Communication Skills - I

Introduction to Communication

Definition:

- Communication is the process of sharing information, ideas, thoughts, or feelings between two or more people.
- Example:
 - When a teacher explains a lesson to students, it is communication.

Purpose of Communication:

- To share information
- To express feelings
- To ask questions
- To give instructions
- To build relationships

Types of Participants in Communication:-

- Sender The person who sends the message
- Receiver The person who receives the message

Medium of Communication:-

• Spoken words, written text, gestures, pictures, etc.

Importance of Communication:-

- Helps in understanding others
- Solves problems
- Improves relationships
- Useful at school, home, and workplace

Methods of Communication

• There are three main methods of communication:

1. verbal Communication:-

Definition:

• Verbal communication is the use of words to share information.

Types:

- Oral Communication Speaking or talking
 - Example: Face-to-face conversation, telephone calls
- Written Communication Using written words
 - Example: Letters, emails, SMS, reports

Advantages:-

- Clear and direct
- Can be quick (oral)
- Can be saved (written)

2. Non-verbal Communication :-

Definition:

- Non-verbal communication is the use of body language, facial expressions, gestures, and tone of voice.
 - o Examples:

Smiling, nodding, shaking hands

Eye contact, posture, silence

Importance:-

- Supports verbal communication
- Shows emotions and feelings

3. Visual Communication:-

Definition:

- Visual communication uses images, charts, maps, signs, and symbols to communicate.
 - Examples:

Road signs, Graphs and diagrams, Posters and slides

Usefulness:-

- Helps in better understanding
- Useful for people with language barriers

Importance of Communication Skills

Definition:

Communication skills are the ability to send and receive messages clearly and effectively.

Why Communication Skills Are Important:

- Helps in Expressing Ideas Clearly
 - You can share your thoughts, feelings, and opinions easily.
- Builds Better Relationships

Good communication helps you connect well with family, friends, teachers, and colleagues.

• Solves Problems Faster

You can explain your problems and understand others' points of view.

Boosts Confidence

Good communication makes you feel confident in public speaking or interviews.

• Useful in Education and Workplace

Helps in giving presentations, writing reports, and attending meetings.

Avoids Misunderstanding

When you speak clearly and listen carefully, confusion is reduced.

• Improves Teamwork

In group work or projects, communication keeps everyone on the same page.

Elements of Communication Cycle

Definition:

 The communication cycle is the process through which communication happens between a sender and a receiver.

It has six main elements:-



- The person who begins the communication by creating and sending a message.
- Example: A teacher giving instructions.

2. Message:

- The information, idea, or feeling that is to be communicated.
- Example: "Submit your homework by 5 PM."

3. Encoding:

- Converting the message into symbols, words, or gestures that the receiver can understand.
- Example: Speaking, writing, or using hand gestures.

4. Channel:

- The medium used to send the message.
- Example: Phone call, email, face-to-face talk.

5. Receiver:

- The person who receives and interprets the message.
- Example: A student listening to the teacher.

6. Decoding:

- The receiver understands or interprets the message.
- Example: Student understands the instruction to submit homework.

7. Feedback (Optional but Important):

- The response given by the receiver to show whether the message is understood or not.
- Example: "Okay ma'am, I'll submit it."

Importance of Communication Cycle:

- Helps in clear communication
- Ensures the message is received and understood
- Builds effective two-way communication

Principles of Effective Communication (7 Cs)

Definition:

• The 7 Cs of communication are key principles that help in making communication clear, complete, and successful.

The 7 Cs are :-

- 1. Clarity
 - Meaning: The message should be clear and easy to understand.
 - Example: "Submit your homework by 5 PM." (Clear and specific)
- 2. Conciseness
 - Meaning: Use only necessary words. Avoid long or extra sentences.
 - Example: "Please wait here" is better than "I would like to request you to kindly wait here for a while."
- 3. Correctness
 - Meaning: The message should be grammatically correct and accurate.
 - Example: No spelling or factual errors.
- 4. Completeness
 - Meaning: Include all the needed information in the message.
 - Example: "Meeting at 10 AM in Room 203 with Manager" (complete info)
- 5. Concreteness
 - Meaning: The message should be specific, not vague.
 - Example: "Submit the report by Friday 5 PM" instead of "Submit it soon."
- 6. Courtesy
 - Meaning: Be polite and respectful in your communication.
 - Example: Use words like "Please," "Thank you," and "Kindly."
- 7. Consideration
 - Meaning: Keep the receiver's point of view in mind.
 - Example: Use simple words for someone new to the topic.

