



"Feedback in Communication and
Effective Communication" / A.I.
"20 - 25 min"

Computer

Lecture - 01

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PhysicsWallah



Topics

to be covered

1

Communication Cycle

2

Principles of Effective Communication

3

Elements of A Communication Cycle

4

Defining Feedback

5

Importance of Feedback



Topics *to be covered*

- 6 Communication Barriers
- 7 Types of Communication Barriers
- 8 Measures To Overcome The Barriers
- 9 Overcoming Internal Barriers
- 10 Overcoming External Barriers



Recap

of previous lecture

- 1 Verbal Communication
 - 2 Oral Communication
 - 3 Factors to Improve communication skills
 - 4 Tips to improve oral communication
 - 5 Written Communication
- 

Recap

of previous lecture

- 6 Intrapersonal communication
- 7 Functions of verbal communication
- 8 Non Verbal Communication
- 9 Functions of Non Verbal Communication
- 10 Visual Communication





Communication Cycle

- In the communication process, one person is a sender who conveys a message to another person (or a group of persons) known as the receiver. When the receiver gets the message, he acknowledges it and sends back a response.

This leads to a cyclic process known as **a Communication cycle.**

CC

- A communication cycle includes resources such as e-mail threads, social media outlets, VoIP message outlets, etc.

- The quicker the response, the more effective is the cycle.





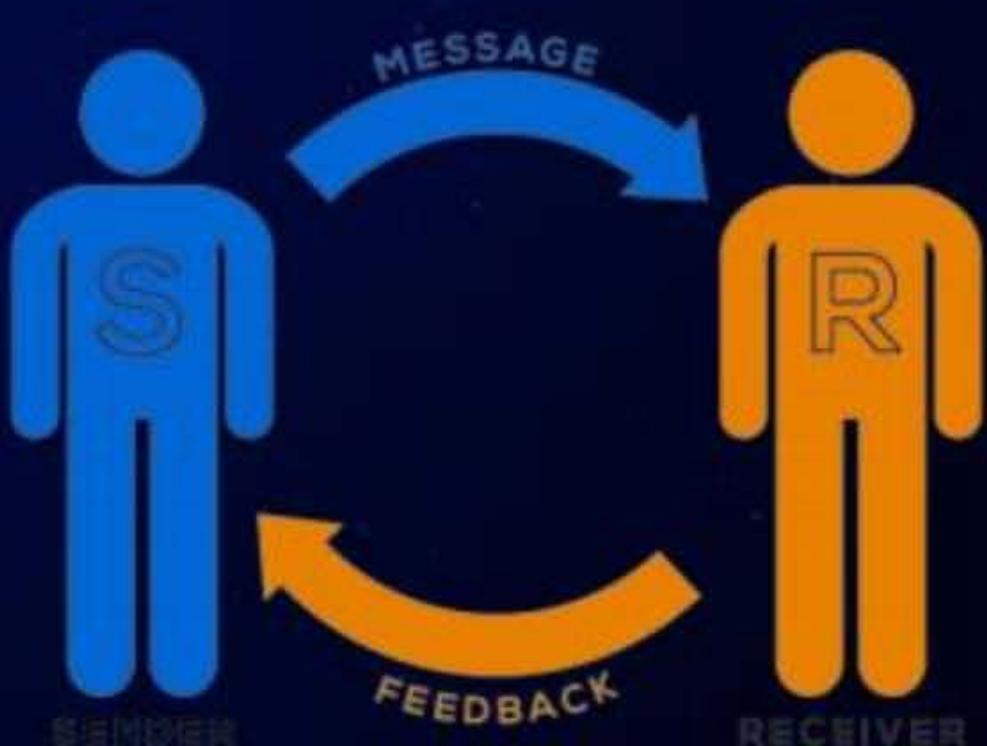
Principles of Effective Communication

✓ **Simple Language:** The language used in communication should be simple. It should be understandable by both the sender and the receiver.

✓ **Definite:** The communication should be definite, i.e., its aim should be clear in the mind of the sender.

Complete and Concise: The information provided in the communication should be complete and to the point.

✓ **Appropriate Medium:** A proper medium of communication should be used, taking several factors into account such as timing, the distance between the sender and the receiver, and the nature of the interaction.





Principles of Effective Communication

Authentic: Information given should be factual, i.e., it should not be misleading or false.

