**Assignment - Workshop 03**

**SES 22611- Socio Emotional Skills**

**Assignment - Workshop 03**

**Communication Skills**

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SES 22611 – Socio Emotional Skills

SES 22611 - සමාජ-චිත්තවේගීය කුසලතා

Wmfoia $ Instructions

* Answer only in the space provided on this paper itself.

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* Answer all the questions.

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* This paper consists of only 05 questions

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1. Define "Communication"

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Communication is the process of exchanging information, thoughts, ideas, and emotions to build relationships and achieve understanding in both personal and professional life. It is essential for teamwork, conflict resolution, and personal growth.-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

1. Describe the communication process.

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The communication process involves several key steps:

1. **Sender**: The person who initiates the communication by creating a message.
2. **Encoding**: The process of converting thoughts or ideas into a communicable form, such as words, gestures, or symbols.
3. **Message**: The information, idea, or thought that is being conveyed.
4. **Channel**: The medium through which the message is transmitted (e.g., verbal, written, visual, or nonverbal communication).
5. **Receiver**: The individual or group who receives the message and interprets its meaning.
6. **Decoding**: The receiver's process of interpreting and understanding the message.
7. **Feedback**: The receiver's response to the sender, indicating whether the message was understood as intended.

Effective communication relies on clarity in the message, active listening, and overcoming barriers such as misinterpretation, noise, or cultural differences.

1. Examine the forms of communication with instances.

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* Verbal communication

This involves the use of spoken words to share information. It can happen face-to-face, over the phone, or in group settings.

**Example:**

* A team leader discussing a project plan during a meeting.
* A teacher explaining a topic to students in a classroom.
* Visual communication

This uses visual elements to convey a message, often alongside or instead of words. Examples include images, charts, graphs, and videos.

**Example:**

* A PowerPoint presentation in a business meeting to illustrate financial performance.
* Road signs guiding drivers.
* Written communication

This involves any message conveyed through writing, whether on paper or digital platforms. It is often used for formal and permanent communication.

**Example:**

* Sending an email to a client about a new project update.
* Writing a report on an assignment or project.

1. Discuss 03 qualities you should develop as an effective communicator.

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**1. Active Listening**

Listening is just as important as speaking in communication. Active listening involves focusing on the speaker, understanding their message, and responding thoughtfully.

**How it Helps:**

* Builds trust and rapport.
* Ensures clarity and reduces misunderstandings.

**2. Clarity and Conciseness**

Communicating clearly and to the point avoids confusion and ensures that the message is understood as intended.

**How it Helps:**

* Saves time and effort.
* Makes communication more effective.

**3. Empathy (සන්වේදනය පෙන්වීම)**

Empathy involves understanding and respecting others' feelings, perspectives, and needs. It builds stronger connections and reduces conflicts.

**How it Helps:**

* Enhances interpersonal relationships.
* Fosters collaboration and mutual respect.

1. " Understanding nonverbal communication intensifies interpersonal relationships." Analyse.

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(Mark 06)

Nonverbal communication plays a crucial role in strengthening interpersonal relationships by conveying emotions, intentions, and attitudes without the use of words. Here's an analysis of how understanding nonverbal cues intensifies relationships:

**1. Builds Trust and Connection**

Nonverbal cues, such as maintaining eye contact, offering a genuine smile, or using open body language, show attentiveness and sincerity. These signals foster trust and deepen personal and professional relationships.

**Example:**

* Nodding and maintaining eye contact while a friend shares their feelings can make them feel valued and understood.

**2. Enhances Emotional Understanding**

Nonverbal communication helps in interpreting emotions that words may fail to express. Gestures, facial expressions, and tone of voice often reveal a person’s true feelings.

**Example:**

* A co-worker’s slumped posture and lack of eye contact might indicate stress or discomfort, prompting you to offer support.

**3. Resolves Conflicts Effectively**

Understanding nonverbal cues allows individuals to address conflicts more empathetically. Recognizing signs of frustration or discomfort can help in de-escalating tensions and finding solutions.

**Example:**

* A manager noticing defensive body language during a discussion might adapt their approach to make the conversation more collaborative.

Nonverbal communication is a powerful tool for understanding others and enhancing interpersonal relationships. Being aware of these cues enables better emotional connection, trust-building, and conflict resolution.