

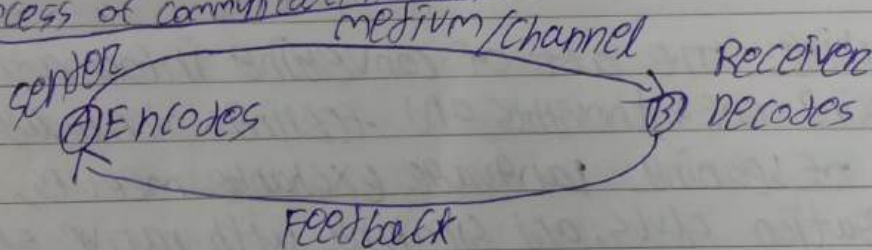
Critical Listening :- This involves analyzing and evaluating the content of the message for logic credibility and worth.

Comprehensive Listening :- This type focuses on understanding and retaining the information being conveyed by the speaker.

Superficial Listening :- Listeners pay minimal attention and often miss key details due to distractions or disinterest.

Empathetic Listening :- This form of listening seeks to understand the speaker's emotions and perspectives, offering emotional support and understanding.

Process of communication skills :-



Dialogical Listening :- A two-way interactive process where both parties engage in a mutual exchange of ideas and understanding.

Biased Listening :- Listeners interpret the speaker's words in a way that confirms their preconceptions and ignores contrary information.



L - Listening  
S - Speaking  
R - Reading  
W - Writing

Receptive Skills  
Productive Skills

### 1. Listening:-

#### • Description:-

The ability to accurately receive and interpret messages during the communication process.

• Source of Learning:- Podcasts, audiobooks and listening to native speakers in real-life conversations or media.

• Example:- Using an app like Duolingo or listening to news broadcasts in the target language.

### 2. Speaking:- The act of conveying information or expressing one's thoughts and feelings verbally.

Source of Learning:- Language exchange meetups, conversation clubs, and speaking with native speakers.

EX:- Participating in a Toastmasters club to ~~practice~~ practice public speaking in the target language.

### 3. Reading:-

The process of understanding written text.

Source of Learning:- Books, articles, and digital platforms like e-readers or online newspapers.

EX:- Reading graded readers or simplified novels tailored to your current level of language proficiency.



#### 4. writing:-

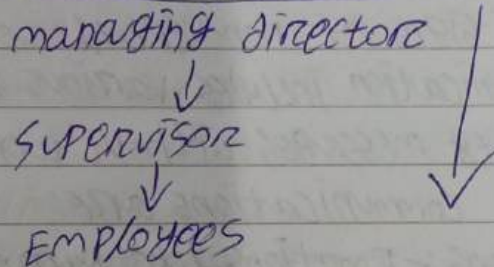
The ability to express thoughts, ideas and information clearly and effectively in written form.

source of learning:- writing exercises, online writing communities, and language learning apps.

EX:- Engaging in correspondence with pen pals or participating in online forums where you can write in the target language.

#### Vertical Communication:-

##### Downward Communication:-



It is the communication where information flows from the top of the organization to the bottom of the organization is known as downward communication.

##### upward communication:-

The flow of information from bottom to top is known as upward communication.

#### Horizontal communication:-

It is the communication where information flows ~~from the top of the organization to the~~ between the same status people.

It is also known as lateral communication, where exchange of information among employees or departments at the same organizational level. This type of communication is crucial for collaboration, coordination, and problem-solving. Here are some key aspects of horizontal communication: Collaboration & coordination, Problem solving, efficiency, innovation and peer support.

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1 Why listening with Empathy is Important?

Ans Listening with empathy is crucial because it cultivates deeper connections, builds trust, and enhances understanding. It allows the listener to fully grasp the speaker's emotions and perspectives, leading to more effective communication and conflict resolution. Empathetic listening validates the speaker's feelings, encouraging open and honest dialogue, and promoting a supportive environment.

