

# Solution of Communication Skills

① What is communication?

A. Communication is simply the

act of transferring Information

from one place, person or group to another. Every communication involves (at least) one sender, a message and a recipient.

② What is you-Attitude?

A. "You" attitude to make sure that

the reader understand what they're going to gain, instead of focusing on what we will gain.

③ What is external stimuli?

The external stimuli is that which

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(4) Diff b/w hearing & listening?

Hearing is simply the act of perceiving sound by the ear. If you are not hearing - Impaired hearing simply happens. Listening however is something you consciously choose to do. Listening required concentration so that your brain processes meaning from words and sentences.

(5) What is Paralanguage?

A. Paralanguage is non-verbal communication such as your tone, pitch or manner of speaking. An example of paralanguage is the pitch of your voice.

(6) What is body language?

Body language refers to the non verbal signals that you use to communicate your feelings and intentions. It includes your posture.

⑦ What is audience analysis?

A Audience analysis involves identifying the audience and adapting a speech to their interests level of understanding, attitudes and beliefs.

⑧ Prejudgment :-

An opinion about a situation or a person that is formed before knowing or considering all of the facts; You shouldn't make any sort of Prejudgment about her before you've met her.

⑨ What is message?

The definition of message is a short communication sent from one Person to another or the central <sup>Element</sup> idea of a communication. An example of message is an email you receive in your inbox.

## Long Question

① What is non-verbal communication?

Describe ~~it communication~~ & its types.

- Non-Verbal Communication

Communication without the use of words is called nonverbal

communication. Depending on the nature of a message, non-verbal

communication can express one's feeling more accurately than the spoken or written language.

- Types and components of non-verbal communication..

There are three types and its component.

① Appearance and surrounding.

② Body Language.

③ Silence, Time, and space.

## 1) Appearance and Surrounding:-

Appearance or a format, neatness  
or language of the message  
effect's the receiver's attitude even  
before the receiver <sup>receives</sup> the message.

Appearance include Personal  
appearance and the appearances  
of the surrounding. It has a positive  
or negative effect on the  
receiver's attitude.

## ② Body languages:-

Body language  
includes the facial expression,  
gestures, posture and movements,  
smell and touch and voice and  
word. All these things exercises  
definite influence on the receiver  
and his attitude the message  
conveyed. They are discuss below.

- (1) Facial expression.
- (2) Gestures Posture and movement.
- (3) Smell and touch
- (4) Voice and sound (Paralanguage).

(a) :- Facial Expression :-

The face and eyes are specially helpful in conveying the message non-verbally. It is said face is the index of mind ~~the~~ our face & eyes reveal our hidden emotion.

(b) + Gesture Posture and movement .-

Gesture and movement of a person reflect his state of mind. The posture of a person project his ~~personality~~ personality conveys his self-confidence, status and interest.

(c) . Smell and Touch.-

It has been observed that different odors's and smell's sometimes

convey the emotions ~~send~~ of the sender and sometimes reactions of receiver.

Similarly, the touch of a person can convey warmth, comfort, friendship, love, approval, anger etc.

Voice and sound (Paralanguage).

Volume and pitch of voice and the extra sounds a person makes while speaking are also a very important part of non-verbal communication.

Voice of a person can tell you a great deal of the speaker's emotional state.

### ③ Silence Time & Space:-

Silence time and space communicate very accurately and effectively. Time and space are very important factors. Time taken by a person in making a response is important in many ways. The space maintained b/w

The two communicators indicates their status and position.

(Q2) Define oral presentation? What are essential steps for preparing oral presentation?

### Oral Preparation

(Q3) Define communication & define also various component of communication?

-: Communication:-

Communication is process of sending and receiving the message. Communication is any behaviour verbal or non-verbal that is perceived by another.

Communication is the process of passing information and understanding from one person to another person.

① Sender

② Encoding

③ Medium / Channel

④ Receiver

⑤ Ideas

⑥ Message

⑦ Decoding

⑧ Feed back

⑨ Context

① :- Sender :-

A person who sends the message  
is either a writer or a speaker  
or an encoder depending on the  
writer his messages written or oral.

② → Encoding :-

Encoding is a ~~message~~ process of  
taking your message and transferring  
it into the proper format for  
sharing with your audience.

