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COMMUNICATION SKILLS

- Communication allows you to understand and be understood by others

TYPES OF COMMUNICATION (S.V. Sop)

1) ON THE BASIS OF NUMBER OF PARTICIPANTS

(1) INTRAPERSONAL COMMUNICATION

- Only one person is participant here
Eg :- Self talk

(2) EXTRAPERSONAL COMMUNICATION

- One human being is here + One is non-human being entity

Eg :- Talking to trees, Given instructions to machine, Talking to pets

(3) INTERPERSONAL COMMUNICATION

- When communication between two people (only two persons)

(among)

(4) GROUP COMMUNICATION

- Communication with more than two peoples

(5) ORGANIZATIONAL COMMUNICATION (Countable) (2)

- It is the communication b/w the organization with its members
- In this communication we can count the people and people are in thousands in this communication
Eg:- college (Organization)

(6) MASS COMMUNICATION (Non-Countable) (3)

- In this communication we cannot count the people and is most powerful form of communication
Eg:- Radio communication, Social media communication
- It is the communication with the crowd

Q7 ON THE BASIS OF FLOW OF COMMUNICATION (3) ON

(1) VERTICAL COMMUNICATION (1)

~~縱向的溝通~~

UPWARD

COMMUNICATION

→ communication starts

from subordinate and it reaches to higher authority

Eg:- request, Application, Complaint

DOWNWARD

COMMUNICATION

→ When communication

flows from authority to the sub-ordinate that is called downward communication

Eg:- Orders, Notices, circular (authoritative in voice)

(A) VERT
COMM

(A)

(A)

(A)

(A)

(A)

- ble) (2) HORIZONTAL COMMUNICATION (→)
- In Horizontal communication share same designation / same authoritative power
 - Communication on same level
- Eg:- Communication in class room

(3) DIAGONAL COMMUNICATION (X)

- In Diagonal communication hierarchy is not followed by Sender or receiver
 - Suppose → Communication b/w people of different designation in same hierarchy.
 - This type is not practical
- Eg:- In festivals, NGOs, fests

ON THE BASIS OF METHOD OF COMMUNICATION.

(A) VERBAL
COMMUNICATION

(B) NON-VERBAL
COMMUNICATION

(A) VERBAL COMMUNICATION

(a) Oral

(b) Written

(a) ORAL COMMUNICATION

- When you are talking Eg:- Chaving interview, viva, Phone communication
- Oral communication is uttering words with any language

(b) WRITTEN COMMUNICATION

- When you are communicating in form of writing
- More reliable
- Can be used as proof
- Eg:- Exam, Assignments, test

N. Imp)

(B) NON-VERBAL COMMUNICATION

- Non-verbal communication is a communication which is neither written nor spoken

FIVE CATEGORIES →

- (1) KINESIS (Body movement)
- (2) Proxemics (Study of Space)
- (3) Haptics (Touch language)
- (4) Paralanguage
- (5) Chronemics (Study of time)

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(I) KINESIS (BODY MOVEMENTS)

(i) Personal appearance

- Clothing mannerism
- Accessories
- Hairstyle

(ii) Gesture

- Hand and Head movements

(iii) Posture

- How we sit
- How we stand
- How we walk

(iv) FACIAL EXPRESSION

- Face must be smiling
- Must not let others notice your sadness or you will not get good marks

(v) EYE CONTACT

(3) HAPTICS (Touch language)

→ Haptics means touch language which we are using in our day to day life or in professional life.
 Eg:- Tapping on back, hand
 Shaking, touch the feet

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(4) PARALANGUAGE

~~SPONTANEOUS COMMUNICATION~~

- 'PARA' means 'beyond'
- 'Para' is a Greek words which mean 'side', 'near'
- In the Paralanguage, ~~*Quality of voice~~ Language becomes, 'affective', 'confidence', 'powerful', ~~hidden factors~~
- MALE:- Harsh and Heavy
- FEMALE:- Thin, sweet
- RJ :- very good voice, flowerless voice