2 What are some signs of non-verbal communication?

Ans Non-verbal communication includes various cues and signals that convey messages without words. Some signs of non-verbal communications are:-

i. Facial Expressions:- Emotions like happiness, anger, sadness and surprise are often clearly expressed through the face.

ii. Body Language:- posture, gestures and movements can indicate confidence, openness, defensiveness or nervousness.

iii. Eye contact:- maintaining or avoiding eye contact can signal interest, attention, confidence or discomfort.

iv. Proximity:- The physical distance between people can suggest levels of intimacy, familiarity or aggression.

v. Touch:- A handshake, pat on the back, or hug can communicate various messages, from formality to affection.

vi. Paralinguistics:- Tone of voice, pitch, and volume can alter the meaning of spoken words.

vii. Appearance:- Clothing, grooming and overall appearance can convey professionalism, status, or individuality.



3 write any 3 barriers of communication?

Ans Here are 3 common barriers to effective communication.

### i. Language Barriers:-

Differences in language or vocabulary can create misunderstandings or confusion. Even within the same language, jargon, slang, or technical terms may not be understood by everyone, leading to miscommunication.

### ii. Physical Barriers:-

Environmental factors like noise, poor lighting, or physical distance can impede the clarity and delivery of messages. For example, a crowded and noisy room can make it difficult for people to hear each other clearly.

### iii. Emotional Barriers:-

Personal emotions such as anger, sadness, or anxiety can affect how messages are sent, received and interpreted. If someone is upset, they may not be able to listen effectively or express themselves clearly, leading to potential misinterpretations.

4 what is LSRW skills? why is it important.

AS

L → Listening	} Receptive skills
S → Speaking	
R → Reading	} Productive skills
W → Writing	

The four foundational skills<sup>is</sup> essential for effective communication and language proficiency. Hence's why each skill is important:-

1. Listening: - This skill involves actively receiving and interpreting spoken information. It is crucial for understanding others, following instructions and engaging in meaningful conversations.
2. Speaking: - This skill involves articulating thoughts and ideas clearly and effectively. It is essential for expressing oneself, participating in discussions, and presenting information.
3. Reading: - This skill involves comprehending written text. It is important for acquiring knowledge, following written instructions, and enjoying literature.
4. Writing: - This skill involves conveying ideas and information through text. It is important for documenting information, communicating in writing, and creating structured arguments or narratives.

Together, these skills enable individuals to effectively receive, process and convey information, facilitating successful communication in personal, educational and professional contexts.

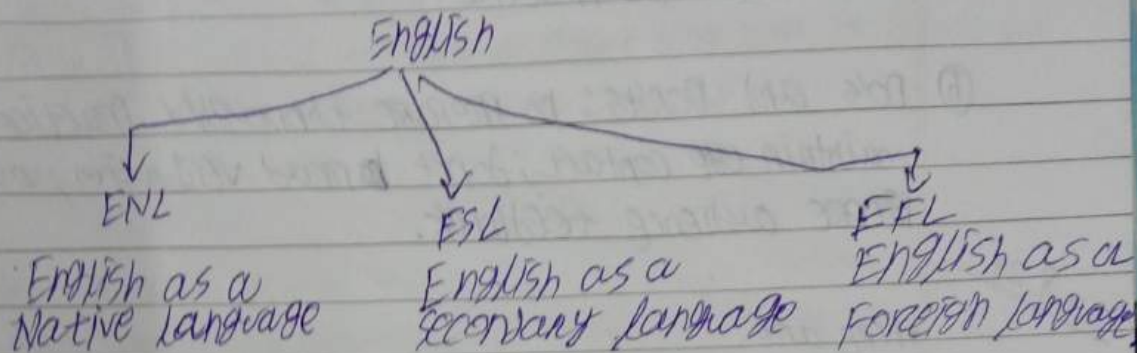


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## History of English language in India.



A class of persons, Indian in blood and colour, but English in taste, in opinions in morals, and in intellect.

1813 → East India company came to India.

