Unit-I

* Communication skill *

19/11/2020

Communication skill :-

Definition :- Communication (from latin communicare meaning "to share"). is the act of conveying meaning from one entity or group to another through the use of mutually understood sign, simbol and semiotic rules.

The main step inheuent to all communical are
(i) The formation of communicate motivation or reason
(ii) Message encoding (Ex - Written text, speech, pictures or gesture.

Importance :- Good communication helps the workers to adjust to the physical and social aspect of work.
It also improves good human relation in the industry.
An efficient system of communication enables the managment to motivate, influence and satisfie the subordinates which in turns boosts their morale and keep them motivated communication are the abilities you use when giving and receiving different and information
Some examples - include communicating new, Idea feeling or even update your project.
Communication skill involve listening, speaking, observating.

Four important communication skill are message active listning, assertiveness, appropriate body language.

Examples of communication skills are :-
(i) Active Listening :- Active listening means paying attention to the person who is communicating with you.

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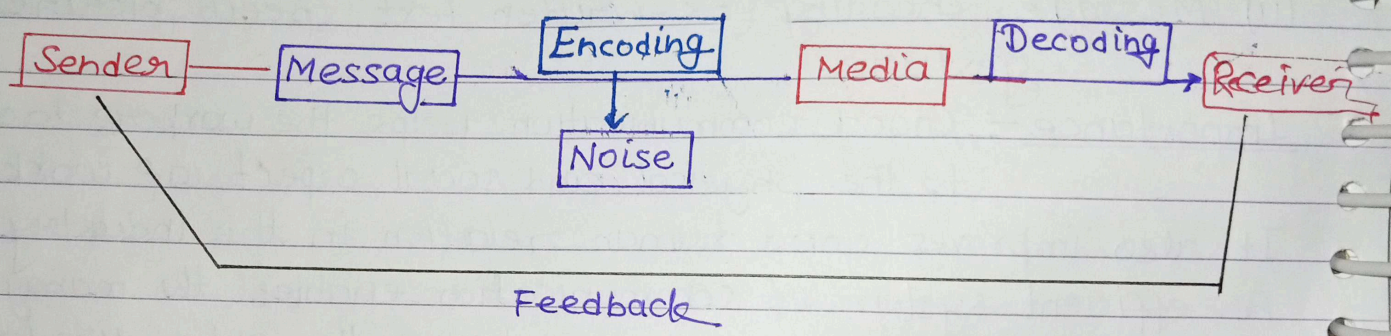
(ii) Adopting your communication style to your audience.
(iii)
(iv) Friendlines
(v) Confidence
(vi) Giving and receiving feedback
(vii) Volume and clarity
Respect

Elements of communication



Communication is the continuous process which many involve three elements. Sender, Message, Receiver
The elements envolve in the communication process are explained below in detail.

1. Sender:- The sender are the communicator generates the message and convey it to the receiver. He is the source and the one who starts the communication.

2. Message:- It is the idea information view, fact, feeling etc. That is generated by the sender and is then intended to be the communicated further.

3. Encoding:- The message generated by the sender is encoded symbolically such as in the form of words picture, gesture etc. Before it is being conveyed.

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(4.) Media → It is the manner in which the encoded message is transmitted. The message may be transmitted orally, writting. The medium of communication includes Telephone, Internet, post, fax, Email etc. The choice of medium is decided by the sender

(5) Decoding :- It is the process of converting the symbols encoded by the sender. After decoding the message is received by the receiver.

(6.) Receiver :- He is the person who is last in the chain and for whom the message was send by the sender. Once the receiver receives the message and understand it in the proper prospective and acts according to the message only then the purpose of communication is successful.

7. Feedback :- Once the receiver confirms to the sender that he has received the message and understood it. The process of communication is complete.

(8.) Noise :- It refers to the any abstruction that is caused by the sender, message, receiver during the process of communication.