Why 7 Cs are Important:

- Makes the message effective and professional
- Reduces confusion and misunderstandings
- Helps in successful communication in school, work, and daily life

Barriers to Effective Communication

Definition:

 Barriers to communication are problems or obstacles that stop the message from being properly understood by the receiver.

** Types of Communication Barriers:

- 1. Psychological Barriers
 - Meaning: Mental or emotional problems.
 - Examples: Stress, Anger, Low confidence, Fear
- 2. Danguage Barriers
 - Meaning: Using difficult words, different languages, or grammar mistakes.
 - Examples:

Speaking English to someone who knows only Hindi Using technical words with a beginner

- 3. Physical Barriers
 - Meaning: Environmental or external factors.
 - Examples: Noise, Distance, Bad network or poor lighting
- 4. Cultural Barriers
 - Meaning: Differences in traditions, values, or beliefs.
 - Examples:
 - o Different body language meanings in different cultures
 - Greetings or expressions not understood by all
- 5. Organizational Barriers
 - Meaning: Barriers that occur within offices, schools, or institutions.
 - Examples:
 - No clear hierarchy
 - o Poor structure of communication flow
- - Meaning: The receiver is not focused or not interested.
 - Example :- Student not listening during class

Result of Barriers:

- Misunderstanding
- Confusion
- Conflict
- Delay in work

Ways to Overcome Communication Barriers

Definition:

- These are the steps we can take to reduce or remove problems that block effective communication.
- ✓ How to Overcome Communication Barriers:
- 1. Two Use Simple and Clear Language
 - Avoid difficult or confusing words
 - Speak or write in a way the listener can understand
 - Example: Use everyday language instead of technical words.
- 2. De a Good Listener
 - Pay full attention when someone is speaking
 - Do not interrupt
 - Give feedback to show understanding
 - Example: Nodding or saying "Okay" to show you're listening.
- 3. * Give Complete and Correct Information
 - Provide all important details
 - Avoid giving wrong or half information
 - Example: Say "Meeting at 3 PM in Room 12" instead of just "Meeting at 3."
- 4. Se Polite and Respectful
 - Use kind and respectful words
 - Avoid rude tone or body language
 - Example: Say "Please wait" instead of "Wait there!"
- 5. Choose the Right Medium
 - Select the best way to send the message: face-to-face, phone, message, or email
 - Example: Urgent message use a phone call instead of email.
- 6. 🤔 Understand the Listener's Background
 - Consider their language, culture, education level, and emotions
 - Example: Don't use English idioms with someone who just started learning English.
- 7. Ask for Feedback
 - Make sure the message is understood correctly
 - Example: "Did you get what I said?" or "Is that clear?"

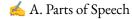
Conclusion:

By following these steps, we can make our communication more effective, friendly, and problem-free.

Basic Writing Skills

Definition:

Writing skills mean the ability to write clearly, correctly, and effectively to express your thoughts.



• These are the basic building blocks of sentences.

1. Noun – Name of a person, place, or thing.

Example: Riya, school, pen

2. Pronoun – Used in place of a noun.

Example: he, she, it, they

3. Verb – Action word.

Example: run, write, speak

4. Adjective - Describes a noun.

Example: tall, smart, beautiful

5. Adverb – Describes a verb.

Example: quickly, loudly, happily

6. Preposition – Shows position or time.

Example: in, on, at, under

7. Conjunction – Joins words or sentences.

Example: and, but, or, because

8. Interjection – Shows sudden feeling.

Example: Oh! Wow! Alas!



B. Sentence Formation

Definition:

• A sentence is a group of words that makes complete sense.

Types of Sentences:

1. Declarative – Gives information.

Example: She is a teacher.