### Public speaking skills:-

- ① Introduction: public speaking is the art of effectively conveying a message to an audience.
- ② Importance of Public speaking:- It enhances communication, boosts confidence, and influences others.
- ③ Important Factors: key factors include clarity, body language, tone, and audience engagement. It includes:-
  - ① Selection of the Topic: Choose a relevant and engaging topic that resonates with the audience.
  - ② Preparation of the Topic: Thoroughly research and organize your content for clear delivery.
  - ③ Practicing the topic:- Rehearse multiple times to refine your speech and timing.
  - ④ Confident public speaking:- maintain confidence through strong posture, eye contact and ~~eye~~ controlled pacing.
  - ⑤ Alogophobia: Address and manage the fear of public speaking with practice and relaxation techniques.

- (4) Glossophobia: Fear of public speaking, common but manageable with practice.
- (5) Do's and Don'ts: Do prepare thoroughly, practice and maintain eye contact; don't ~~read~~ read verbatim, rush or ignore audience feedback.

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there are

3 types of public speaking:-

1. Persuasive public speaking: Aims to convince the audience to accept a specific viewpoint or take a particular action. Ex:- politics, business, salesman
2. Informative public speaking: Focuses on educating the audience by providing clear, detailed information about a specific topic. Ex:- seminar, teaching
3. Entertaining public speaking: seeks to amuse or engage the audience, often through storytelling, humor, or dramatic presentation. Ex:- standup comedy.

Hard Skills:- specific, teachable abilities or knowledge that are typically job-related, such as programming, data analysis, or accounting. Ex:- Expertise in financial modeling or knowledge of machine operation, degrees, certificates.

Soft Skills:- personal attributes and interpersonal skills that determine how effectively a person interacts with others, such as communication, teamwork, or problem solving. Ex:-

(1) Communication Skills

(2) Body language

(3) Problem Solving Skills

(4) Self Confidence

(5) Time management.



photo

Willing to join the company  
I will be a asset for you in terms of  
coding & data security.

Name:- Rajesh Rana

Father's Name:- Sankata Rana

mobile No.:- 7978262400

E-Mail:- 12120656966@gmail.com

Address:- Mathasahi, Bhadrak

Pincode:- 756100

Caste :- • General

Blood Group : A

D.O.B :- 11/10/2005

### QUALIFICATION:-

~~1) BACHELOR~~

1) BACHELOR DEGREE :- 80%

2) INTERMEDIATE DEGREE :- 74%

3) ~~PRIMARY~~ <sup>HIGHER</sup> DEGREE :- 76%

### SKILLS

I have completed my  
Java DSA in 2 months.  
AI & machine Learning  
Data Science on Python

### WORK EXPERIENCE

1) INFOSYS (2028-2030) :- 2 years

2) WIPRO (2030-2031) :- 1 years

3) NASA (2031-2031) :- 2 months

### Certificates

NPTEL (Cyber Security)

B-TECH

PGDCA

### CO-CURRICULAR ACTIVITIES

I was the head of  
the Hackathone team of  
GIETV.

### HOBBIES

Playing Volleyball

Coding

Playing Cricket



### Process of communication:-

The communication process involves receiving the message, remembering key details, evaluating its meaning and then responding accordingly.

### Types of communication:-

① Verbal:- It involves using spoken or written words to convey a message; for ex:- a conversation or an email.

② Non-verbal:- It relies on body language, facial expressions and gestures to communicate without words. For ex:- nodding to show agreement.

③ Audio-video communication:- It combines <sup>sound</sup> and <sup>visual</sup> elements to deliver a message, often used in digital formats, for ex:- a video conference or webinar.

### Cultural barriers:-

A cultural barrier in communication arises when individuals from different cultural backgrounds have misunderstandings or conflicts due to differences in language, values, beliefs or customs. These differences can lead to ~~mis~~ misinterpretations or ineffective communication, affecting interactions and collaboration.



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## Tense

~~It tells about time~~

Q What is verb

Ans It is doing word or describe an action or event

Ex:- playing, running, jumping.

Q How does a verb describe an action.

Ans Physical & mental action.

Ex:- running, thinking, reading.

Q How does a verb describe an action.

Ex:- we celebrate diwali.

Ram organise a party.

Types of verbs:-

Main/Action verbs:-

Types of verbs:-

① main/Action verbs.