Ex. Bad telephone connection, Faulty encoding, Faulty decoding in attentive receiver poor understanding of message due to in appropiate gesture etc.

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Communication Media:-

- **Verbal**
  - **Oral**
    - Speaking
    - Listening
  - **Written**
    - Writing
    - Reading
- **Nonverbal**
  - Facial Expression
  - Gesture
  - Body language
  - Touch
  - Personal Appearance
  - Silence

Importance of communication:-

(i) The basis of co-ordination
(ii) Fluent working
(iii) The basis of decision making
(iv) Increases Managerial Efficiency
(v) Increases co-operation and organization peace
(vi) Boosts morale of the Employees

Importance of communication → The basis of co-ordination

- The manager explains to the employees the organizational goals, modes of their achierment and also the interpersonal

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~~relanst~~ relationship amonst them. This provides co-ordination between various employees and also departments thus communication act as a basis for co-ordination in the organization.

(ii) Fluent working :- A manager co-ordinates the human and physical elements of an organization to run it smoothly and efficiently. This co-ordination is not possible without proper communication.

(iii) The basis of decision making → Proper communication provides information to the manager that is useful for decision making. No decision could be taken in the absence of information Thus communication is the basis for taken the right decision.

(iv) Increases managerial efficiency → The manager conveys the target and issues intructions and allocates jobs to the subordinates. All these aspects involve comminication. Thus comminication is essential the quick and effective performance of the ~~mangers~~ managers and the entire organization.

(v) Increases co-operation and organization

The two way communication process promotes co-operation and mutual understanding amongs the workers and also between them and the managment.
This leads to less friction and thus leads to

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Industrial peace in the factory and efficient operations.

(vi) **Boost morale of the Employees** :-

Good communicatio helps the workers to adjust to the physical and social aspect of work. It also improves good human relation in the industry. And efficient system of communication enable the managment to motivate, influence and satisfy the subordinates which in turn boost their morale and keep them motivated.

Barriers to communication :-

(i) Physiological Barriers
(ii) Physical Barriers
(iii) Cultural Barriers
(iv) Language Barriers
(v) Gender Barriers
(vi) Interpersonal Barriers
(vii) Psychological Barriers
(viii) Emotional Barrier

Barrier :- An obstacle in a place that prevent us from completing certain task.

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Communication Barriers :-

It can be defined as the aspect or condition that interfere with effective exchange of ideas and thought.

(2) **Physicial Barrier** :- Physicial Barrier related to desterbance to the immediate situation which can intefere in the course of an effective communication. Some of them are easy to alter where as some may proove to be tough obstacle in the process of effective communications.

Factors affecting physical Barrier-

(i) Defect in Media
(ii) Distraction in enviroment
(iii) Ignorance of media
(iv) Physical Disability

- How to overcome
(i) Choosing a suitable environment
(ii) Self motivation
(iii) To be updated with latest technologies.

(3.) **Physiological Barrier** :- Physiological Barrier of communication are related with the limitation of the human and human mind.

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(Memory, attetion and perception) Physiological may results from individual persons discomfort

Factors - Ill health
Poor eye sight
Hearing difficulties

How to over come →
Presence of mind.

Cultural Barriers → Culture provide people way of thinking, way of seeing, hearing and interpreting world.
Similar word can mean different things to ~~peop~~ different people from different culture even when they talk the same language.

Factor :- (i) Behaviour and Nature
(ii) Religion
(iii) Language and Accent
(iv) Diversified cultural Background

How to overcome :- (i) Cross cultural environment
(ii) Work in a group.

(iv) Language Barriers :- In ability to converse in a language that is known by both the sender and receiver. It is the greatest barrier to effective communication.

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Whe a person uses in appropriate word while conversing or writ it could be misunderstanding between sender and receiver.

Factors:- Multi language reaso region in adequate vocabulary.

How to overcome:- Speak slowly clearly.
Ask for clarification.
Be patients.

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