

# TCS iON Career Edge - Young Professional

## ~Day 1 (Overview of this course)

1. **Course ka pehle naam** tha *Career Edge – Knockdown the Lockdown*.
2. **Daily 1 naya module unlock** hota hai. Day 1 pe sirf Day 1, Day 2 pe Day 1 + Day 2... Day 15 tak sab unlock ho jaayenge.
3. **Hamburger menu** se Table of Contents dekh sakte ho.
4. **Right arrow button** se agla slide open hoga.
5. Har module complete karne ke liye **Mark as Read** ( icon) dabana zaroori hai after watching content.
6. **Video/Slide pura dekhna hoga**, tabhi system usse complete maanega.
7. **Har module ka assessment** complete karna hoga (max 20 attempts milte hain).
8. **Final Assessment** sirf tab milega jab sab modules complete ho jaayein (minimum Day 15 ke baad).
9. **Certificate** Final Assessment ke baad **My Dashboard** se download kar sakte ho.
10. **Course 1 saal tak valid** hai subscription date se. Uske baad expire ho jaayega, koi extension nahi milega.

## ~Chapter 1 (Improve Interpersonal Skills for Better Results)

Yeh image ek course ka overview dikhata hai jiska naam hai “**Improve Interpersonal Skills for Better Results**”. Yahaan iska **hinglish mein simple meaning** diya gaya hai:

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### Course Ka Purpose (Overview):

Yeh course aapko yeh samjhata hai ki **communication kya hota hai aur hum kyun communicate karte hain**. Isme aap seekhoge kaise **effectively baat-cheet karni hai** – verbal (bolkar) aur non-verbal (bina bole) dono tariko se.

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### Target Audience (Kis ke liye hai yeh course):

- Undergraduate students jo job dhundh rahe hain
  - Working professionals
  - Entrepreneurs (apna business karne wale)
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### Course Content (Kya-kya seekhne ko milega):

- Communication ka introduction
- Communication ka process

- Non-verbal communication (jaise body language)
  - Verbal communication (bol kar baat karna)
  - Business mein communication ka use
  - Summary (poore course ka short recap)
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#### **i Course Information:**

- Sirf **2 ghante mein course complete** ho sakta hai.
  - Slides ke form mein **self-learning material** diya gaya hai.
  - **Assessment (test)** course ke end mein hoga.
  - Certificate lene ke liye **assessment clear karna mandatory hai**.
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### **Module 1 :**

Yeh module aapko interpersonal skills improve karne mein help karega.

#### **Objectives (मक्सद):**

Is module mein aap seekhenge:

Communication ki importance samjhna.

Communication process ko describe karna.

Communication mein aane waali rukawaton (barriers) par discuss karna.

Verbal aur Non-verbal communication mein فرق karna.

Communication ko effectively use karna.

#### **Why Communication Skills? (کیوں کمیونیکیشن سکیلز?):**

Warren Buffett ne kaha hai, "Agar aap apni communication skills improve karoge, toh main guarantee deta hoon ki aap apni life mein 50% zyada paisa kamaoge."

#### **What is Communication? (کمیونیکیشن کیا ہے?):**

Communication ek insaan se dusre insaan tak information bhejne ka act hai. Yeh definition simple lag sakti hai, par actual process complex hai.

#### **Why should we Communicate? (ہمے کمیونیکیٹ کیوں کرنا چاہی�?):**

## **Hum communicate karte hain:**

Information dene ke liye (jaise do log baat kar rahe hain ya news paper/radio se news).

Persuade karne ke liye (jaise koi product bechna ya kisi ko convince karna).

Need express karne ke liye (jaise bhookh lagne par food ya meeting ke liye report chahiye).

Social bonds banane ke liye (jaise greetings ya khud ko introduce karna).

Feelings share karne ke liye (jaise khushi ya gham share karna).

## **Types of Communication (कम्युनिकेशन के प्रकार):**

### **Ye saari Communication ho sakti hai:**

#### **1. Verbal Communication :**

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**Verbal Communication** ka matlab hota hai **words ka istemal karke apne thoughts, ideas aur feelings ko express karna** – chahe woh **bolkar (spoken)** ho ya **likhkar (written)**.