② helping verbs

③ linking verbs. Ex:- The ~~flower~~ <sup>flower</sup> smells sweet.  
He looks stunning.

Forms of verbs:-

1st form (V<sub>1</sub>) The main form of the verb.

2nd form (V<sub>2</sub>) Past

3rd form (V<sub>3</sub>) Past - participle.

Regular & irregular verb :-

EX:-	V <sub>1</sub>	V <sub>2</sub>	V <sub>3</sub>
	guess	guessed	guessed
	Jump	Jumped	Jumped
irregular verb	put	put	put
	cost	cost	cost



<u>V<sub>1</sub></u>	<u>V<sub>2</sub></u>	<u>V<sub>3</sub></u>
is/am/are	was/were	been
arise	arose	arisen

Helping verb:-

Helping/  
Auxiliary  
verb

modal  
verb

Helping verb perform a task or further modify the action of the main verb.

EX:- we should celebrate Diwali

Auxiliary verb

<u>To Be</u>	<u>To Have</u>	<u>To do</u>
Is	Has	Do
am	Have	Does
are	Had	Did
was		
were		

Helping verb is, am, are, was, were

(To Be)

Verbs	Used with	Indicates	Grammatical number	Form
Am	I	Present continuous tense	Singular	s
is	He, she, It		Singular	s + ing
are	You, they, we		Plural	
was	He, she, It, I	Past continuous tense	Singular	
were	You, we, They		Plural	

Rita walks miles everyday.

The dogs bark all night.

Rita went to school yesterday.

The cat chased the snake.

The birds flew away from the cage.

The friend came back from the trip.

Ram had a meeting yesterday.

I have a husky.

(to have):-

verbs	used with	Indicates	grammatical number	Form.
Has	He/She/It	perfect / perfect continuous tense	singular	V <sub>3</sub>
Have	They/You/we/I	"	plural	
Had	He/She/It/They/You/we/I	past perfect continuous tense	singular / plural	

He has played

She has danced.

They have fallen asleep.



To do :-

verbs	used with	Indicates	Grammatical number	Form
Do	I/We/They/you	Present Indefinite tense	singular/plural	V <sub>1</sub>
Does	He/she/It	"	<del>Plural</del> singular	
Did	I/we/They/you/He/she/It	Past Indefinite tense	singular/plural	

You don't play cricket

Do you play cricket

Did they play well

Did I ask you

He ~~does~~ the workThey are going (go) to the zoo.Ram had written (write) the letter.She has not seen (see) her brother.  
see saw seenThey are/were watching movieThey were watching cricket yesterdayI could not talk to him as he had fallen asleepRahul and Aqsh were singing together

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## TENSE

~~Topic~~ Important Note:-

Indefinite Tense:-  $V_1$  (except past Indefinite:-  $V_2$ )

Continuous Tense:-  $V_1 + ing$

Perfect Tense:-  $V_3$  ( $to + V_1$ )

Simple/Indefinite Present Tense:- Ex:- we play cricket

→ Positive sentence ~~subject~~ +  $V_1$  + ~~es~~ + object

→ Negative sentence  $sub + do/does + not + V_1 + object$  Ex:- They speak English

→ Interrogative sentence

Ram plays 1)

→ Negative sentence:-

subject +  $do/does + not + V_1 + object$

EX:- They do not play cricket

she does not like to play cricket

Interrogative sentence:-

~~subject + helping verb +  $V_1$  + object~~

$do/does + subject + V_1 + object?$

EX:- do he eat rice?

Present continuous tense:-

Positive sentence:-  $sub + is/am/are + V_1 + ing + object$

EX:- we are reading now

Negative sentence:-  $sub + is/am/are + not + V_1 + ing + object$

He is not writing

Interrogative sentence:-  $is/am/are + sub +  $V_1 + ing + object$$



since → exact time/year  
for → period time/year

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### Present perfect tense:-

positive sentence:- sub + Has/Have + V<sub>3</sub> + object  
(Affirmative sentence)

Negative sentence:- sub + Has/Have + not + V<sub>3</sub> + object

Interrogative sentence:- Has/Have + sub + V<sub>3</sub> + object?

