TCSJON softskills communication involves - Intenation -) Actions - Body language T facial empression I han-verbal communication devices communication: 98 au aut of sending information from a one person to another. Typy: - verbal Nonverbal visuel watten Types of Barriers to communication: (i) physical e) cultral 3) Garder 4) psychological (i) Language 5) perceptual 1) Physical:-9) separation 91) Disturce 911) Noise 9v) time @) while i 9) Greeting ii) storeotyping 499 Behavior iv) Gestures 3) Gender: men/women 4) Psychological: ") Returtion capability (9) "nottentiveness" (11) status (11) closed mind v) source of communication vi) Emotional

911) status

v) source of communication vi) Emotional

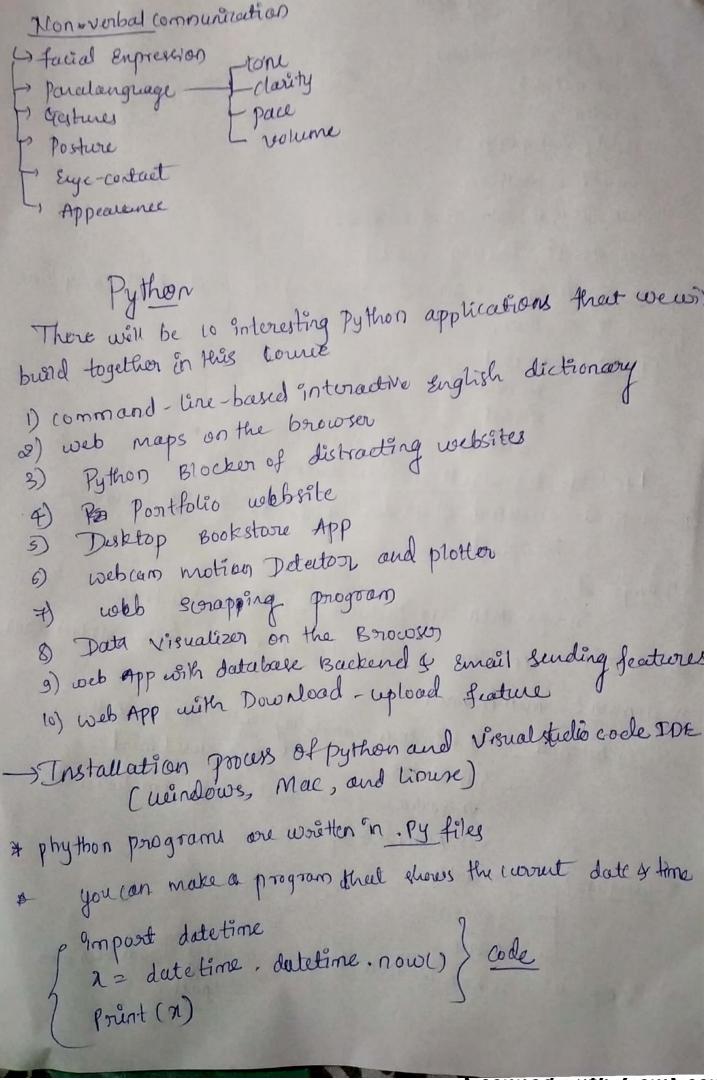
vii) Attitude & Opinion

semantic

Jaryon

Acent

6) <u>Perceptual</u>: is how we look ut ga surrounding from our own



Essetive presentation: Day-2 5 w's - what, who, where, when Dos while making a fresentation Do's Before presentation · Arrive early · Check seating arrangement · Proof read · Have handouts seady During presentation: · maintain time · Emplain The points with anecdotes . Be aevære of your body language · mention time to handle questions · maintais eye contait. use humans · cheek on tone, pale & volume of your voice Don'ts: - Don't read directly from stides · Don't use two much jargon · Don't use too many short cuts · Dord have inappropriate pauses · Don't be mosted to one place