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#### **Types of Verbal Communication:**

##### **1. Spoken Communication (Bola gaya communication)**

- Jaise ki: face-to-face baat karna, phone pe baat karna, video call, meeting, interview, etc.
- Example: Jab tum apne teacher se project ke baare mein baat karte ho.

##### **2. Written Communication (Likha gaya communication)**

- Jaise ki: email likhna, resume banana, report likhna, letter ya WhatsApp pe message karna.
  - Example: Jab tum TCS ya kisi company ko job ke liye mail bhejte ho.
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#### **Verbal Communication ke Key Features:**

Feature	Explanation
Language use	Simple aur clear language ka use
Tone of voice	Kis tarike se baat kar rahe ho (friendly, polite etc.)
Clarity & fluency	Bina rukawat ke clearly bolna ya likhna
Confidence	Apne words pe bharosa aur sahi expression

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### Importance of Verbal Communication (Kyon Zaroori Hai):

- Team ke saath acche se kaam karne ke liye
  - Interview mein apne aap ko achhi tarah present karne ke liye
  - Clients aur seniors ke saath professional conversation ke liye
  - Career mein growth ke liye – achhi communication ek skill hai
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### Real-Life Example:

Socho tum ek interview mein ho. Interviewer tumse pochta hai:

“Tell me about yourself.”

Tum apne baare mein confidently, clearly aur politely batate ho. Yehi verbal communication ka best use hai.

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**2. Non-Verbal : Non-Verbal Communication** ka matlab hota hai **bina shabdon ke apne emotions, thoughts ya messages ko express karna** – yaani **sharirik bhaasha (body language), expressions, gestures, posture, eye contact, tone** etc. ke through communicate karna.

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### Non-Verbal Communication – Explained in Hinglish:

**Non-verbal communication** mein aap kuch bolte ya likhte nahi ho, lekin **aapka behavior, expressions, aur body ka tarika** dusre logon ko signal deta hai ki aap kya soch rahe ho ya kaisa feel kar rahe ho.

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### Types of Non-Verbal Communication:

Type	Explanation (Hinglish)
Facial Expressions	Muskurana, gussa dikhana, confused lagna – chehre ke emotions
Body Language / Posture	Seedha khade hona, haath band kar lena – aapka physical stance
Gestures	Haath hilakar hello kehna, thumbs up dena, haath jodne
Eye Contact	Seedha dekhna (confidence), idhar-udhar dekhna (nervousness)
Tone of Voice	Bina shabd badle aawaz ki pitch, speed ya stress – mood express karna
Appearance	Kapde, grooming – aapka first impression ka hissa
Space (Proxemics)	Kitna door ya paas khade ho – comfort level dikhata hai

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### Non-Verbal Communication ke Key Points:

- Ye **verbal communication** ko support karta hai (ya kabhi kabhi contradict bhi karta hai).
  - Ye communication ko **more natural aur effective** banata hai.
  - Ye **emotions aur attitude** dikhata hai bina kuch bole.
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### Real-Life Example:

Socho tum kisi interview mein ho. Tumne kuch nahi bola, lekin:

- Tum khade ho jhukke (low confidence dikh raha hai)
- Tum aankhon mein aankhon daal ke baat nahi kar rahe (nervous lag rahe ho)
- Tum bar-bar haath hilaa rahe ho (anxiety)

► Ye sab negative non-verbal signals hain, jo interview ke impact ko kharab kar sakte hain.

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### Verbal + Non-Verbal ka Combo:

Agar aap verbally "I am confident" bol rahe ho, lekin aapki body language nervous hai (down eyes, shaking hands), toh **message mixed ho jata hai**.

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## 3. Visual Communication – Iska matlab hota hai **images, symbols, colors, charts, videos, signs, or visuals** ke zariye message ya **information dena** – bina zyada bol-chal ya likhavat ke.

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### Visual Communication Definition (Simple Hinglish):

Jab aap kisi image, graphic, chart, poster, ya video ke through kisi ko kuch samjhate ho ya message dete ho, **usse visual communication kehte hain**.

