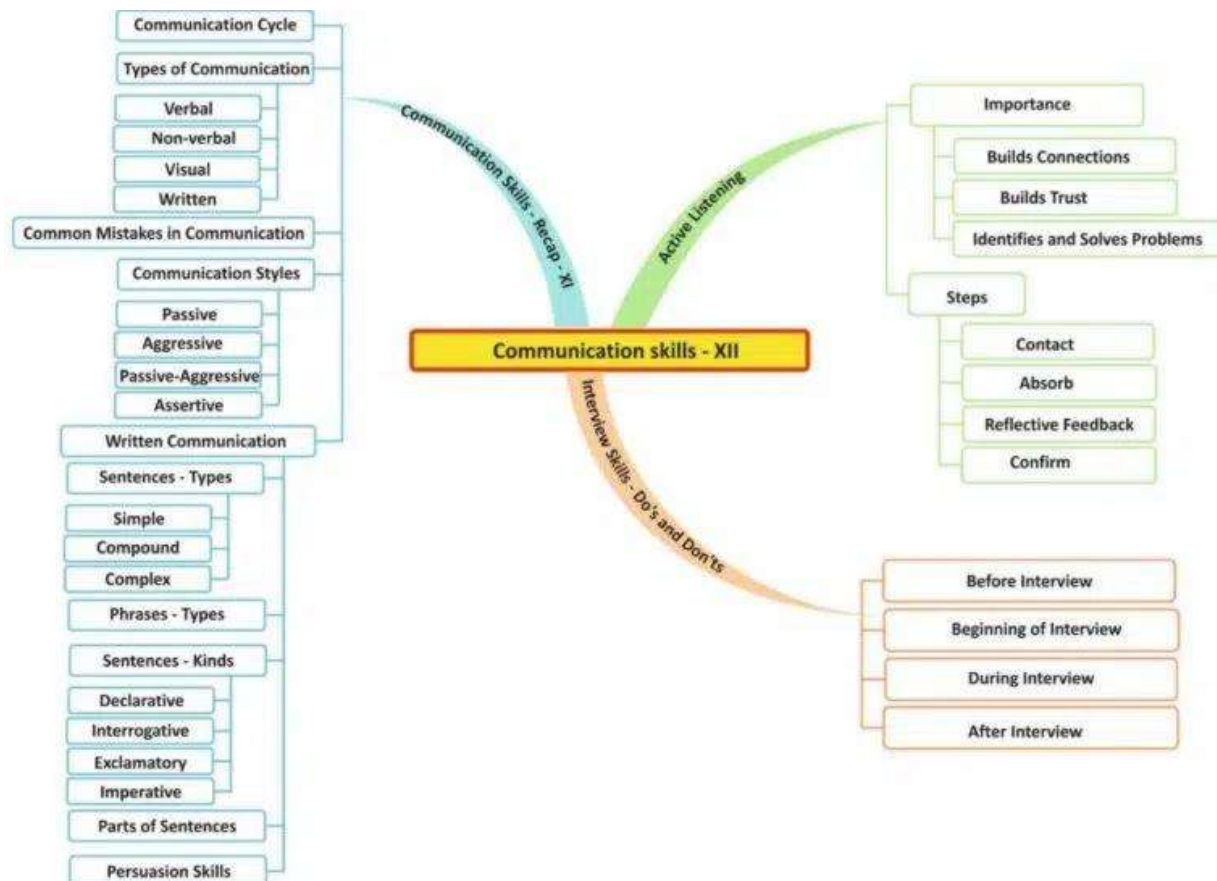




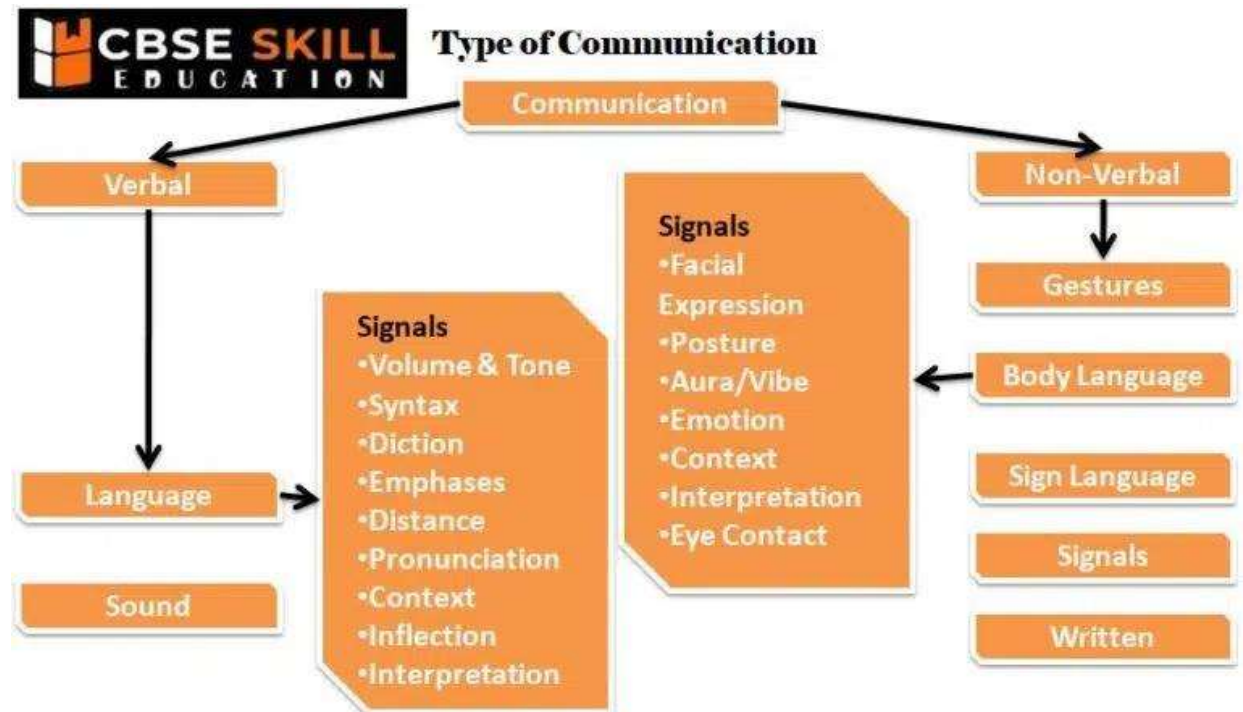
# Communication Skills Class 12 Notes

## Communication Skills Class 12 Notes



The act of transferring meanings from one entity or group to another through signs, symbols, and semiotic norms that are mutually understood is known as communication.

**\*The following figure represents types of communication**



Learning objectives of Effective communication

1. Development of Interpersonal Skills
2. To express effectively & with maximum efficiency

### **Communication Skills Class 12 Notes**

## **Active Listening**

Active listening is one of the most important abilities for good communication.

Building and maintaining connections, resolving issues, streamlining processes, and remembering information like guidelines, procedures, and expectations will all be made easier for active listening.

## **Why is active listening important in the workplace?**

Developing our active listening abilities will benefit us whether we are looking for a new job, aiming for a promotion, or trying to do better in our current position. This

soft skill, like critical thinking and conflict resolution, will help us become more valuable.

### ***It helps us build connections.***

People feel more comfortable sharing information with us when we are actively listening. People will be more eager to communicate with us frequently when we show them that we have the capacity to really listen to what they have to say.

### ***It helps you build trust.***

People are more likely to trust in us when they sense they can speak openly with us without interruption, judgement, or unwelcome interruptions. This is especially useful if we want to establish a long-term working relationship with a new client or business contact.

### ***It helps you identify and solve problems.***

You can identify difficulties that other people are having, as well as issues with initiatives, by actively listening to others. The sooner you can identify these problems, the sooner you can discover a solution or formulate a strategy to deal with them.

## **Communication Skills Class 12 Notes**

### **Four Steps to Active Listening**

#### **Active listening requires four discrete steps.**

**CONTACT**—connect with the participant who is contributing; eye contact, open posture, and nonverbal responses.

**ABSORB**—take in all aspects of the spoken message, implicit and explicit and nonverbal clues. Do not judge or evaluate.

**REFLECTIVE FEEDBACK**—mirror, reflect, or feedback what you have heard and why the contributor claims to be valid.