### Present Perfect continuous tense:-

positive sentence:- sub + has/have + been + V<sub>1</sub> + ing +  
They have been playing cricket for 4 hours obj + Time ref.  
" " " " " Since 2006.

Negative sentence:- sub + has/have + not + been + V<sub>1</sub> + ing +  
He has not been watching phone for 2 hours obj + Time ref.

Interrogative sentence:- has/have + sub + been + V<sub>1</sub> + ing +  
obj + Time ref.?

She has been working in the company since 2008.

### Future simple tense:-

positive sentence:- sub + will + ~~verb~~ verb + obj

Ex:- I will go to the party.

Negative sentence:- sub + will not/ <sup>won't</sup> + verb + obj

EX:- I ~~will not~~ won't go to the party.

Interrogative sentence:- will + subject + verb + obj?

EX:- Will you go to the party?

future  
past

Future continuous Tense :-Positive :- sub + will be + verb + ing

EX :- She will be studying at 5 PM.

Negative :- sub + will not (won't) be + verb + ing

EX :- She won't be studying at 5 PM

Interrogative :- will + sub + be + verb + ing?

EX :- Will she be studying at 5 PM?

Future Perfect Tense :-Positive :- sub + will have + V<sub>3</sub>

EX :- They will have finished the project by tomorrow.

Negative :- sub + will not (won't) have + past participle (V<sub>3</sub>)

EX :- They won't have finished the project by tomorrow.

Interrogative :- will + sub + have + V<sub>3</sub>?

EX :- Will they have finished the project by tomorrow?

Future perfect continuous Tense :-Positive :- sub + will have been + verb + ing

EX :- He will have been working for 5 hours by noon.

Negative :- sub + will not (won't) have been + verb + ing

EX :- He won't have been working for 5 hours by noon.

Interrogative :- will + sub + have been + verb + ing?

EX :- Will he have been working for 5 hours by noon?

Past Simple Tense :-Positive :- sub + verb (past form) (V<sub>3</sub>)

EX :- She visited the museum yesterday.

Negative :- sub + did not (didn't) + verb

EX :- She didn't visit the museum yesterday.

Interrogative :- Did + sub + verb?

EX :- Did she visit the museum yesterday?



Past continuous tense:-

Positive:- sub + was / were + V<sub>1</sub> + ing

Ex:- They were watching a movie when I called.

Negative:- sub + wasn't / weren't + V<sub>1</sub> + ing

Ex:- They weren't watching a movie when I called.

Interrogative:- was / were + sub + verb + ing?

Ex:- were they watching a movie when I called?

Past perfect tense:-

Positive:- sub + had + V<sub>1</sub> + ed (V<sub>3</sub>)

Ex:- He had finished his work before the meeting started.

Negative:- sub + had not (hadn't) + V<sub>3</sub>

Ex:- He hadn't finished his work before the meeting started.

Interrogative:- Had + sub + V<sub>3</sub>

Ex:- Had he finished his work before the meeting started?

Past perfect continuous tense:-

Positive:- sub + had been + V<sub>1</sub> + ing

Ex:- She had been studying for two hours before the power went out.

Negative:- sub + had not (hadn't) been + verb + ing

Ex:- She hadn't been studying for two hours before the power went out.

Interrogative:- Had + sub + been + verb + ing?

Ex:- Had she been studying for two hours before the power went out.



## 1. Global Lingua Franca:-

Summary:- English is a global language, spoken by over 1.5 billion people. It is crucial in international business, diplomacy, and organizations like the UN, NATO and the world Bank.

Q Why is English considered the global lingua franca?

Ans English serves as the common language for communication in international business, diplomacy and global organizations, allowing people from diverse linguistic backgrounds to interact.

## 2. Education and Research

English is dominant in education and research, especially in top universities and scientific publications. Mastery of English helps access global knowledge and contribute to academic discussions.

Q ~~How~~ How does English influence education and research?

