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Methods of Communication

What is communication?

- it is sharing of information, opinions, ideas & beliefs
- it happens between two or more persons

❖ People use different forms of communication such as

- Written and spoken words
- Body gestures
- & Various method

❖ The methods adopted to communicate any information,

- Opinions
- Views
- Thoughts etc., mainly depends on the situations

Three basic methods are used in the process of communication.

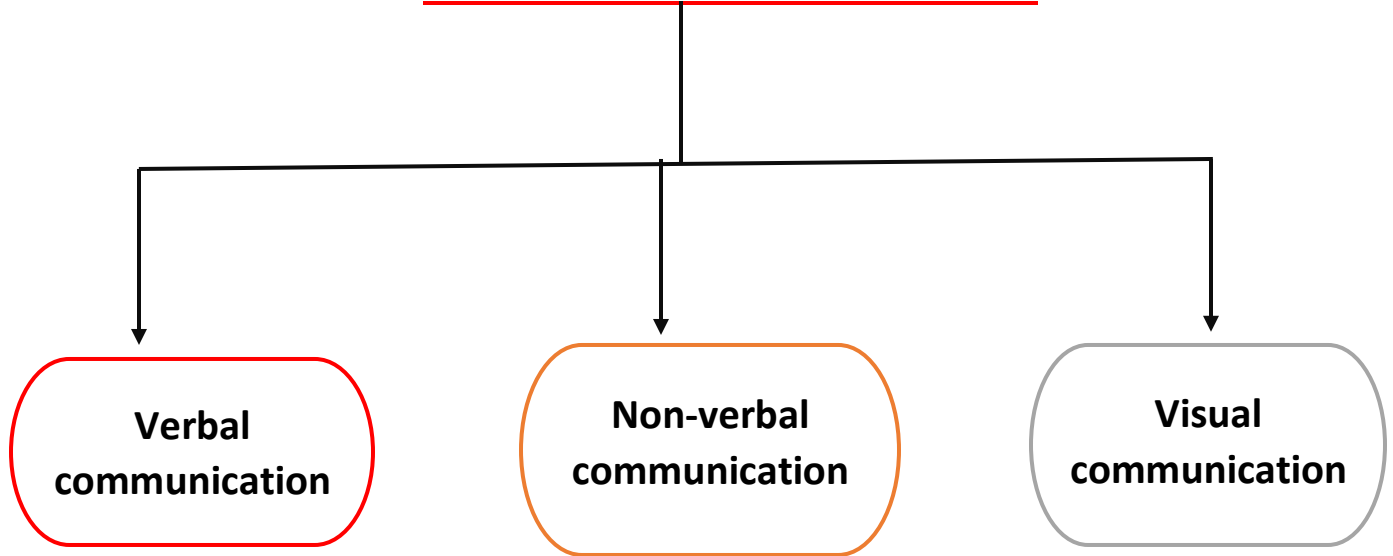
UNIT 1: - COMMUNICATION SKILL -II

Chapter 1 Notes

Class-X Artificial Intelligence (AI) [417]

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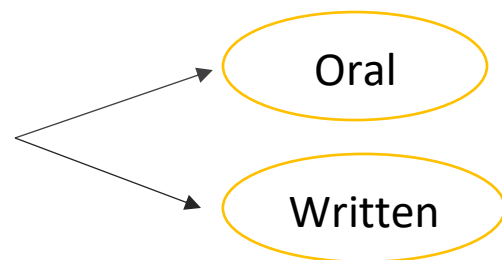
Methods of communication



Verbal communication

- ❖ It is the most popular means of sharing information or ideas.
- ❖ People use words to exchange thoughts, feelings & ideas with others.
- ❖ Language is the most important tool of verbal communication.
- ❖ Mastering linguistic skills is essential for effective verbal communication.

There are two primary mediums



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ORAL COMMUNICATION

- ✚ Spoken words being used to convey a message.
- ✚ It is a two-way process which involves both listening & speaking.
- ✚ It can be done either by using mechanical devices
 - Telephone
 - Loudspeaker
 - Tape recorder
 - Or face to face interactions
- ✚ Formal ways include presentations at business meeting, classroom lectures & commencement speeches.

So, it is essential to be precise & effective while communicating.

Public speaking skills need to be developed. The more efforts & practice you put in, the more effective your speech will become.

Factors to improve communication

To enhance our communication skills, we need to develop some basic traits:-

Speech

- ✓ Act of delivering a formal oral communication
- ✓ Clarity is essential & is needed most while communicating with anyone.

Vocabulary

- ✓ Effective communication is judged by the correct usage of vocabulary.
- ✓ If one is not sure of how to use a word, one should avoid using it.

Rhythm

- ✓ Rhythm is the intonation, i.e, primarily a variation in the pitch level of the voice.
- ✓ One should maintain rhythm to express one's attitude.

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Tone

- ✓ It helps to create an impact on the listeners.
- ✓ It reflect the attitude & the emotions of the speaker.
- ✓ Listeners appreciate a cheerful & pleasant tone.

Pitch

- ✓ It refers to the loudness or softness of speaker's choice.
- ✓ Always speak in a clear, slow & conversational tone.

Tips to improve oral communication

- Read out loud
- Make audio/video recording of your reading
- Talk to people in a manner that shows interest
- Take part in activities which involve public speaking

Written Communication

- It means communicating through written words.
- It is more valid & reliable than speech.
- Used for official purpose for permanent record of evidence.

Different forms of written communication include letters, reports, memo, circulars, questionnaires, manual etc.

These days messengers like **WhatsApp, e-mails** etc. are also used by people to convey messages

Tips to improve

- Expand your vocabulary & learn new words.
- Learn to spell words correctly.
- Read regularly.
- Always write text keeping your audience in mind.

Verbal communication is further classified into 2 types:-

Intrapersonal

Interpersonal

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Intrapersonal

Extremely private

Silent conversations we have with ourselves

Rehearse a message intended for others or write a diary or a personal journal.

Interpersonal

Information is exchanged between two individuals

This communication occurs when you talk with your friends, family or relations.



It can be categories further based on the number of participants.

- **Dyadic communication**
- **Small group communication**
- **Public communication**