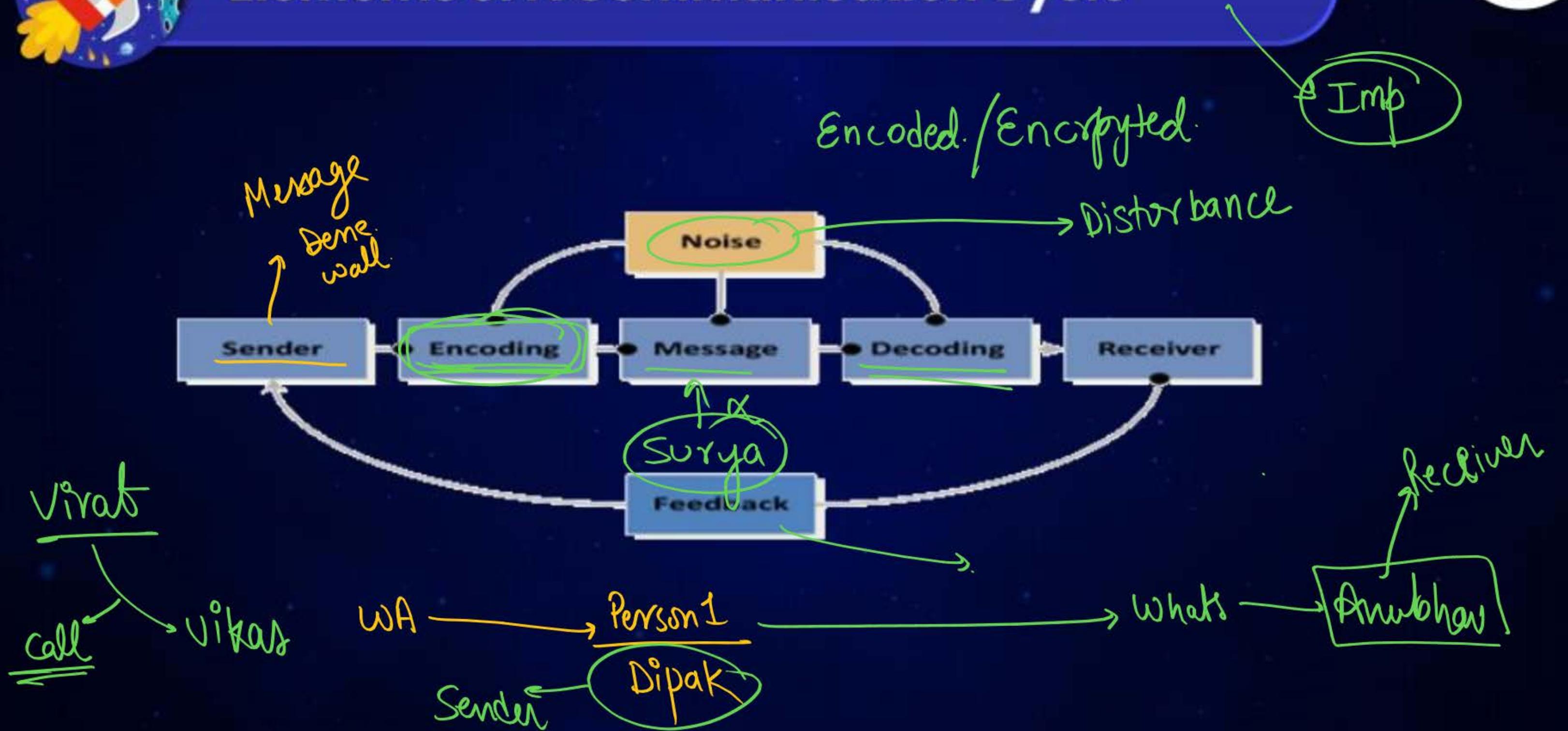
→ *Correct | fact*

Courteous: The sender should be polite and courteous while communicating. It helps in building a healthy relationship.