Ans English is the primary language for instruction and academic discourse in top universities, and most scientific research is published in English, making it essential for accessing and contributing to global knowledge.

## 3 Technology and the Digital Age:-

English is dominant in technology, especially on the internet, in programming languages, and software documentation.

Q What role does English play in technology and the digital age?

Ans English dominates the internet and software development, making it crucial for professionals to engage with digital content and stay updated in their fields.



#### 4 Cultural Exchange and Entertainment :-

~~English~~ English facilitates cultural exchange through media, tourism, and entertainment, bridging cultural gaps and promoting global understanding.

Q How does English contribute to cultural exchange?

Ans English enables access to global media, movies, music and TV, and is used widely in tourism, helping individuals navigate different cultures and promoting cross-cultural understanding.

#### 5 Professional and Personal Development :-

• English proficiency boosts career opportunities and personal growth by improving communication skills, particularly in international settings.

Q How does English enhance employability and personal development?

Ans English proficiency opens up global job opportunities and enhances communication skills, making individuals more competitive in the job market and aiding personal growth.

#### 6 Economic Growth and Development :-

English contributes to economic growth by facilitating access to global markets, collaboration and foreign investment.

Q What role does English play in economic growth and development?

Ans English helps individuals and businesses engage in international markets, fostering economic growth by improving access to foreign investment and global collaborations.

#### 7 Cross-cultural Understanding :-

English bridges different cultures, promoting global citizenship, and helping people engage in international dialogues to address global challenges.

Q How does English promote cross-cultural understanding?

Ans By acting as a common language, English helps individuals share experiences and perspectives, promoting global cooperation and



understanding across cultures.

### 8 Challenges and considerations:-

The dominance of English can marginalize other languages and cultures, leading to a loss of linguistic diversity. Ensuring equitable access to English education is vital.

Q What are the challenges associated with the global dominance of English?

Ans The widespread use of English can lead to the marginalization of other languages and cultures, so efforts are needed to preserve linguistic diversity and provide equitable access to English education.

## Role of English in Enhancing Employability and Entrepreneurial Skills

### 1. Employability Enhancement:-

~~How does it~~

#### 1.1. Global Job Market Access:-

Q How does English proficiency enhance access to the global job market?

Ans Many multinational companies require English, and it is crucial for remote work and global collaboration.

#### 1.2. Professional Communication:-

Q Why is professional communication in English important?

Ans It helps in writing clear emails, presenting ideas, and building professional relationships.

#### 1.3. Competitive Edge:-

Q How does English proficiency give a competitive edge in the job market?

Ans It makes candidates more attractive for high-level positions, especially in global firms.



## 1.4. Access to Resources and Training:-

Q What is the benefit of English Proficiency in terms of resources and training?

Ans It provides access to a wider range of professional courses, certifications and industry reports.

## 2. Entrepreneurial Skills Enhancement:-

### 2.1. Market Expansion:-

Q How does English Proficiency assist entrepreneurs in ~~market~~ market expansions?

Ans It enables them to reach a global audience, communicate with international clients and foster business growth.

### 2.2. Communication and Negotiation:-

Q Why is English important in business communication and negotiation?

Ans It helps entrepreneurs ~~help~~ negotiate better deals and establish a strong global brand.

### 2.3. Access to Capital:-

Q How does English Proficiency help in securing funding?

Ans It allows entrepreneurs to pitch effectively to international investors and use crowdfunding platforms.

### 2.4. Innovation and Knowledge

Q Why is English crucial for innovation in entrepreneurship?

Ans It allows access to global business knowledge, case studies, and market trends, enhancing competitive ability.

### 2.5. Digital Marketing and E-commerce

Q How does English Proficiency affect digital marketing and e-commerce?

Ans It helps manage websites and social media, ensuring global reach and customer engagement.



### 3. Practical Applications and strategies.

#### 3.1. Language Training programs:-

Enrolling in professional English courses tailored for business and entrepreneurship helps individuals enhance their language skills and meet the global job market's demands. online platforms and apps offer flexible learning options to practice and improve English proficiency.

Q How do language training programs enhance employability?

