

Date : May 18

Course : TCS icon

Topic : communication

Name : Rashmi K

USN : UAL18EC043

Sem. section : IV Sem. 'A'

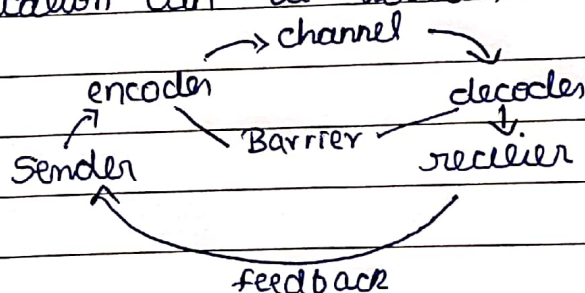
Report:

explain the importance of communication  
process of communication  
barriers

Difference b/w verbal & non-verbal  
Use communication effectively

\* Communication is an act of sending info. from one person to another.

\* Communication can be verbal, non-verbal, visual, written.



Barriers : Physical, cultural, Gender, Psychological  
language, perceptual.

\* Verbal plays important role than non-verbal.

\* Non-verbal :

1) Facial expression

4) Posture

2) Paralanguage

5) eye-contact

3) Gestures

6) Appearance

\* Paralanguage involves tone, clarity, Pace, volume.

\* Gestures are physical actions which communicate with the onlooker.

- \* Posture is how u sit / stand.
- Based on our posture, a person looking at you can determine how you feel.
- \* maintaining eye contact shows that you are interested in that topic / paying attention.
- \* It is very effective mode of non-verbal communication.
- \* Clothes define our personality.
- \* dressing says person's values, cultural inclination, level of confidence / mood.

Deliver presentation with impact:

- \* before creating presentation go through these 5W's:  
What, who, why, where, when
- \* Keeping the number of slides minimum
- \* Use single word / sentence & elaborate
- \* Usage of full forms.
- \* Adding too many images will cause confusion & distraction.
- \* One thought per slide & usage of powerful quotation
- \* Not using upper case throughout the sentence
- \* NO usage of sound & animation.
- \* Avoid dark texts on dark background & light text on light background.

Do's

- \* Arrive early
- \* checking seat arrangement
- \* Keep prompt cards ready
- \* Proof read
- \* Have handouts ready

Don't's

- \* Maintain time
- \* Right body language
- \* maintain eye contact
- \* Use humor
- \* check tone, pace, volume of your voice.



Develop soft skills at workplace :

\* soft skills are people skills that are difficult to quantify & measure. they are :

Communication skills

Time management

Team work

Goal setting

Business etiquette

self confidence

Critical thinking

Negotiation skills

\* Hard skills + Soft skills  $\Rightarrow$  Career growth.