We should encode our message  
in such a way that is easily  
understandable by the receivers

③ → Medium :-

It is a way adopted to send  
the message. Medium is a source  
which through which we send  
our message.

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(4)

## • Receivers :-

Receiver of the message is the reader or listener.

Also called Decoder

A receiver is a person who receive a message

Message sent should be clear otherwise it could cause confusion b/w sender and the receiver.

Message should be written in such a way that is easily understandable by the receiver.

(5)

## -> Message -

Message is a set of ideas or opinions etc. which a person sends to the other it is the most important element of the communication.

(6)

## • Decoding -

The process of translating words and symbols is called decoding.

It is the process of receiving message accurately and requires that your audience has the means to understand the information you are sharing.

It is necessary that the meanings of words and symbols are same for both sender and the receiver. Otherwise the communication will be confusing.

(7)

## -> Feedback -

Feedback is response or reply to the message. It can be written or oral & depending on the situation. Feedback determine the success or failure of the message.

(8)

### - Context :-

Context includes country culture organization internal and external stimuli every message will begin with context.

Q.63 What is oral presentation? And what are essential step for oral presentation?

A.

### - Oral Presentation:-

Oral presentation is a short talk on a set topic given to a tutorial or a seminar group.

- ① Planning
- ② Practicing
- ③ Presenting.

### Planning:-

Oral presentations require a good deal of planning. Oral presentation actually occurs in the planning stage.

Make sure to address following ~~issues~~ issues

## (i) Audience :-

Focus your presentation on the audience  
Organize your information into three  
to five points:-

Build repetition. Listening is much  
different than reading.

## - Introduction:-

Introduce yourself if needed, if  
providing your affiliation and credibility  
Give a brief outline of the major points  
you will cover in your presentation.

## - Main body:-

Explain your points. Give clear explanation  
Provide sufficient evidence to be  
convincing.

Use analogies and stories to explain  
complicated idea and build  
repetition.

## - Conclusion:-

Signal your conclusion with a transition  
Summarize your Points

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End with 'Thank You'

## 2 :- Practicing :-

Practicing your presentation is essential. It is at the ~~p~~stage of the process that you figure out ~~word~~.

Considering using different coloured highlighters to remind yourself when to pause when to emphasize a particular point, when you have a slide change on your Power Point etc.

Practice in front of peers and elicit feedback..

Remember that the more you practice, the more comfortable you will become with the material.

## Presenting :-

As the person in charge of the situation when presenting.

Maintain eye contact. Only look at notes or slides very briefly.

Be aware of your body posture.

Smile. Slow down your speech.

Be ready about your Topic.

We naturally talk faster when we are nervous.

## Visual aids:-

Help explain your points  
acts as supporting evidence and add visual interest.

Do not turn ~~off~~ your back on the audience to look at the visual or block the visual with your body.

Provide an orientation to the visual (explanation X and Y axis etc)

Make your visuals readable and visually pleasing.

## Become an Active Listener:-

~~There are four types of to become an active listener.~~

Attentive Listening:

Encouraging Listening:

Reflecting Listening:

Active Listening:-

⑩ There are five key active listening techniques. You can use to help you become a more effective listener.

- Pay attention:-

Give the speaker your undivided attention and acknowledge the message.

Look at the speaker directly.

Put aside distracting thought.

Don't mentally prepare a rebuttal.

Listen to the speaker's body language.

(2)

Show <sup>that</sup> your listening:-

Use your own body language and gesture to show that you are engaged.

Nod occasionally.

Smile and use other facial expressions.

Encourage the speaker to continue with small verbal comments like,

Yes and uh, huh.

(3)

Provide feedback

Our personal filter judgement and beliefs can distort what we hear.

Ask question to clarify certain points.

(4)

Delay Judgement:-

Interrupting is a waste of time.

Allow the speaker to finish each point before asking question.

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Don't Interrupt with counter arguments.

### Personal Space

Position yourself at a distance that is comfortable for both you and speaker.

### Environment:-

Create an environment without distractions/interruptions.

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## ⑤ What is listening?

Listening is ability to accurately receive and interpret message in the communication process.

Listening is key to all effective communication.