Elements of A Communication Cycle



Elements of A Communication Cycle

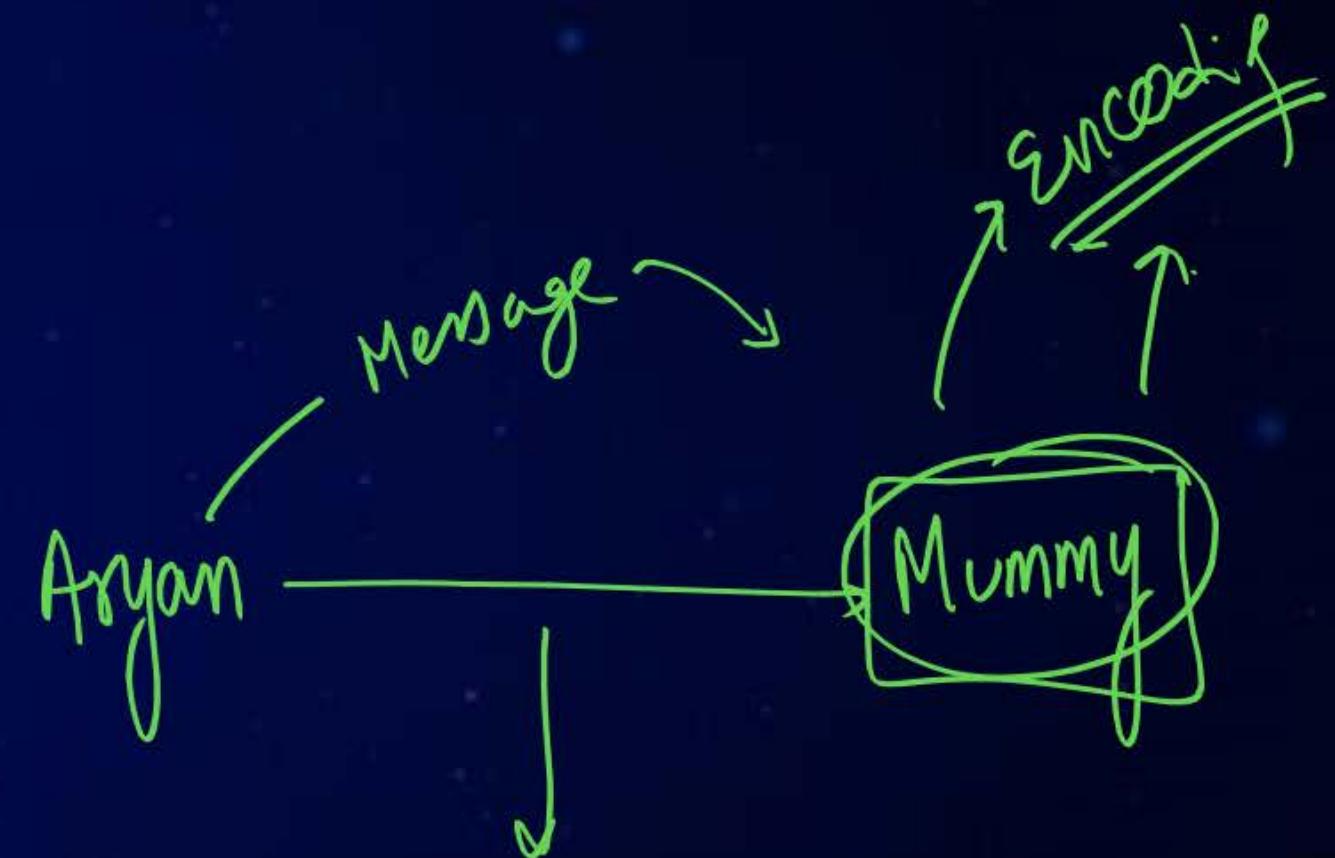


Sender: →

