



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

* Assignment :- I *

Name :- Patoliya Fenil

E.m :- 073

Division :- A

BSc. IT

sub :- E.C.

unit: 1

1 Seven C's of Communication

2 Types of Verbal communication

* Sign language :-

language :-

BOB

* Body language :-

language :-



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

1. Seven C's of communication.

* The seven C's are :-

1. clarity :-

=> Be clear and concise in your message. Avoid ambiguity and ensure the recipient comprehends the information.

2. completeness :-

=> Ensure your message includes all necessary information. Provide enough details to avoid confusion.

3. conciseness :-

=> Keep your message brief and to the point. Avoid unnecessary information and stay focused on the main topic.



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

4. correctness:-

=> Ensure accuracy and truthfulness in your facts and message. Verify and avoid errors.

5. consideration:-

=> Show empathy and understanding in your message. Avoid unawareness of the recipient's perspective and feelings.

6. concreteness:-

=> Use specific examples and facts to support your message. Avoid abstract and vague statements.

7. courtesy:-

=> Be polite, respectful and professional in your message. Use a friendly tone and avoid offensive language.



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

2. Type of Verbal communication:

* There are several types of verbal communication including:

1. Inter Personal communication:

=> one-on-one conversation between two people.

2. Public speaking:

=> communication to the large audience like presentations.

3. Telephone communication:

=> verbal exchange over the phone.

4. video conferencing:

=> virtual meetings using video and audio technology.



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

5. Informal communication:-

- => casual conversations, like chatting with colleagues or friends.

6. Formal communication:-

- => official conversations like business meeting or presentations.

7. Persuasive communication:-

- => Aiming to convince others.

8. Directive communication:-

- => giving instruction or guidance.

9. Discursive communication:-

- => exchanging ideas or opinions.

10. Emotive communication:-

- => Expressing emotions to empathize.



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

* Sign language

=> I believe you meant "sign language". Sign language is a visual language that uses hand signs, facial expressions and body language to communicate.

=> It is used by people who are deaf for hearing impaired people. It is used by those who want to communicate with them.

=> Sign language is not a simplified version of spoken language, but rather a unique language with its grammar, vocabulary and syntax.

* There are many different sign languages, including:



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

- => American sign language
- => British " "
- => Australian " "
- => Language does signs Quebecoise
- => Deutsche verbaen sprache

* Sign language is an important part of Deaf culture and community and it also plays a vital role in promoting accessibility and inclusion for people who are deaf or hard of hearing.



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

*

Body language:-

=>

Body language refers to non-verbal communication through physical movements, postures and facial expressions. It conveys emotions, intentions and messenger without using words. Key aspects of body language include:-

1.

Facial expressions:-

=>

smile, frown, surprise, fear, etc..

2.

Eye contact:-

=>

direct, indirect or avoiding eye contact.

3.

Posture:-

=>

standing, sitting, leaning, slouching



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

4. Hand gestures:-

=> waving, Pointing and using hands to emphasize Points.

5. Proximity :-

=> physical distance or closeness to each others.

6. Touch:-

=> Physical contact, like shaking hands or hugging.

7. Head movements:-

=> nodding, shaking or tilting the head.

8. Leg and foot movements:-

=> crossing legs, tapping feet, etc..

9. Personal space:-

=> Invading or respecting other's space.



SILVER OAK UNIVERSITY

EDUCATION TO INNOVATION

Date : Page No. :

* Body language can :

=> Reinforce or contradict verbal messages.

=> Show emotions and attitudes.

=> Convey confidence or nervousness.

=> Build trust or mistrust

=> Support or undermine relationship.