* VOLUME :-

- Loudness, how much loud we are speaking such that, it is audible to other person

(Loudness Should be balanced)
 not screaming or not very low

* TONE :-

- Expression which reflect our language

- Politeness, respectful, mannerism
- It is very much impacting to language

* SPEED OF SPEAKING :-

NOTES →

In one minute normal rate of speech is 120-150 words/min

- Speed should be balanced such that the other person should understand what are you saying

* PRONUNCIATION :-

- Must be correct so that (language) is influential on other person

* VOICE MODULATION :-

* PAUSE :-

- Gap which taken during speaking (1 to 2 seconds) for better understanding

(5) CHRONEMICS (STUDY OF TIME)

- Relation with time, how we are utilizing our time to complete the

given work

→ If we do it on time, or submit late
then we are creating two different
impression on the other

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(4)

(1)

CRISTALINE

(2) PROXEMICS (STUDY OF SPACE)

~~Proxemics~~ Advanced

- They are classified into 4 categories :-

(1)

INTIMATE SPACE (0 to 1.5 feet)

→ Intimate Space are shared with

- ① Family
- ② Close Friend
- ③ Doctor
- ④ Barber

(3)

(2) PERSONAL SPACE (1.5 feet to 4 feet)

(3) SOCIAL SPACE (4 feet to 12 feet)

(4)

→ ~~Neighbour~~

(4) PUBLIC SPACE (12 feet to 30 feet)

→ Stranger

Eg: — Seminar, Workshop

L4) ON THE BASIS OF STRUCTURE OF COMMUNICATION

(1) INTERNAL COMMUNICATION

— The communication within an organization

(2) EXTERNAL COMMUNICATION

— If you see the communication which happen outside the premises of the organization

(3) FORMAL COMMUNICATION

[the communication]

— When ~~communicated~~ with teacher and students, seniors and juniors

(4) INFORMAL COMMUNICATION

SEVEN C's # OF COMMUNICATION

- (1) CORRECTNESS # \$
- (2) CLARITY # \$
- (3) CONCISENESS # \$
- (4) COMPLETENESS # \$
- (5) CONSIDERATION # \$
→ consider the Barriers of the receiver
- (6) CONCRETENESS # \$
- (7) COURTESY # \$

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UNIT - 2

OFFICE ETIQUETTES & COEs

- OE are some code of conduct which is expected by others in any work place

(1) CLOTHING ETIQUETTES &

- Formal
- Simple but elegant
- Neat and clean
- Ironed

(2) LANGUAGE ETIQUETTES &

- Formal (Slang and abusing language)
- Polite (Respectful and should be)
- Tone (honour for others) (avoided)
- Courteous, respect, polite, graceful, not boot licking) (must have self esteem)
- Pronunciation
- Grammatical errors, should not be there

(3) PROFESSIONALISM &

How you behave on a workspace

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- (1) Keeping your words &
— To ~~keep~~ fullfill your promises
- (2) Being Punctual &
- (3) Flexible Behaviour &
- (4) Remaining calm &
with
— Peaceful, patience tackle everything
- (5) Accepting Constructive criticism &
- (4) Telephone Etiquettes &
— Language (formal), tone (should be mannerful polite), volume should be not so loud not so low,
(content) Don't talk senseless things
(full) short and complete talk
- (i) CLEAR WITH AIM &
—
(ii) Client feedback.
(iii) Complaint

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UNIT - A

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Attributes of communication

means

Characteristics

- Sharing idea or thoughts from sender to receiver
- Communication is a dynamic process

hing

(1) Communication has different method to express someone's thoughts information idea we have various way

Oral, written, via ^a paralanguage, proximety, chronemics

(2) Communication is logical

(3) Responsive Process

(4) Flexible process

(5) Focused process