Ans They improve English proficiency, specifically ~~tailored~~ tailored for business contexts, preparing individuals for global job market challenges.

#### 3.2. Immersive Experiences:-

Studying abroad or participating in international internships can boost English proficiency and cultural understanding. Engaging in networking events and business conferences offers practical ways to practice English and build professional relationships.

Q Why are immersive experiences important for improving English proficiency?

Ans They provide real-world opportunities to practice English, understand different cultures, and build professional connections.

#### 3.3 continuous Learning :-

continuous learning is key to maintaining English proficiency. Reading, writing, and engaging with English content through conversations, podcasts, and business news can enhance vocabulary and communication skills.



Q Why is continuous learning important for English proficiency?  
 Ans It helps individuals stay informed, improve vocabulary, and develop communication skills necessary for employability and entrepreneurship.

### Nature and Scope of Communication

communication, rooted in the Latin word "communicare," refers to sharing ideas, information, and feelings. It's essential for human interaction, involving a sender and receiver to establish mutual understanding.

Q What is the definition of communication according to Wilbur Schramm?

Ans communication is the process of establishing common thoughts or oneness between a sender and a receiver.

### 1-3. Types of Communication:-

- Verbal: Uses spoken or written words.
- Non-verbal: Body language, facial expressions.
- Interpersonal: Direct exchange between individuals.
- Intrapersonal: Internal self-talk.
- Group Communication: Interaction within groups.
- Mass Communication: Information dissemination via media.

Q What are the different types of communication?

Ans verbal, non-verbal, interpersonal, intrapersonal, group and mass communication.

### 1-4 Principles of Communication:-

Effective communication depends on clarity, conciseness, consistency, credibility, feedback, and adaptability.

Q What are the principles of effective communication?

Ans clarity, conciseness, consistency, credibility, feedback, and adaptability.



Clarity:- clear and easy to understand

Conciseness:- Brief, avoiding unnecessary details.

Consistency:- coherent and aligned with other communications.

Credibility:- Trustworthiness of the sender matters.

Feedback:- Ensures the message is understood correctly.

Adaptability:- Tailored to the audience's needs and culture.

## 2. The Scopes of Communication

### 2.1 Personal Life:-

Communication builds relationships, aids social interaction and allows emotional expression.

Q How does communication affect personal life?

Ans It helps in building relationships, engaging in social interactions and expressing emotions.

### 2.2 Professional Life:-

Communication is vital for organizational success, teamwork, leadership and career development.

Q What role does communication play in professional life?

Ans It facilitates organizational communication, teamwork, leadership, and career advancement.

### 2.3 Education:-

Communication is key to teacher-student interaction, curriculum delivery, assessment and administration.

Q How is communication important in education?

Ans It ensures effective teaching, curriculum delivery, and student feedback.



## 2.4 Business:-

Communication drives marketing, customer relations, corporate reputation and internal communication.

Q What is the role of communication in business?

Ans It is essential for marketing, customer interactions, corporate reputation, and internal operations.

## 2.5 Society and Culture:-

Communication shapes societal values, influences public opinion, and facilitates cultural exchange.

Q How does communication influence society and culture?

Ans It shapes public opinion, drives cultural exchange, and supports social movements.

## Future of Communication:-

Digital communication has transformed with social media, AI tools, and technologies like VR/AR, enhancing how people interact globally.

Q What are the future trends in communication?

Ans Digital communication through social media, AI-powered tools and immersive technologies like VR/AR.

- ① Define communication?
- ② What is the nature of communication?
- ③ Define encoding & decoding?
- ④ Explain the importance of feedback?
- ⑤ Explain the process of feedback by diagram?
- ⑥ Differentiate between General & professional communication.

### Answer:-

- ① Communication is the process of establishing common thoughts or oneness between a sender and a receiver. It is used to share ideas, information and feelings. It's essential for human interactions, involving a sender and receiver to establish mutual understanding.

### Types of communication:-

- Verbal: uses spoken or written words.
- Non-verbal: Body language, facial expressions.
- Interpersonal: Direct exchange between individuals.
- Intrapersonal: Internal self-talk.
- Group communication: Interaction within groups.
- Mass communication: Information dissemination via media.