2. Interrogative – Asks a question.

Example: Are you coming?

3. Imperative – Gives a command or request.

Example: Please sit down.

4. Exclamatory – Expresses strong feelings.

Example: What a beautiful day!

C. Paragraph Writing

Definition:

• A paragraph is a group of sentences about one topic.

Tips for Writing a Good Paragraph:

- 1. Start with a topic sentence
- 2. Add supporting details
- 3. End with a conclusion
- 4. Keep it clear and to the point

Example Paragraph (on My School):

My school is a place where I learn and grow every day. It has big classrooms, a library, and a playground. Our teachers are kind and helpful. I enjoy going to school and spending time with my friends.

Communication Etiquette

Definition:

- Communication etiquette means the set of rules or manners we should follow while speaking, writing, or interacting with others.
- 🗣 A. Verbal Communication Etiquette (Speaking & Listening)
- V Do's:
 - Speak politely and clearly
 - Listen carefully without interrupting
 - Use respectful words like please, thank you, sorry
 - Keep eye contact while talking
 - Greet others properly (like saying Hello, Good morning)

X Don'ts:

- Don't shout or speak too fast
- Don't use slang or rude words
- Don't interrupt when others are speaking
- Don't talk with a negative tone
- 🤐 B. Non-verbal Communication Etiquette (Body Language & Gestures)

V Do's:

- Maintain a pleasant facial expression
- Stand or sit properly
- Nod to show understanding
- Keep a calm and positive body posture

X Don'ts:

- Don't roll your eyes
- Don't cross your arms (shows disinterest or anger)
- Don't look at your phone while someone is talking
- E C. Written Communication Etiquette (Emails, Messages, Letters)

V Do's:

- Start with a greeting (e.g., Dear Sir/Madam)
- Use correct spelling and grammar
- Be polite and formal
- End with Regards, Thank you

X Don'ts:

- Don't use short forms like u for you, or thx for thanks
- Don't write in capital letters (IT LOOKS LIKE SHOUTING)
- Don't forget to proofread before sending

Why Etiquette is Important:-

- Shows professionalism
- Helps build good relationships
- Makes communication more respectful and effective

Feedback and Its Importance

Definition:

Feedback is the response or reaction given by the receiver after receiving the message. It shows whether
the message is understood correctly or not.

Types of Feedback:

- 1. Positive Feedback
 - Shows agreement or appreciation
 - Example: "That was a great explanation!"
- 2. X Negative Feedback
 - Shows disagreement or points out mistakes
 - Example: "I didn't understand your point."
- 3. ? Constructive Feedback
 - Gives suggestions for improvement in a polite way
 - Example: "You explained well, but next time speak a bit slower."
- 4. No Feedback (Silence)
 - Sometimes, not responding at all can also be feedback.
 - Example: Silence after a question may show confusion or disinterest.

- ◎ Importance of Feedback:
 - Confirms if the message was understood correctly
 - Improves future communication
 - Helps the sender to correct mistakes
 - Makes communication a two-way process
 - Encourages better performance
- Good Feedback Should Be:
 - Clear and specific
 - Respectful and polite
 - Focused on improvement
 - Given at the right time

Example:

- ←Sender: "Was the homework explanation clear?"
- FReceiver (Feedback): "Yes, it was clear. Thank you!"

Difference between Active and Passive Listening

A. Active Listening

Definition:

 Active listening means fully paying attention to the speaker, understanding the message, and giving proper response or feedback.

Features:

- Listener looks at the speaker
- Nods or gives verbal responses (like "yes", "I understand")
- Asks questions if needed Shows interest with body language
- Example:

When your teacher is explaining, and you listen carefully, take notes, and ask questions — that's active listening.

² B. Passive Listening

Definition:

• Passive listening means hearing the speaker without giving much attention or response.

Features:

- No eye contact or body reaction
- Listener may be distracted
- No questions or feedback
- Message may not be fully understood
- Example:

When someone talks and you just sit quietly without showing interest or understanding.

