SDV 100-083A: Week 2 – Assignment:Communication Skills Assignment

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List the different forms of communication and one issue you should consider when using each form.

I failed to find a specific section in the book devoted to communication but here is what I have learned through experience.

Communication can be generally classified as:

Visual communication

Verbal communication

Oral communication

An issue to consider that is in common in all 3 cases is recognizing the audience one is communicating with. To consider the recipient of the data we are communicating with is perhaps the easiest tool to improve our rate of success. Maybe a rule of thumb can be to form the information so it is easier to consume by the audience.

Visual Communication:

Since a picture is worth a thousand words, this maybe the most solid form of communication. It is hard to argue with a point that is made so obvious with a colorful graph.

It is worth remembering however that body language as a form of visual communication is sometimes unintentionally overlooked. A graph that projects a bright and successful financial future is not as effective when presented by a nervous and unsure presenter.

Verbal Communication:

To communicate verbally using the written word has the added advantage of allowing the recipient to work at understanding the information. Whether an email or a book written text can be reread and better understood. This is also a point to consider when we are trying to decide how much data to include. How much background information and detail is necessary to make our point and illustrate a fact without making it confusing.

Oddly same category that contains books and written contracts also contains emails. Emails can be rapid fire, short snippets of text better reserved for text messages; and that way they may become out of context and useless.

Oral Communication:

Oral communication maybe the most dynamic method of communication. Quick feedback from the audience helps us to adjust the message. Going deeper into details and providing background information/context, changing the style and language of delivery, and gaging the success of our delivery maybe easier in this format.

It is important to remember that in majority of situation where oral communication is possible visual communication (images and our body language) is also present. We should make sure that we do not visually deliver a message that conflicts with or confuses the point that we are speaking of.

Activity 1:

Directions: Look at the following message. The audience is your English 102 professor, an elderly gentleman who's a tough grader and not that friendly. This note is attached to a homework assignment.

Ask yourself what words or phrases aren't suitable to your audience and highlight them in the note below. Then, write down how well the message handles the elements of communication presented in class. Then provide a corrected version.

*Hey Professor,*

*Heres my final version of the paper that we got to do for class. I hope you like it. I pulled an allnighter to get this in on time. Zzzz : (*

*Give me a shout if ya think I should change anything. But dude, IMHO I gotta say that this one is off the hinges,*

*Later,.*

Dear Professor,

Attached please find my latest revision of writing assignment for xyz-123. I am sure that I can improve it further but worked hard to submit it by the deadline. I’d appreciate your critique and input especially since this is one of the more challenging assignments I have been assigned.

Thank you.

Activity 2:

Directions: Read this e-mail. Your audience is the same English professor you just wrote to in the previous activity. Focus on your purpose, content, and tone and rewrite the e-mail to better suit your audience.

*Hey, sorry I missed class but I got no sleep last night cuz my roommate was on the phone with his rents until late and my alarm didn’t go off so did I miss anything?*

Dear Professor,

Unfortunately circumstances beyond my control kept me away from your class. Trying to recover from this setback I’d appreciate it if you could help by pointing out the material you might have covered or handouts distributed.

My apologies,