

SOFT SKILL ASSIGNMENT

1) MODULE 1 ÷ EFFECTIVE COMMUNICATION.

Q.1 What are the Key Components of effective Communication?

→ Effective Communication means listener should understand what we want to say. if we are doing business, job, or any other online job. Communication is not so much effective.

→ The message that has been passed and has been understood in the same way the speaker intended it to be.

Types ÷ Verbal. ! (PITCH, TONE, WORDS, VOLUME)

Non-verbal. ! (BODY-LANGUAGE, POSTURE, GESTURE)

Written. ! (EMAIL, LETTERS, CHAT).

Listening. (Volume, stress on words, Timely pauses)

→ KEY COMPONENTS OF EFFECTIVE COMMUNICATION

→ USE OF WORDS

→ USE OF VOLUME

→ USE OF TONE

→ USE OF PITCH.

VERBAL	NON VERBAL	WRITTEN	LISTENING
PSYCH-TONE	BODY-LANGUAGE	Email	VOLUME
WORDS	POSTURE	LETTERS,	STRESS ON WORDS
VOLUME	GESTURE	CHAT	TIMELY PAUSES

→ BASED ON THIS PRO. ALBERT MEHRABIAN FOUND, MEHRABIAN MODEL.

→ IN THIS model he described three main types of effective communication

→ words , Body language, Tone.

→ Weightage of these three types:

WORDS = 7%

TONE = 38%

Body = 55%

→ VERBAL

WORDS:- It's not the 'WHAT' but 'HOW' that matters the most.

BODY-LANGUAGE:- Today

→ Factors that impact speech.

- 1) Tone of voice
- 2) Stress on words
- 3) Clear punctuation
- 4) Volume
- 5) pace
- 6) Timely pauses

Q2 How does active listening contribute the effective Communication

→ Listening is not only about telling and speaking it is about effectively taking message not only speaking is communication listening is also form of communication.

→ One of the most underrated and underutilized part of communication.

→ This skill is usually of two types

1) Hearing

2) Listening

→ Difference between Hearing and listening

Hearing	Listening
* Involuntary function	Voluntary function
* Effort is not needed	Effort is needed to understand the message.
* Less / no Attention	Attention is needed.
* Non-participative activity.	participative activity

* Normally we speak at a rate of 150 words per minute.

→ We listen at the rate of 1000 words per minute.

BARRIERS TO LISTENING

1) Think about conclusion

2) We let our own emotions disturb us

3) We become angry when things don't go in our way.

4) Start multitasking.

5) We get distracted by the surroundings

6) We think more about giving reply

How should we listen?

* Effective listening is all about listening with ears, eyes, mind and heart.

→ Who is effective communicator?

* Speaks clearly with the use of words, tone and body language.

Q3 How can you ensure your message is understood as intended?

- To ensure that your message is heard and understood, you need to use clear and simple language that your audience can easily understand.
- Avoid unnecessary words, ambiguous expressions or false statements.
- Use concrete examples, stories or some attractive ways to keep your audience engaged.
- Use active voice, short sentences and perfect body language to create logical flow.
- Avoid jargon and complexity. Use straight forward language that everyone understands.

Q4 How can digital communication tools impact the effectiveness of communication?

- As developed technology killed face-to-face communication.
- Digital communication offers convenience and broadens our connectivity. It also presents challenges.

- Digital Communication mainly includes Mail.
- We should be very careful while sending an E-mail
- As it has some good point also. E-mail keep us from wasting valuable time.
- Remember, E-mail can never communicate the tone of the message - myth.
- The brevity and impersonal nature of texts and ~~emails~~ E-mails can lead to misunderstanding and a lack of depth in relationship.