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### Examples of Visual Communication:

Visual Type	Example (Hinglish Explanation)
Infographic	Ek image jisme data, points aur icons ke saath info dikhaya gaya ho
Charts/Graphs	Bar chart, pie chart – data ko samajhne ke liye helpful
Videos/Animations	Educational video ya explainer animation
Presentation Slides	PowerPoint ya Google Slides wale visual aids
Logos/Icons	App ka icon, company ka logo – branding ka part
Signs/Symbols	Traffic signs, hospital symbols – bina bole samajh jaate hain

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#### Why Visual Communication is Important (Kya Zaroorat Hai):

- **Fast understanding** – dimaag image ko quickly process karta hai
  - **Attractive & engaging** – visuals boring nahi hote
  - **Memory boost** – log visuals zyada der tak yaad rakhte hain
  - **Universal language** – kuch visuals har language mein samajh aate hain
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#### Real-Life Example:

Tumne ek resume banaya jisme timeline, icons aur graphs use kiye. Recruiter ne bina zyada padhai ke tumhari skills aur journey samajh li.

► Ye **effective visual communication** ka best use hai.

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#### Tip (TCS iON Style):

"A good image can speak louder than 1000 words."

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## 4. Written Communication – Iska matlab hota hai likhe huye shabdon ke madhyam se message, idea, ya information ko dusron tak pahunchana.

Yeh communication **permanent** hota hai aur proof ke roop mein bhi use kiya ja sakta hai.

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#### Written Communication Definition (Simple Hinglish):

Jab aap **kisi baat ko likh kar express karte ho** – jaise ki email, letter, report, ya WhatsApp message – to use **Written Communication** kehte hain.

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#### Common Examples of Written Communication:

Format Type	Example (Explanation in Hinglish)
Email	Professional ya formal message kisi ko bhejna
Letter	Official ya personal letter likhna
Resume / CV	Apne career aur qualification ka written summary
Reports	College, internship ya job mein likhi gayi detailed reports
Chat / Messaging	WhatsApp, Teams, Slack pe written baatein karna

Format Type	Example (Explanation in Hinglish)
Notice / Circular	Public ya team announcements likhna
Blog / Article	Online likha gaya content

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#### Key Features of Good Written Communication:

Feature	Description (Hinglish)
Clarity	Seedha aur samajhne layak likhna
Correct Grammar	Spelling aur sentence errors se bachna
Professional Tone	Situation ke hisaab se formal ya polite language ka use
Structure	Intro, Body, Conclusion ka sahi format
Brevity	Bina ghooma-phira ke directly baat kehna

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#### Real-Life Example:

Tumne TCS mein internship ke liye apply kiya. Tumne **email ke through resume bheja**, aur subject line bhi clear likhi.

► Ye ek **effective written communication** ka example hai jo tumhara pehla impression banata hai.

#### Importance of Written Communication (Kyoon Zaroori Hai?):

- Professional duniya mein sabse zyada use hoti hai
- Documented hote hain – future reference ke liye helpful
- Remote ya hybrid work culture mein essential
- Interview ke baad thank-you email bhi ek strong gesture hota hai

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Aksar, in methods ka combination use hota hai, jo communication process ko complex banata hai.

#### Process of Communication (कम्युनिकेशन का प्रोसेस):

Ismein shamil hain: Sender, Encoder, Channel, Decoder, Receiver, aur Feedback.

## **Case Study Example (केस स्टडी उदाहरण):**

Sunil (Project Manager) ko urgent quarterly sales report chahiye Vice President-Sales ki meeting ke liye. Usse team aur individual appraisal reports bhi chahiye. Sunil ne Rishi (Team Lead) ko phone kiya. Rishi ek busy street par tha, jahan use sirf 'sales report' sunai diya aur usne assume kar liya. Rishi ne last month ki sales figures bhej di, jisse Sunil gussa ho gaya.

## **Process Breakdown (प्रोसेस को समझना):**

Sender: Sunil (message ka source).

Encoder: Sunil ne message ko brain mein socha aur phir words mein convert kiya (encoding).

Channel: Telephone (jiske through signal bheja gaya). Examples: emails, air, SMS.

