Communication Skills

**What is Communication?**

Communication is defined as method of exchanging thoughts, opinion or information between 2 or more people through verbal or non-verbal means.

Communication is one of the most important soft skills required because only through communication we can maintain a flow of ideas through which civilization prosper and grow.

**Why Communication is required?**

Communication is required for following reasons –

1. Information Gathering and Spreading. Example –
2. Expressing Emotions or ideas. Example
3. Building Relationship. Example
4. Entertainment. Example

**Who are the best communicators in the world?**

Some key qualities of the best communicators are

1. They are good listener.
2. They have clear thoughts about their ideas and vision.
3. They have good speaking skills.

Examples of good Communicators are

1. Narendra Modi.
2. Michelle Obama
3. Martin Luther King
4. Nelson Mandela
5. Jack

**Bug Activity**

In bug activity our instructor described about bug verbally and then students drawn that bug according to description. So description of bug was given in following manner

1. Bug is round.
2. Bug has 8 legs 4 on each side and 1 leg longer than other on both sides.
3. Bug has 2 eyes.
4. Bug has 2 squidly antennas.
5. Bug has 2 peapod shaped wings
6. Bug has spot next to each wings.
7. Bug has triangular stinger attached in bottom of the body.
8. Bug has 2 feeler on each leg one longer than other.
9. Bug has mouth between 2 eyes.

Takeaway from activity was that everyone interprets the same information differently and we should respect everyone ideas and interpretation skills.

**Sounds Activity**

In this different group of people were given different animals and that group of people had to communicate other members in that animal sounds.

Takeaway from this activity was apart from voice communication there are other ways also people communicate through expressions voice modulation or etc.

**Poetry**

Then in poetry session a poem regarding positive attitude was recited the poem was all about to be positive spread positive vibes and to encourage others and yourself and keep an optimistic thinking.

Name of poem - ¨Promise yourself ¨

**Day 2**

**Components of Communication**

3 Basic components of communication are

1. Sender
2. Receiver
3. Channel

**Sender** – Sender is person who conveys information or idea to receiver. An ideal sender should have clarity about ideas should convey concisely and complete information through verbal and non-verbal means

**Receiver** – Receiver is a person who receives information from sender .An ideal receiver should participate in active listening that is not only receiving information but also process it to form

**Channel** - Channel is a means used to exchange / transmit the message. The sender must choose an appropriate medium for transmitting the message else the message might not be conveyed to the desired recipients. The choice of appropriate medium of communication is essential for making the message effective and correctly interpreted by the recipient. This choice of communication medium varies depending upon the features of communication. For instance - Written medium is chosen when a message has to be conveyed to a small group of people, while an oral medium is chosen when spontaneous feedback is required from the recipient as misunderstandings are cleared then and there.

**Mode of Communication:**

The various modes of communication are:

1. Data
2. Voice
3. Video
4. Email
5. Telephone
6. Letters
7. Memos

**Major Communication Media:**

**Data/Email:**

**Advantages –**

1. It is eco-friendly and fastest way of communication
2. It is the best form of non-verbal communication
3. Data/Information can be easily sent to large group of people at once.
4. The information which is sent is well encrypted and secured properly.

**Disadvantages -**

1. Immediate response is not guaranteed.
2. If there are lots of mails then there are chances that important ones will be missed.
3. There is a risk of phishing attacks which can compromise our account.
4. Emails require internet to be accessed.

**Voice:**

**Advantages –**

1. It is the best means of communication
2. Easy to explain as immediate feedback is required.
3. Can convey emotion effectively
4. Suitable for mass communication

**Disadvantages –**

1. It is the best means of communication.
2. Easy to explain as immediate feedback is required.
3. Can convey emotion effectively
4. Difficult

**Video:**

**Advantages-**

1. Useful for mass communication
2. It can be played again and again
3. Non-verbal communication can be carried out.
4. Videos are retained in memory for longer time.
5. It is most interesting mode of communication.

**Disadvantages-**

1. Immediate response is not guaranteed
2. There can be difference in time zones
3. Proper Internet Access is required
4. Training required to carry the video call with proper body language.

**SITUATION 1:**

**The server is going to be down after 5pm you are admin. How will you communicate this to all the employees in your organization**

I will convey this message to all head of department and also will convey personally to all higher authorities.

**SITUATION 2:**

**You need to invite your friends to sister´s wedding. how will you send out the invites to your friends, relatives and colleagues?**

For close friends- I will convey through informal call or message.

For relatives I will distribute invitation cards in formal way.

For Colleagues I will distribute invitation cards or will convey through call.

**SITUATION 3**

**Your parents have seen a girl/boy for you and have seen everything about him/her.so how will you take this forward? What will be your reaction?**

I will first meet that girl will know her personally and then will consult my parents and friends and then will take any decision.