

## Communication :-

The word communication is derived from Latin word 'communicare'.

- ⇒ Communication is sharing of any kind of ideas, information, data, news, thoughts, emotions and feelings etc.
- It is a two way process, i.e., from sender to receiver.

## DRAMATIC DEVICE :-

- Soliloquy :- Conversation with oneself all alone in louder voice.
- Aside :- Moved in one side of stage and utter (thoughts) words.

## Levels of Communications :-

1. Intrapersonal level of communication :-  
It is the communication within yourself.
2. Interpersonal level of communication :-  
It is the communication between two or more person.
3. Extrapersonal level of communication :-  
It is the communication between people not belonging to your community or species.

Eg:- Man or dog etc.

#### 4. Group discussion (GD):-

It is the communication between among person in a group.

#### 5. Mass communication:-

It is the communication from single place at single time to masses.

Eg:- Broadcasting, Telecasting, Print Media etc

Hierarchically:-

Mass  
↓

Group  
↓

Extrapersonal  
↓

Interpersonal  
↓

Intrapersonal

- \* Initiating of a communication is done only by an idea or a topic.

#### Ques. Steps or Process of Communication :-

It deals with different steps involved in establishing a communication ⇒

1. Presence of idea in the mind of sender.
2. Proper and sequential arrangement of idea by converting it into a proper message.

OR Encoding of message.

3. Transmission of message to the receiver.
4. Proper medium or channel for transmission

(Channel must be obstacle free).

- \* After the proper transmission of message through channel there is reception of message.
- 5. Receiver will receive the message.
- 6. Decoding of message. (Interpretation of message).
- 7. Sending the feedback by receiver.

Flow of communication :-

Uninterrupted transmission of message from initial point to termination point, i.e., from sender to receiver.

TYPES:-

1) UPWARD :- The communication from lower level of employees to higher level of employees, within an organisation. (The information is moving originated at lower level).

Eg:- Complaints, Demands, Grievances etc.

2) DOWNWARD :- The communication from higher level of employees to lower level of employees, within an organisation.

Eg:- Orders, Notices etc.

3) HORIZONTAL :- In this, the flow of communication among person within an organisation without deviation, within same class or

section of people.

4) DIAGONAL :- Official transmission of message gets circulated either from lower to higher level or from higher to lower level among various strata of employees. (takes place within the working hours).

5) PEER GROUP:- Unofficial transmission of any kind of message between friends or people who are not of the same class or section, within the organisation.

Eg:- Information about any event is given by the teachers in the class and the present children will know it. These present children will tell the information of event to the absent ones, then it is a peer group communication.

Barriers of communication :-

Anything that obstructs the free flow of transmission of message from sender to receiver.

TYPES:-

1) Physical barrier:-

Noise, distance between sender and receiver, weather conditions, disturbance in the medium or channel of communication.

Noise - The message is liable to get disturbed because of noise.

Eg:- Suppose the teacher is transmitting the

signals to last but because of the surrounding or noise of the ~~to~~ some students, the last student is not able to receive the signals successfully.

#### DISTANCE BETW THE SENDER AND RECEIVER:-

- It enhances the flow of communication.
- If distance is small, then there may be a successful communication.
- If distance is large, then the signals may get hampered resulting in unsuccessful communication.

#### Weather conditions:-

If weather is unfavourable, so the communication is distracted because the signals gets distracted.

#### MEDIUM OF TRANSMISSION:-

If weather conditions are not good, the medium of communication gets obstructed then the communication is also distracted.

If the medium is over disturbed, hence unsuccessful communication.

#### 2) Semantic Barriers :-

Barriers related to language.

Language as a whole is barrier.

ASPECTS:- (Paralinguistic features of language):-

- Mispronouncing of words, the essence of message gets lost.
- Grammatical error

- Voice modulation or Pitch.
- Vocabulary, either it can enhance the communication or it will be non-qualitative.
- Rate of speed, fast and slow speakers will not proceed for a long time.
- The language should be in such a sent so that it can be understood by people.
- Clarity of voice

### 3) Psychological Barriers:-

Barriers which originate in your mind.

- 1) Nervousness and lack of confidence.
- 2) Frustration (Personal or professional problem).
- 3) Jealousy (Prevents people from interacting to someone, <sup>because of</sup> developing of kind of hatred against that person, -ve feeling is developed).
- 4) Prejudice (Prior judgement, about someone which is negative, preventing a successful communication).
- 5) Superiority complex (Ego)
- 6) Inferiority complex
- 7) Difference in the views of person, hampers the communication.
- 8) Distrusting a person, will not share opinions and views, hence, hampering the

flow of communication.

- 9) Mood of the person
- 10) Rules and policies of organisation, prevents the communication.
- 11) Not having the proper command of language.