**CONFIRM**—receive confirmation from the speaker that you heard the participant's message accurately. If not, start the method over again at the beginning by having the speaker restate their view.

## **Communication Skills Class 12 Notes**

# Interview Skills

Interviewing is a talent unto itself, one in which our capacity to communicate effectively and engage with the interviewer are elements that are just as crucial to gaining the job as are the credentials included on our résumé.

## Interview Do's and Don'ts

### DO's

#### What to do before an interview

- Get a good night's sleep the night before.
- Do research.
- Eat a good breakfast.
- Prepare questions beforehand.
- Know who will be interviewing and learn a bit about their background.
- Know your strengths and put together a list of them.
- Turn off your cell phone
- Prepare a solid list of references

#### What to do during beginning of an interview

- Do try to sparkle! Use gestures in your conversation. Make sure they are smooth and emphatic.
- Do smile.
- Do make sure you get the interview's name right and use it a few times in the interview
- Do go to the rest room before you visit the employment lobby. It is embarrassing to interrupt an interview, and you want to be as comfortable as possible

#### What to do during an interview

- Do look the interviewer in the eye. Recruiters place a lot of emphasis on eye contact.
- Do take notes
- Let your achievements speak for you.
- Take a second before answering a question.
- Sit up straight.

- Ask questions.

### **What to do after an interview**

- Do let the interviewer decide when the interview is over.
- Do ask the interviewer when you will hear from him or her again if he or she does not offer the information.
- Drop off a thank you note. Always thank interviewer after you have left.
- Follow up appropriately.
- Create a list of items that you did well and you like to improve on.

### **Don'ts**

- Don't be late. In fact, plan to be early for any scheduled interview. If you are late or arrive just in the nick of time, the interviewer will start to wonder
- Don't sit down until you are asked.
- Don't lean on or put your elbows on the interviewer's desk. Sit back in your chair, so the interviewer can see more of you. Sit erect.
- Don't show your nervousness by drumming your fingers, swing your leg, or cracking your knuckles.
- Don't talk too quickly
- Don't digress from your points. Answer questions directly.
- Don't use words you do not know meaning of
- Do not use slang

### **To teach interview skills in high school, we should follow these four steps:**

- Introduce interview skills
- Talk about why good interview skills matter
- Explore what good job interview skills look like
- Group project