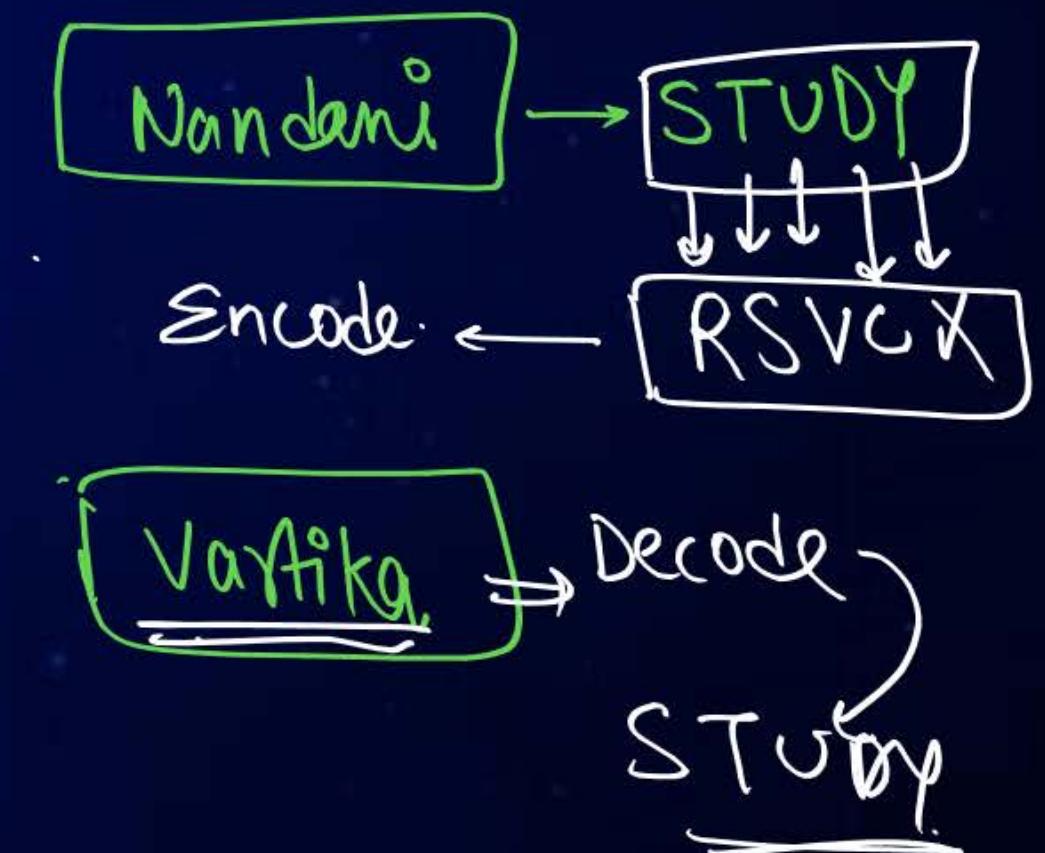
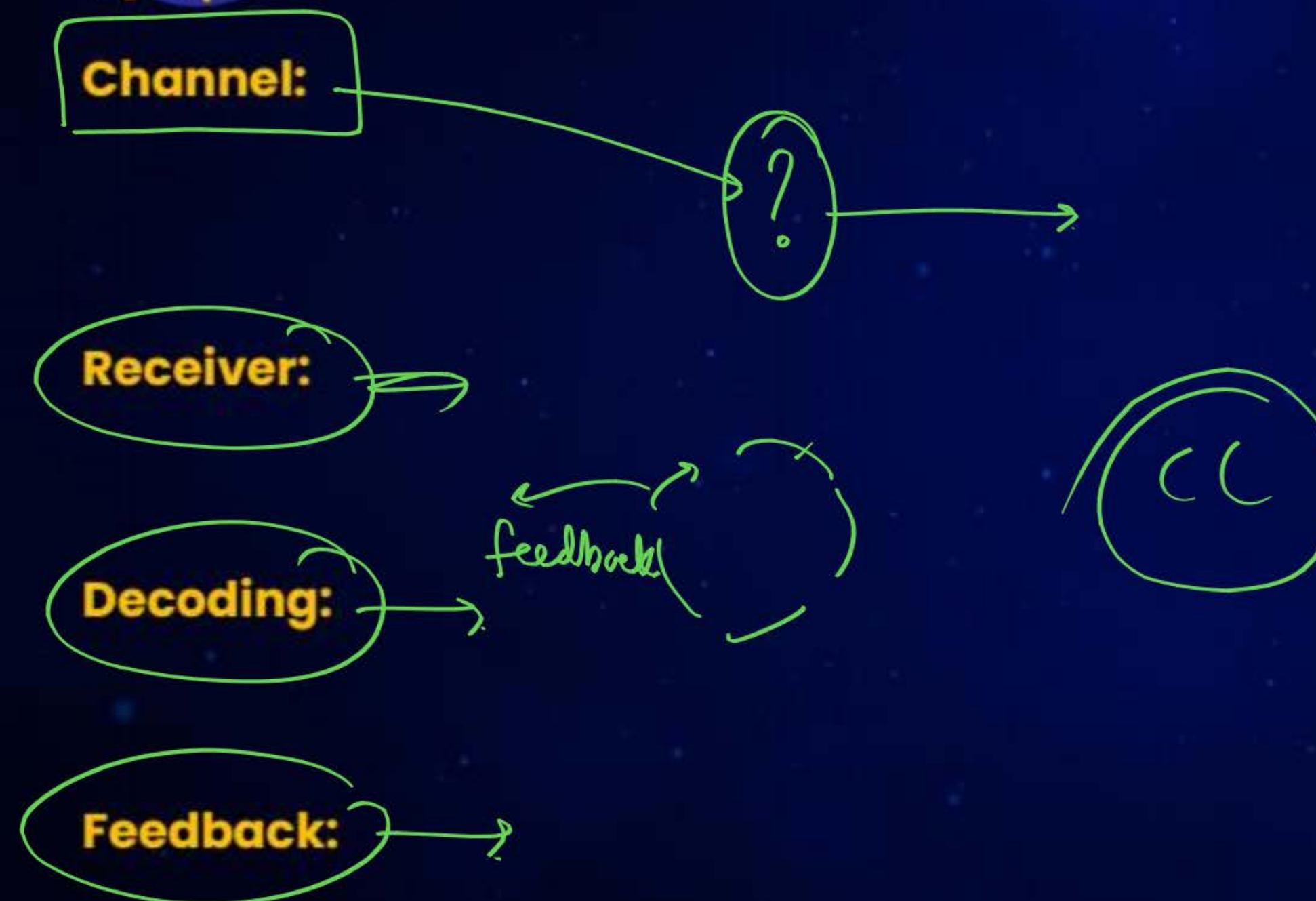
Message: → Peice of Information.