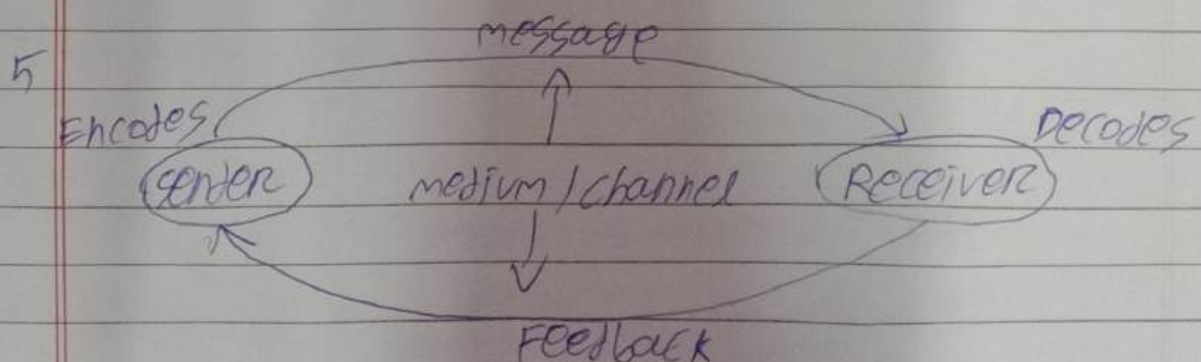


② The nature of communication is dynamic, interactive and continuous. It involves a sender, message, medium and receiver with feedback playing a crucial role. Communication can be verbal or non-verbal, intentional or unintentional and influenced by context, culture, and perceptions shaping relationships and understanding between individual or groups.

③ Encoding:- It is the process of converting thoughts, ideas, or information into symbols, words, or gestures that can be transmitted to a receiver. It's how a sender organizes and expresses a message.

Decoding:- It is the process of interpreting and understanding the encoding message by the receiver, translating it back into meaningful information.

4 Feedback is crucial for growth, improvement and learning. It provides valuable insights into strengths and areas for development, helping individuals or teams refine their work. Constructive feedback fosters self-awareness, encourages continuous learning, and boosts performance. In professional settings, it enhances communication, aligns expectations, and drives productivity. Timely feedback also motivates, enabling goal achievement and better decision-making, while reinforcing positive behaviours and correcting mistakes effectively.



5	Aspect	General Communication	Professional Communication
	Purpose	Casual, Personal interaction, or social bonding.	Focused on achieving specific goals or tasks in a professional contexts.
	Tone	Informal, relaxed and personal.	Formal, polite and structured.
	Audience	Friends, family or acquaintances.	Colleagues, clients or supervisors.
	Content	Everyday topic like hobbies, life events or opinions.	Work-related topic like tasks, projects, goals or professional updates.
	Structure	Less organized, spontaneous language, slang, idioms and informal expressions are common.	Organized, clear and concise. Precise, technical or business-related language.
	Channels	Casual media like social apps, phone calls, or face-to-face chats.	Emails, reports, meetings and official documentation.
	Feedback	Instant or informal, through casual conversation.	More formal, often documented like reports, evaluations or meetings.



10-24

# Active passive voice

Date

Page No.

Active

S + vt + o

was, have, had → been

passive

O + V<sub>3</sub> + S

EX:- I eat rice

I am reading Books

EX:- rice is eaten by me

Books are being read by me

Homework has being done by her

I <sup>am</sup> helped by her.

cricket <sup>is</sup> played by <sup>him</sup>

English <sup>will be</sup> spoken by me.

Spanish <sup>was</sup> spoken by me.

English <sup>can</sup> be understood by me.

English is <sup>being</sup> taught by the teacher to <sup>us</sup>

Homework had been done by whom?

Who had done the homework?

passive to active voice

English is being taught by me → I am teaching English.

Homework had being done by me → I had done homework.

I have gone to village X

I have visited the village the village has been visited by me.