

- **Express feelings:** Talking about your feelings is a healthy way to express them. For example, sharing your excitement about doing well in your exams or sharing your feelings with your parents and friends.

## Elements of communication

Communication is a two-way exchange of information, i.e., giving and receiving (Fig. 1.2). **Speaking and writing** to someone are examples of giving information. **Reading and listening** to someone are examples of receiving information.

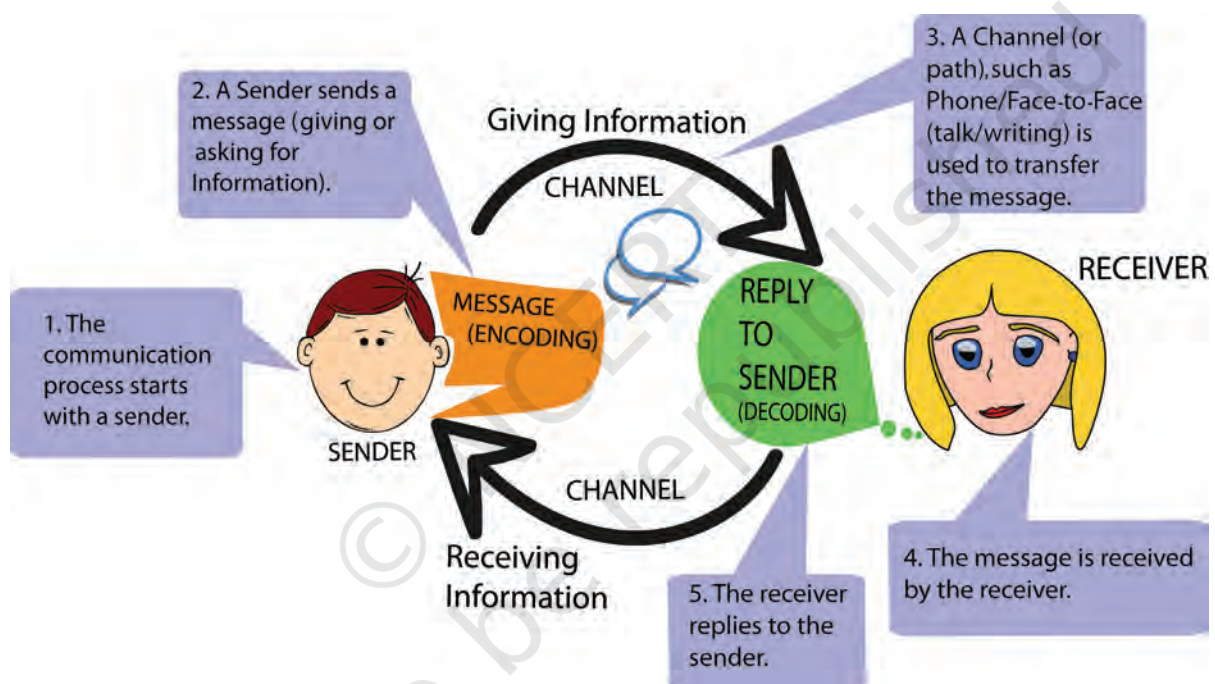


Figure 1.2: Elements of Communication

## Perspectives in communication

Perspectives are ideas, views, or fixed ways of thinking. These sometimes affect our communication. For example, if you have a fixed idea that your teacher or father is strict, even when they are being friendly, you may think they are scolding you even though they are polite. In the same way, others may also have fixed ideas about you, which affect whatever you say to them.

## Factors affecting perspectives in communication

Sometimes, we are not able to communicate clearly because of barriers that stop us from sharing and understanding messages. Some of these are summarised in Table 1.1.

**Table 1.1: Factors affecting Perspectives in Communication**

<b>Factor</b>	<b>How the factor can become a barrier</b>
<b>Language</b>	In case of use of incorrect words, unfamiliar language and lack of detail, language can act as a barrier to communicate what one wishes to convey. For example, language can act as a barrier when an Indian who only knows Hindi and Chinese who has the knowledge of Mandarin only want to interact with each other.
<b>Visual Perception</b>	Visual perception is the brain's ability to make sense of what we see through our eyes. For example, completing partially drawn pictures with visual perception whereas they may be something else.
<b>Past Experience</b>	Letting our earlier experience stop us from understanding or communicating clearly. For example, "This shopkeeper cheated me last time. Let me be careful or "I scored low marks in my Maths exam, so I am scared to ask and answer questions in class."
<b>Prejudice</b>	Fixed ideas, such as thinking "No one in my class likes me" may stop a student from communicating openly in the class.
<b>Feelings</b>	Our feelings and emotions, such as lack of interest or not trusting the other person affect communication. For example "I am not feeling well, therefore, I don't want to talk."
<b>Environment</b>	Noise or disturbance in the surroundings may make communication difficult. Example, talking to a friend in a function where there is loud music being played by the orchestra.
<b>Personal factors</b>	Personal factors include your own feelings, habits and ways of thinking. For example, fear, and low confidence may make communication difficult.
<b>Culture</b>	Signs' which have a different meaning in different cultures, such as showing a thumb may mean 'good job' done for some people but may be insulting to others.

## Effective communication

Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as 7 Cs, i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous. These are further explained in Figure 1.3.