nonverbal Communication** : Non verbal communication is the use of body language to convey a message.

eg. of body language communication

- 1) Waving
- 2) Head shaking
- 3) finger tapping
- 4) Handshakes
- 5) Smile
- 6) Use sign language.
- 7) Hugs
- 8) Making eye contact
- 9) Arms crossed over chest

→ Technical & Non-technical Communication

1) Technical Communication: Technical communication is the type of communication in which we share or exchange technical information in our workplace.

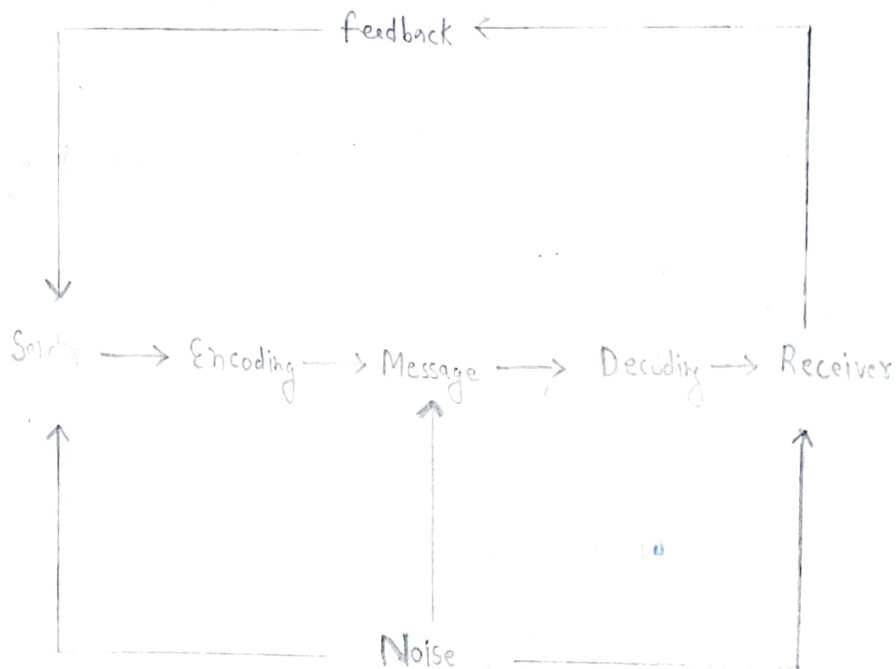
→ It is used to convey scientific, engineering or other technical information.

→ It is used to make information clear & understandable in order to make business more productive.

Non-technical Communication: ^{technical} Non-communication is people which do not understand or do not have right, exact or advance knowledge. However there are many ways to communicate with them so that they can understand what are you saying.

Communication process

The communication process includes the steps we take in order to ensure we have succeeded in communicating.



(ATUL KUMAR)

→ Professional Communication : Professional communication incorporates written, verbal, visual and digital communication to provide factual information that is usable in the workspace.

- ✓ → It occurs within a community
- ✓ → Is interactive
- ✓ → Has a definite purpose
- ✓ → enhances relationships
- ✓ → to build a positive working relationship
- ✓ → Helps to be more productive

→ Presentation : The act of giving or showing something to somebody. A presentation conveys information from speaker to an audience.

→ Use slides with the following qualities to enhance your presentation

- 1) limited keywords should be used on the slides
- 2) Include audio or visuals
- 3) Don't use complex table
- 4) Use graphs, charts for explaining your content better
- 5) Add images & animations
- 6) Give proper references

→ To be a good presenter

- 1) Be prepared
- 2) Believe in yourself
- 3) Interact with your audience
- 4) Know your audience
- 5) Be concise
- 6) Manage your time
- 7) Take your time
- 8) Prepare good visuals
- 9) Keep alert and flexible
- 10) Anticipate and manage questions
- 11) Make a strong finish
- 12) Always be yourself

→ Things to consider before delivering a presentation

- 1) Set your objective clearly
- 2) Audience (know your audience, characteristics etc.)
- 3) Create visual aids
- 4) Inspect the venue before
- 5) Dress appropriately acc. to the theme of presentation
- 6) Be aware of the differences of culture, belief and custom.

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→ There are three main steps in presentation:

- ① opening / Introduction
- ② Content
- ③ Closing

→ i) opening of presentation

ii) Greeting and welcoming the audience " By quoting a famous person "

iii) Introduce yourself

iv) Stating the purpose

v) Explaining the relevance of the topic

vi) Structuring the opening

→ vii) Content

→ viii) Closing

ix) Summarizing main points

x) Making recommendation and suggestions

xi) Inviting question

xii) final statement

xiii) End with good conclusions " By quoting a famous person "

→ Technical and non-technical skills

Technical skills may be related to your field, non-technical skills are not related to any field and can be used and applied by anyone.

→ Soft Skills

personal attributes that enable someone to interact effectively and harmoniously with other people.

→ It is a combination of people skills, social skills, communication skills, character or personality traits, attitudes, social & emotional intelligence that enables us to navigate the environment, and work well with others.

→ Key soft skills includes

- 1) Attitude
- 2) Communication (both listening & speaking skills)
- 3) Work ethic
- 4) Teamwork
- 5) Leadership qualities
- 6) Time management
- 7) Decision making
- 8) Conflict resolution
- 9) Networking
- 10) Empathy
- 11) Problem-solving
- 12) Compassion in leadership

→ Body language: Body language is a form of non-verbal communication, which includes actions and mannerisms such as

- facial expression
- gestures
- Postures
- Hand movement
- eye contact
- Proxemics

→ Body language is the use of physical behaviour, expressions and mannerisms to communicate non-verbally. Non-verbal behaviours can allow people to be at ease, build trust and connect with others.

Group Discussions :

Group discussion is an activity of group of individuals, typically who share a similar interest, gather either formally or informally to discuss ideas, solve problems or make comments.

- It is an important activity in academics, business and administrative sphere.
- It is a systematic and purposeful interactive oral process.
- Here the exchange of idea, thoughts and feeling takes place.
- The participants sit facing each other almost in a semi-circular way and express their views on the given topic / issue / problem.

→ Importance of group discussions at college level :

- ① To evaluate student's
 - i) Subject knowledge
 - ii) Oral communication skills
 - iii) Clarity of thoughts and expression
 - iv) Leadership skills
 - v) Team management skills

Advantages of group discussion:

- 1) More information
- 2) Diversity of views
- 3) Greater acceptability
- 4) Degree of involvement
- 5) Encourages people's participation
- 6) Creativity (out of the box thinking)
- 7) Building relationship with others

Debate : a formal argument or discussion that expressing different opinions.

Advantages of debate : 1) Improve quick thinking
2) Improved critical thinking skills

→ Differences b/w Group discussion & debate

Group Discussion

- 1) Not competitive in nature but a co-operative group process.
- 2) It includes fact & figures
- 3) It rules out to find a solⁿ
- 4) It may be a healthy conversation
- 5) Communication with strong knowledge
- 6) End result depend on group view

Debate

- 1) It is competitive in nature that includes fact & figures.
- 2) It has no negotiation
- 3) Putting views calmly with contents
- 4) Statements with fact & figures
- 5) end result depends on voting
- 6) In debate, speaker either present their view "in the motion" or "against the motion".

→ Interview & Elocution

↳ the art of speaking effectively in public.

→ Interview — Definition

— Importance

— Type

— forms

— weaknesses

— ways to improve weaknesses

→ Ways to Success in Interview

→ Elocution — Definition

→ Proxemics