Encoding: →

A → X → Z



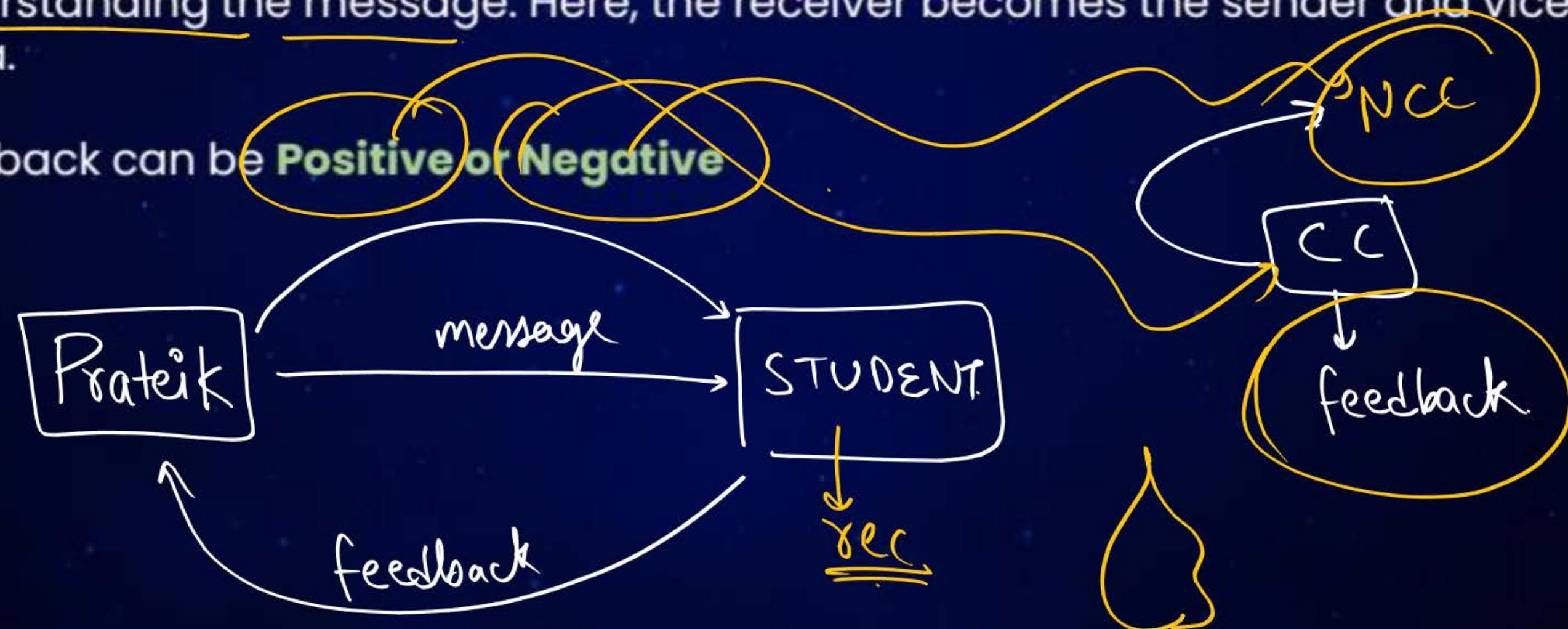
Elements of A Communication Cycle





Defining Feedback

- It is the response or reaction of the receiver to the sender after perceiving or understanding the message. Here, the receiver becomes the sender and vice versa.
- Feedback can be **Positive or Negative**





Importance of Feedback

- Feedback is required to continue the process of active communication.
It can be effective only when it is heard, interpreted, and accepted.
- Feedback helps **people to get on track.**
It guides them to know how others perceive their performance.
- Feedback is a vital part of effective learning as it gives clear guidance to the students on how to improve their knowledge and performance.



