Soft skill
Softskill ASSESMENT
MODULE - 1
Oves: 1 What are the Rey Components of Effective
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
COMPLUNICATION:
1 Verbal 2. Non-Verbal 3. Written 4. Listening Communication Communication Use of words  • Use of Wolfer • Postano • Use of Tone • Gresture • Use of Pitch • Eye Contact • Facial Expression
1 VERBAL COMMUNICATION:  • Communication with use of world, sentences and
with volume with other person.  Mostly Informal communication is Example.



(Q)	es 2: How does Active listering Contribute to
	es 2: How does Active listering Contribute to effective communication?
	Manual Comment of the
	1015 69516
An	: Listening is one of the most underval
	and underutilised nort of communica
	and underutilized part of communication is not only about telling
	and speaking, but it is also about effectively taking message
	about ellactuales testina message
	wood electronic and improve
	MINIMA
	There is a Ruge but commonly unknown
	difference between 'HEARING' & LISTENING
	unid loads to it amount with
.1	"HEADING" I an implimation of dres
	not require efforts wheatens 'LISTENING'  is- a voluntary function, it does requires  efforts & participations.
	in a reduce of the continuity of days to anger
	allast. & wastismothers
	efform & passerfections.
	To Complete words begging moons the sound
1	In simpler words hearing means the sound that comes to ear
	allos los lidenas means to constantin
	other hand listening means to constantly fraging attention to particular voice (sound
	Taying attention to particular voice source
	TT and leaving a grant of lands a
0	There are barriers in Effective Active listening.
	listening,



	Paga
of	BARRIERS OF ACTIVE LISTENING!
	i nathorizummos autorita
	· MULTITASKING
	· DISTRACTION
Jrs.	· THINKING OTHER THINGS
DOM:	· OUR OWN EMOTION DISTURBS US
p 12.2	· INSTEAD OF USTENING WE START THINKING ABOUT REPLY
	· THINK ABOUT CONCLUSION.
300	rance particle polaristanda lunto
7	the state of the second of the second of
	CONCLUSION
do	wither and tent spirit is it most -
DHIL	male Quinnant and day more the
	Effective Tistening is all about listening
(20	WITH EARS, EYES, MIND & MEART 30
	apply 1219 from the deal some Top
1251	in the standard of the second
	instruction that were
Part	3 At Marrie & Mes gold of sugar of your of
(-4F 0	There are hat so trendings so tost
	that at market the land water
196	2) you polistitate to postula popular
DETAIL	
	M N MIL ME A AS MEAN MADE LEGAL S.
2	DOM MAN SILVER TO THE POWER SEL
	Line of the second seco



Ques 3: How can you ensure your message is understood as intended?
Ans: Firstly you should be very clear about what you have to speak, you should must before hand know the type of
person you are communicating with
· 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'  Heat matlers the most
For Eq: you are saying the same line  to your colleg.  "Go bring that" in Aggressive tone  "Go bring that" in Soft a Starect 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, & apposites person has  no grudges with you.



	Page O
A.e	Ques 4: How can digital communication Took -
	Ques 4: How can digital communication Tools impact the effectiveness of communication
	00
1. 1.	
11 4	Ans: Digital Communication Can be done
- 1.9	Through E-mails.
The	BE CAREFUL ABOUT FOLLOWING POINTS
	CHIEFOL ABOUT FOLLOWING POWERS
	· Do not use abbreviations and emoticons,
1	because ets an Email!
-	i vilage also II a golden il warment
10	Avoid Using Upper Case.
	I DIT
1.1011	· Must take case of grammer, spelling,
1/1/1/	a hunctuation.
	THE PARTY OF LONG
wist 21	STRUCTURE.
	Salutation
such	Subject "
j.	Introduction
	Body
	Conclusion
	Sign of
	OU MANUAL
	a Calulation e III IIII
	· Salutation: Hi, Hello (informal)
	Dear, Respected [formal]
	1. 200 your control or



Pegs O
· Subject line: Highlight on the main point of Email should be devibed in 1-21in
· Introduction: It should give Exact idea of why Dr for what purpose the Email is being written
Body: Body must give the detail information about the topic and also gives a brue Explanation along with all the neccesary detail related to that
· Conclusion: A mail should always have a concluding lines.
· Sign of: Regards, Best Regards, Thanks & Regards
· We'd rather be very careful while sending an Email. • Email Reeps us from wasting Valuable Time
tone of message "It is a MYTH