Feature	Active listings	Passive listening
Attraction	Full	Little or none
Feedback	Given	Not given
Understanding	High	Low
Involvement	Engaged	Disengaged
Eye contact	Yes	No or minimal

Why Active Listening is Important:-

- Builds better relationships
- Avoids misunderstandings
- Helps in learning more effectively
- Shows respect and interest

How to Improve Listening Skills

Definition:

- Listening skills are the ability to focus, understand, and respond to what someone is saying.
- ✓ Tips to Improve Listening Skills:
- 1. Pay Full Attention
 - Face the speaker and maintain eye contact
 - Avoid looking around or checking your phone
- 2. Novid Interrupting
 - Don't speak when the other person is talking
 - Wait until they finish to ask questions or reply
- 3. Take Notes (if needed)
 - Writing down key points helps you remember better
 - Especially useful in class or meetings

- 4. 🤔 Ask Questions
 - Ask if something is not clear
 - This shows you are actively listening
- 5. Remove Distractions
 - Keep away from noisy places
 - Turn off unnecessary notifications
- 6. O Show Interest
 - Nod your head or say small words like "Yes", "Okay", "I see"
 - Use positive body language
- 7. Wulled Understand the Message
 - Try to understand both words and feelings
 - Don't just hear try to connect to the meaning
- 8. Repeat or Summarize
 - Repeat what you understood to confirm
 - Example: "So you mean we need to complete this by tomorrow?"

Why It Matters:

- Better communication
- Improved learning
- Fewer mistakes and conflicts
- Builds trust and respect

Miscommunication and Its Consequences

What is Miscommunication?

Definition:

- Miscommunication happens when the message is not understood properly by the receiver either fully or partially.
- Example:

If a teacher says "Submit the file by 5 PM," and a student hears "Submit it after 5 PM," that is miscommunication.

- OCommon Causes of Miscommunication:
 - 1. Lack of clarity in message
 - 2. Poor listening by the receiver
 - 3. Incorrect words or grammar
 - 4. Language differences
 - 5. No feedback given
 - 6. Noise or distractions

Consequences (Results) of Miscommunication:

- Confusion People don't know what to do
 - Example: Two students bring different assignments
- Mistakes Tasks are done wrongly
 - Example: Wrong report submitted due to unclear instructions
- Conflict and Arguments Can lead to misunderstandings and fights
 - Example: Friends arguing due to wrong interpretation of a message
- Wasted Time and Effort Things need to be redone
 - Example: You have to repeat your work because of miscommunication
- Poor Relationships Trust is broken if communication fails again and again
 - Example: A colleague feels disrespected because of tone or choice of words
- Loss of Opportunities Missing a deadline or misunderstanding instructions can lead to failure
 - Example: Missing an interview due to wrong date or time shared

How to Avoid Miscommunication:

- Speak clearly and simply
- Listen actively
- Ask questions if confused
- Give and take proper feedback
- Repeat or confirm the message

Role of Communication in Daily Life and Workplace



A. In Daily Life

- 1. Builds Relationships
 - Helps in expressing feelings with friends and family
 - **←**Creates strong bonds
- 2. Solves Problems
 - Talking helps in clearing misunderstandings
 - Helps in finding solutions
- 3. Saves Time
 - Clear communication avoids repeating things
 - Everyone understands what to do
- 4. Increases Confidence
 - Expressing your thoughts freely builds self-confidence
 - Helpful in school and social situations

- 5. Improves Decision-Making
 - Discussions lead to better choices
 - You can understand others' opinions too

B. In Workplace

- 1. Teamwork
 - Good communication keeps team members connected
 - Helps in completing tasks together
- 2. Increases Productivity
 - Clear instructions save time and effort
 - Everyone knows their job
- 3. Reduces Mistakes
 - Clear guidelines = fewer errors
 - Avoids doing the same work twice
- 4. Builds Professional Image
 - Speaking politely and professionally improves your image
 - Important during meetings, presentations, and emails
- 5. Solves Conflicts
 - Respectful communication helps solve workplace issues peacefully
- 6. Helpful in Career Growth
 - Communication skills are needed for interviews, promotions, leadership, and more

© Conclusion:

Communication is not just about talking. It is about understanding, respecting, and connecting with people — whether at home, in school, or at work. Developing good communication skills helps you succeed in every part of life.