\* LSRW (Listening, Reading, Speaking, Writing).

\* LISTENING:- When a person is understanding, and paying attention, grasping and when something is told to them and giving proper feedback, it is listening.

And vice versa is 'HEARING'.

It is a passive skill. Ears & mind is involved.

ROLE IN COMMUNICATION:-

- \* Evaluate the message received by other person.
- Become capable of identifying different language and how of use the language.

\* SPEAKING:- It is an active skill. Because the person who is trying to learn the language tries to utter the language. Mind and entire vocal tract is involved.

IMPORTANCE:-

- Learn to express the feeling in any language in a particular way.

- Good evaluator
- Become a good orator (speaker).

\* **READING:** It is a passive language skill.  
(Brain) Mind, eyes are involved.

#### IMPORTANCE:-

- Enriches vocabulary
  - Enriches knowledge and wisdom
  - Enriches logical and analytical thinking
  - Extract knowledge from any other sources.
  - Develop a power of speaking (fluency) of any language
- \* **WRITING:** It is an active skill.  
Mind, hands, eyes are involved.

#### IMPORTANCE:-

- Enhances power of imagination, emotions.
- Influencing people by writing articles.
- Helps in preserving records for a longer record.

### Tools of Communication:-

Language as a tool of communication

- It is the medium in which we express ourselves & with the help of words, for communication.
- Language never exists in isolation because it always exists in the mind of human beings. Language is flexible in nature.
- Two ways of learning a language:
  - i) Ordinary :- Getting expose to that language
  - ii) Becomes fluent, orator of that particular language.

\* 6500 languages spoken all over the world.

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EFFORT TO LEARN A LANGUAGE

- 1) Practice
- 2) Well-acquainted with the grammar of the language, syntactical structures, vocabulary, phonetics, synonyms, antonyms, homophones etc.

FEATURES OF LANGUAGE:-

- 1) Every language is arbitrary.  
(Words are designated to a particular thing without any reason).
- 2) Productive and creative  
(Something new is getting out of the language, by reusing rearrangement of words or letters).
- 3) Language is social by nature.  
(We used it to communicate by sharing information, feelings, ideas, thoughts etc. This is how we become part of society group, which is inseparable in a society).
- 4) Language is systematic in nature.  
(It follows certain systematic rules and the structures or regulation).
- 5) Language is conventional by nature.  
(Something which existing from a long time, carried by our ancestors or predecessors. It is not generated for a limited period of time but it is a long process carried by humans, with changes and modification, it forms and reforms and is generated for next generations).

Language is recursive in nature (length of sentence can be extended as much as we can)

language is  
restricted

repetitive  
Abstral  
Universal

Widely  
everywhere

Parts of Speech:- The words which are assigned to a particular categories according to their uses for building up of a particular speech.

TYPES:- 8

- 1) Noun
- 2) Pronoun
- 3) Verb
- 4) Adverb
- 5) An Adjective
- 6) Conjunction
- 7) Proper Prepositions
- 8) Interjection

NOUN:- Any name given to person, place, animal, or thing.

- 1) Proper noun
- 2) Material noun
- 3) Abstract noun (Eg:- Patriotism)
- 4) Common noun
- 5) Collective noun
- 6) Possessive noun
- 7) Countable noun
- 8) Uncountable noun
- 9) Singular noun (Single person)
- 10) Plural noun (More than one person or things)

PRONOUN:- words which are used in place of noun. Eg:- He, She etc.

- 1) Personal (I, he, she)
- 2) Demonstrative (This, that, those)
- 3) Interrogative (What, which ~~who~~, ~~whose~~, whom)
- 4) Reflexive (Myself, Yourself, Ourselves)
- 5) Reciprocal (Each other, One another)

VERB :- Action words.

- 1) Main verb (Independent)
- 2) Helping verb (Depends on main verb)

ADVERB :- Words which add meaning to verb and modify the verb.

Eg:- She sings sweetly. ADVERB

- 1) Adverb of time (next week, tomorrow etc.)
- 2) Adverb of Manner (rudely, politely, etc.)
- 3) Adverb of Frequency (seldom, rarely, frequently etc.)
- 4) Adverb of Degree (much, more, less, few etc.)
- 5) Adverb of Place (near, etc.)
- 6) Adverb of comment (unfortunately, unluckily etc.)

ADJECTIVE :- Tells about quality of noun and pronoun.

- 1) Comparative (taller, bigger, wider etc.)
- 2) Superlative (tallest, biggest, widest etc.)

PREPOSITIONS :- Words which are placed before nouns and pronouns. Eg at, on, in etc.

CONJUNCTIONS :- Joining words, joins two sentences, clauses.

