



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 04

Classification of Communication

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Different categories

- Nature
- Ways
- Purposes

Difference between Oral and Written

Oral	Written
Spontaneous	Organized
Flexible	Complex
Informal	Formal
Immediate feedback	Delayed feedback
Less syntactical	Syntactic structure

Oral forms

- Briefing
- Lecture/speech
- Seminar
- G.D.
- Meeting, Interview
- Telephonic talk



Written forms

- Letters & Reports
- Memos & Notices
- Newsletters & Circulars
- Brochure & Research Papers



Types of Human Communication

- *Intrapersonal*
- *Interpersonal*
- Extra Personal Communication
- Mass and Media Communication



Intrapersonal

- Electrochemical & electro-technical activities
- Eyes as transmitter
- Central nervous system as medium
- Brain as receiver
- Muscles as feedback



Interpersonal

- Conversation, dialogue
- Interview
- Also called Dyadic Communication



Extra personal

- Sender may use words
- Response may be through movements/bodily



Group Communication

- Meetings
- Discussions
- Large groups
- Classrooms



Mass and Media Comm.

- Use of electrical/ mechanical device
- Receiver has less chance
- Lack of personal rapport



Communication based on Medium

- ❖ Verbal
- ❖ Non-verbal
- ❖ Meta-Communication
- ❖ Print and Electronic media



Cross-cultural Communication

- ❖ Religion
- ❖ Etiquette
- ❖ Customs
- ❖ Politics



Other Aspects

□ Global

- Status & attitude
- Time and space
- Social behaviour & decision making

Contd.

□ Ethical Aspects

- Ethical Codes
- Policy Statements
- Public messages

Contd.

□ Legal Aspects

- Plagiarism
- Misquoting
- Libel and slanders