Decoder: Rishi ne message ko samjha (decoding).

Receiver: Rishi ne message absorb kiya.

Feedback: Rishi ne kaha ki woh kar dega (yeh uska feedback tha).

## **Barriers to Communication - Case Study (कम्युनिकेशन में रुकावटें - केस स्टडी):**

Sunil Rishi se gussa tha kyunki use sahi report nahi mili. Yeh istiyehua kyunki Rishi ne phone busy street par uthaya, jahan bahut noise thi, jo communication process mein barrier ban gayi. Rishi ne Sunil ko bataya nahi ki use clear sunai nahi de raha tha aur usne assumptions par kaam kiya, jisse errors hue. Proper feedback mein doubts puchhna aur clarity ke liye suni hui baat ko briefly re-state karna shamil hai, jisse errors avoid hote hain.

## **Types of Barriers to Communication (कम्युनिकेशन की रुकावटों के प्रकार):**

Physical	Psychological
Cultural	Perceptual
Gender	Language

## **Yahaan communication ke barriers aur unke day-to-day life se related examples diye gaye hain:**

### **1. Physical Barriers (भौतिक रुकावटें)**

Yeh woh obstacles hote hain jo physical environment ya distance ki wajah se communication mein aate hain.

**Separation (अलगाव):** Jab log physically ek dusre se door hote hain.

Example: Ek bade office mein do alag-alag floors par kaam karne wale colleagues ka aamne-saamne baat na kar paana, jis se unko ek-dosre se interaction karne mein problem aati hai.

**Distance (दूरी):** Jab sender aur receiver ke beech geographical distance hota hai.

Example: India mein baitha ek team member US mein apne manager se time zone ke difference ki wajah se real-time mein theek se communicate nahi kar paata, jis se discussion mein der ho jaati hai.

**Noise (शोर):** Communication process ke dauraan hone wala koi bhi unwanted sound jo message ko interfere karta hai.

Example: Ek busy sadak par phone par baat karte hue message ka theek se sunai na dena, jaisa ki Sunil aur Rishi ke case study mein hua tha.

**Time (समय):** Time zone differences ya unsuitable timing ke karne communication mein aane wali rukawat.

Example: Shaam 5 baje Bangalore mein baitha koi, San Francisco mein subah 3:30 baje kisi ko call kare to communication effective nahi hogi, kyunki dusra vyakti neend mein ho saktा hai.

### **2. Cultural Barriers (सांस्कृतिक रुकावटें)**

Jab alag-alag cultures ke log interact karte hain, toh unki apni customs aur beliefs ki wajah se communication mein problem aa sakti hai.

**Greeting (अभिवादन):** Alag-alag cultures mein greetings ke alag-alag tareeke hote hain.

Example: India mein log haath jodkar 'Namaste' karte hain, jabki Western cultures mein handshake common hai. Japan mein bow karna ek respectful tareeka hai. Agar koi Indian kisi Japanese se milte waqt sirf haath milaye, toh ho saktा hai ki Japanese vyakti use poori tarah se respectful na samjhe.

**Stereotyping (रुद्रिवादिता):** Jab hum kisi group ke baare mein pehle se hi koi dhaarna bana letे hain, uski race, nationality, age, ya religion ke aadhar par.

Example: Agar koi manager yeh sochta hai ki young employees jummeedar nahi hote, toh woh unko important projects dene se hichkichaega, bhale hi unmein capability ho.

**Behavior (व्यवहार):** Jis tareeke se hum dusre cultures mein behave karte hain, woh communication ko affect kar saktा hai.

Example: Kuch cultures mein directly eye contact karna respect ki nishaani hai, jabki dusre cultures mein isse rude mana ja sakta hai. Jaise, kuch South Asian cultures mein bade buzurgon se seedha aankh milakar baat karna disrespectful ho sakta hai.

**Gestures (इशारे):** Body movements jo communicate karte hain, ve cultures ke hisaab se alag ho sakte hain.

Example: India mein 'haan' kehne ke liye sar hilana, jabki kuch Western countries mein yeh 'na' ke liye bhi ho sakta hai. Agar aap kisi foreign country mein 'thumbs up' ka sign dikhate hain, toh ho sakta hai ki uska matlab wahan disrespectful ho.