- 1) Coordinating (and, yet, but etc.)
- 2) Subordinating (because, as, such)

INTERJECTION :- Words used to express sudden feelings or emotions, followed by an exclamation mark.

Eg:- Alas!, Hurrah!, Hush! etc.

## Sentences and Types of Sentences:-

**SENTENCE**:- Group of words which combines to make a sentence and gives sense.

**PARTS**:- 2

- 1) **Subject** (About whom or about which we are talking).
- 2) **Predicate** (What is being said about subject above is a predicate).

**Phrase**:- Group of words that do not make complete sense.

### TYPES OF SENTENCE:-

- 1) **Simple**:- Conveys any sort of information.
- 2) **Interrogative**:- Ends with question mark.
- 3) **Exclamatory**:- Sudden feelings and emotions.
- 4) **Imperative**:- Giving orders, commands and requests.

### FIGURE OF SPEECH:-

To enhance the beauty of the language.

#### TYPES:-

- 1) **Simile**:- Comparison between two unlike things (Using words - like, as, as).
- 2) **Metaphor**:- Comparison without using like, as.

Eg:- The moon is a ball.

- 3) **Hyperbole**:- (Exaggeration) Say something much more than the reality.

4) Understatement :- Reverse of hyperbole.

Eg:- was thick as a needle.

5) Synecdoche : Where the part of anything is used to represent the whole thing.

Eg:- 1) Sita learn abc, in school

↳ instead of using education we have used part of it or 'abc' is used.

2) I am learning to command the steering.

6) Personification :- When we try to treat any non-living as living thing.

Eg:- The trees is roaring in the soaring winds.

7) Apostrophe :- where we make a direct address to a non-existent or non-living thing.

Eg:- "O! Life, I cannot understand you".

8) Alliteration :- Repetition of same consonant sound.

Eg:- She sails at the sea shore.

9) Oxymoron :- Two <sup>opposite</sup> contrasting phrase occurs in a single sentence.

Eg:- The members of panel they together agreed to disagree.

It is an open secret.

o) **Onomatopoeia**:- Sound effect is emphasized.  
Sound is represented by word.  
Eg:- Snake hissed at the boy.

11) **Puns**- Playing with words.

Eg:- I was treading a book about sugar  
field. I got lost in the book.

12) **Sixony** :- When the meaning is different  
from illustration.

Eg:-

**Paragraph development:-**

- \* 1) Inductive
- \* 2) Deductive
- \* 3) Chronological
- 4) Spatial
- 5) Linear

① Topic around which the paragraph is constructed. Introduction of topic sentence comes earlier. Mahatma Gandhi - "Father of our nation"

② To derive a conclusion. Reverse the inductive way.

③ If paragraph is designed according to time interval. Road accident, Bank robbery,

④ Give three-dimensional aspects. (Features)

Land Bike  
Simpler method

- Q. How can you write a good sentence?
- a) The information which is contained in a sentence should be clear.
  - b) The sentence constructed <sup>thin idea</sup> should be there in single sentence.
  - c) Write the sentence in active voice.
  - d) Be sure the sentence is grammatically correct.
  - e) The writer must be very sure about the punctuation mark.
  - f) Try to be precise, avoid writing so much of words, use minimum number of words (verbs).

\* **Loose sentence:** - So many dependent clauses, <sup>independent</sup> main clause arrives early and then comes all the <sup>dependent</sup> subordinate clause.

Eg:-

He might consider <sup>MAIN CLAUSE</sup> to pay high fees in private institution, if the teacher-student ratio is less, the facilities are highly qualified, and the placement record is very high.

\* **Periodic sentence:** Dependent clauses comes earlier and independent clause comes at the end or last.

Eg:-

With the lower taxes, the mild climate and the moderate living conditions, <sup>MAIN</sup> this city is the best place to live.

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## 7 C's of communication (Principles of communication):

- 1) Completeness,
- 2) Correctness
- 3) Courtesy
- 4) Clarity
- 5) Consideration
- 6) Creativity
- 7) Credibility

- 1) Message must contain some essence in itself, must be completed.
- 2) Write the message in correct way, without any grammatical errors; expression must be clear.
- 3) Showing politeness and courtesy in a message because we want to show respect and it creates an impression on the mind of the reader.
- 4) There should not be any ambiguity, one should use simple language so that it is clear to the receiver so that the reader can understand the message.
- 5) Receiver must be in mind, i.e., the level of understanding of the receiver, background of the receiver, level, area of interest of the receiver.

- 6) Use of new words, the sentences made should be of all kinds, choice of word represents the class of sender.
- 7) The trust of the receiver, how can we win the trust of the person by providing information based on facts and figures, based on real incident.