

Softskill ASSESSMENT

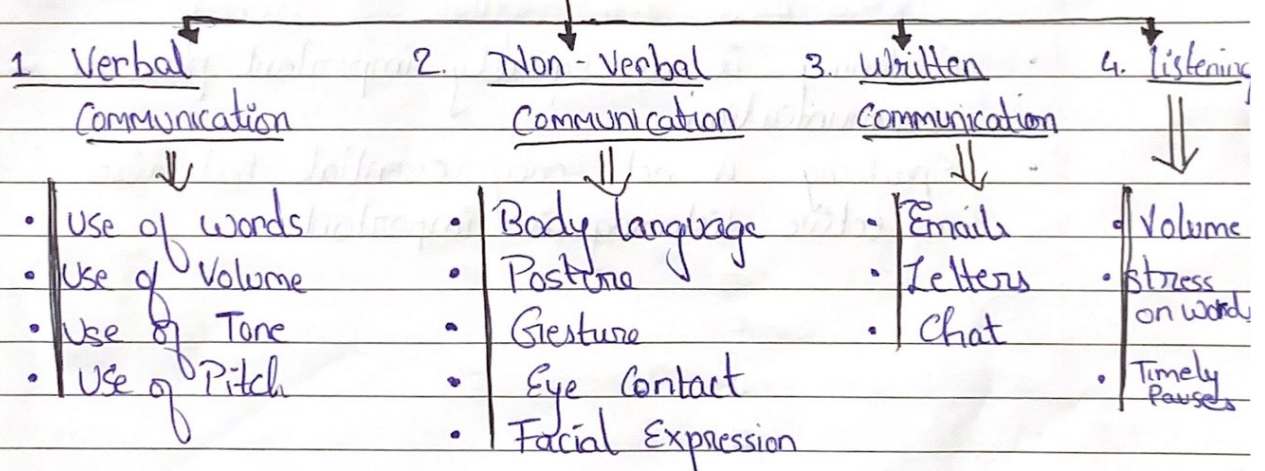


MODULE - 1

Ques : 1 What are the Key Components of Effective Communication?

Ans : EFFECTIVE COMMUNICATION ... What is effective communication? Effective communication means transfer of information from one person to another & ensuring message is being interpreted exactly the way it is intended.

TYPES OF COMMUNICATION :



1 VERBAL COMMUNICATION :

- Communication with use of words, sentences and with volume with other person.
- Mostly Informal communication is Example.

2. NON VERBAL COMMUNICATION :

- Communication without using words, & sound but with gestures & movement.

3. WRITTEN COMMUNICATION :

- Communication done through written.
Eg: chat, text, etc.
- Mostly ~~informal~~ formal communication is relevant Example for this.

4. LISTENING :

- Listening is an Equally important place in Communication.
- Speaking is not only essential But also effective listening is important.

Ques 2 : How does Active listening contribute to effective communication?

Ans : Listening is one of the most underrated and underutilized part of communication. ~~Listening~~ ^{communication} is not only about telling and speaking, but it is also about effectively taking message.

- There is a huge but commonly unknown difference between 'HEARING' & 'LISTENING'.
- 'HEARING' is an involuntary function, it does not require efforts. whereas 'LISTENING' is a voluntary function, it does requires efforts & participations.
- In simpler words hearing means the sound that are revolving around us ^{that comes to ears,} on the other hand listening means to constantly paying attention to particular voice/sound.
- There are barriers in effective/Active listening.

BARRIERS OF ACTIVE LISTENING

- MULTITASKING
- DISTRACTION
- THINKING OTHER THINGS
- OUR OWN EMOTION DISTURBS US
- INSTEAD OF LISTENING, WE START THINKING ABOUT REPLY.
- THINK ABOUT CONCLUSION.

CONCLUSION

“Effective listening is all about listening with EARS, EYES, MIND & HEART.”

Ques 3 : How can you ensure your message is understood as intended?

Ans : Firstly you should be very clear ^{& precise} about what you have to speak. you ~~should~~ must before hand know the type of person you are communicating with them.

- you must also know the way of communication. It also effects in understanding your intention to say that.
- It's not the ~~words~~ 'WHAT' but 'How' that matters the most.
- For Eg: you are saying the same line to your colleg.
" Go bring that " in Aggressive tone
" Go bring that " in soft & ~~Street~~ tone
- The way of saying makes the difference.

CONCLUSION :

To ensure that your message is understood as intended you must be very precise with what words, way & intention you want to convey, & opposite person has no grudges with you.

Ques 4 : How can digital communication Tools impact the effectiveness of communication

Ans : Digital communication can be done through E-mails.

BE CAREFUL ABOUT FOLLOWING POINTS

- Do not use abbreviations and emoticons, because its an Email!!
- Avoid using upper case.
- Must take care of grammar, spelling, & punctuation.

STRUCTURE

- ▣ Salutation
- ▣ Subject
- ▣ Introduction
- ▣ Body
- ▣ Conclusion
- ▣ Sign off

- Salutation : Hi, Hello [informal]
Dear, Respected [formal]

- Subject line : Highlight on the main point of Email should be described in 1-2 lines.
- Introduction : It should give Exact idea of why or for what purpose the email is being written.
- Body : Body must give the detail information about the topic and also gives a brief Explanation along with all the necessary detail related to that.
- Conclusion : A mail should always have a concluding lines.
- Sign off : Regards, Best Regards, Thanks & Regards.
- We'd rather be very careful while sending an email.
- Email keeps us from wasting valuable Time.
- "E-mail can never communicate the tone of message" It is a MYTH.