### 3. Gender Barriers (लिंग रुकावटें)

Male aur female ke communication styles mein differences ki wajah se aane wali rukawat.

Example: Studies se pata chala hai ki mahilayein aksar face-to-face communication prefer karti hain aur apne emotions zyada express karti hain, jabki purush aksar point par baat karna pasand karte hain. Is difference se misunderstandings ho sakti hain, jaise ek male colleague kisi female colleague ko emotional samajh sakta hai jabki woh sirf apne feelings share kar rahi ho.

### 4. Psychological Barriers (मनोवैज्ञानिक रुकावटें)

Yeh barriers sender aur receiver ki mental state se jude hote hain.

**Retention Capability (याद रखने की क्षमता):** Message ko retain na kar paana.

Example: Ek student ko lecture ke baad sab kuch yaad na rehna, jis se woh exam mein achha perform nahi kar paata.

**Inattentiveness (असावधानी):** Message par dhyaan na dena.

Example: Jab aapka partner aapse koi important baat kar raha ho, aur aap apne phone mein busy ho, toh aapko poori baat samajh nahi aayegi.

**Status (स्थिति):** Higher-ranking ya lower-ranking individuals ke beech communication gap.

Example: Ek naya employee apne senior manager se seedhe sawal puchne mein jhijhakta hai, jis se use important information nahi mil paati.

**Closed Mind (बंद दिमाग):** Naye ideas ko accept na karna.

Example: Koi purane tareeke se kaam karne wala employee naye technology ko sikhne se mana kar deta hai, jis se team ki progress rukti hai.

**Source of Communication (कम्युनिकेशन का स्रोत):** Jab aapko source par bharosa na ho.

Example: Agar aapko lagta hai ki aapka news channel biased hai, toh aap uski khabaron par vishwas nahi karenge.

**Emotional (भावनात्मक):** Emotions ki wajah se communication affect hona.

Example: Gusse mein aakar koi aisi baat keh dena jo baad mein pachtawa de, kyunki emotions ne judgement ko cloud kar diya tha.

**Attitude & Opinion (रवैया और राय):** Sender aur receiver ke attitudes aur opinions communication ko affect karte hain.

Example: Do dost jo political opinions mein bilkul alag hain, ek-doosre ki baat ko sunne ya samajhne mein dikkat mahsus karte hain.

## 5. Perceptual Barriers (धारणा संबंधी रुकावटें)

Yeh tab hote hain jab hum information ko apne point of view se dekhte hain, jis se misunderstanding ho sakti hai.

Example: Agar aapke dost ne aapke message ka reply nahi kiya aur aapne yeh assume kar liya ki woh aapse gussa hai. Ya, agar aapka colleague aapke call ka jawab nahi de raha aur aapne yeh soch liya ki woh aapko avoid kar raha hai.

## 6. Language Barriers (भाषा संबंधी रुकावटें)

Jab log alag-alag bhasha bolte hain ya bhasha ke nuances ko nahi samajhte.

**Semantic (शब्दार्थ):** Words ke alag-alag meanings.

Example: English mein "present" ka matlab "maujood" ya "gift" ho sakta hai. Agar koi kahe "I have a present for you," aur dusra sune "I have a gift for you" toh misunderstanding ho sakti hai.

**Jargon (तकनीकी शब्द):** Kisi particular field ke technical terms.

Example: Doctors aapas mein medical jargon mein baat karte hain jo ek aam Aadmi ko samajh nahi aata. Jaise, "NPO after midnight" ka matlab hai "nil per os (nothing by mouth) after midnight," jo ki aam logo ko nahi pata hogा.

**Accent (उच्चारण): Pronunciation ka fark.**

Example: Alag-alag regions ke logon ke accents ki wajah se kabhi-kabhi ek dusre ki baat samajhne mein mushkil hoti hai, jaise ek South Indian accent wala Hindi speaker aur ek North Indian accent wala Hindi speaker ko kuch words samajhne mein problem ho sakti hai.