Be linked to the work the student is doing not measured against other students progress

Be linked to the learning intention and success criteria

Effective feedback must ...

Include specific areas for improvement and provide next steps for the student

Be delivered in accessible ways and at an appropriate time so the students are able to act upon it.



Importance of Feedback

Feedback is important in the following ways:

Basic of Problem-Solving: The feedback can help the sender justify the response of the receiver. It enables the sender to interpret the behaviour of the receiver and take the next step accordingly

Effective Listening: Feedback results into effective listening. When feedback is given, the sender becomes cautious of the message sent by him. He re-analyses his message and correlates it with the feedback. This enables him to understand if the communication has been successful.

Can Motivate: Right feedback given at the right time can do wonders for them. It can show them the right path that needs to be followed to lead them towards their desired goal.

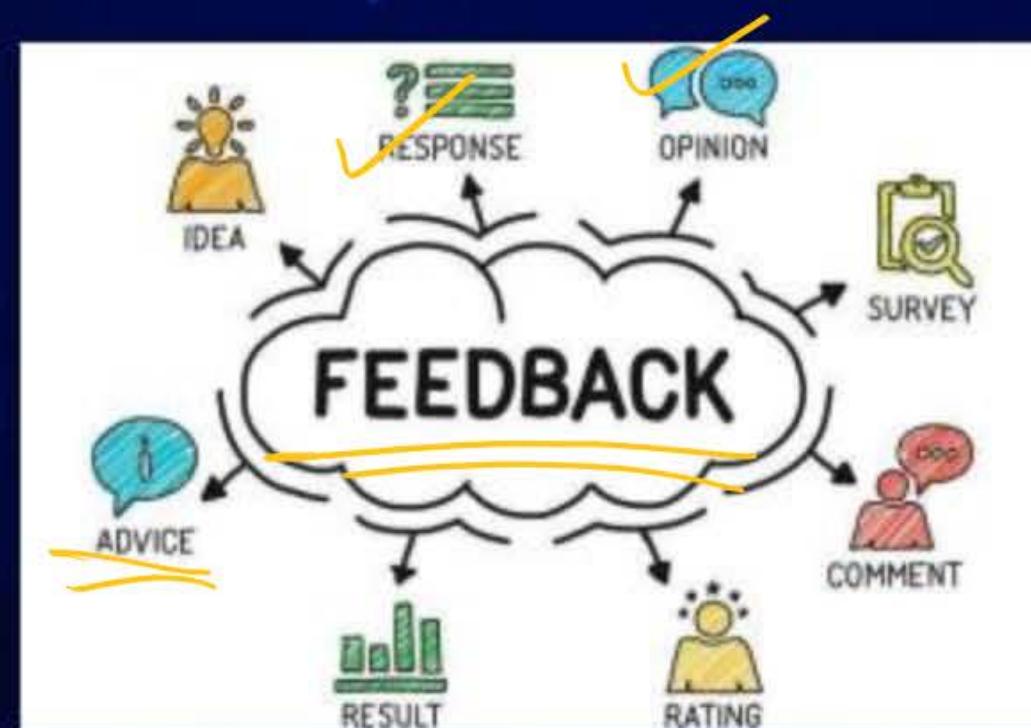




Importance of Feedback

Can Improve Performance: performance is what everybody strives for. It can take you to new heights. Good feedback enables you to overcome your fears and accomplish your goals with courage and determination.

Tool for Continued Learning: Feedback plays a vital role in learning. Learning is an ongoing process. Proper feedback prevents you from getting distracted and pushes you to remain aligned to your goals.





Importance of Feedback





Descriptive Feedback

Descriptive feedback includes specific information in the form of written comments or verbal conversations that help the learner understand what he **needs to do in order to improve**.

~~early pany~~
~~specific inf.~~



Feedback

General Feedback	Descriptive Feedback
-Vague, doesn't refer to skills or musical elements	-specific and refers to the elements of music. Suggestions for improvement are made
It was good.	I liked how the music got quieter on the words "Sleep and calm". The dynamic change matched the text.
It was bad.	
I liked it. It was enjoyable.	
It was boring. Try and make it more interesting.	I thought the middle section was a bit unsteady. I think it might be a good idea to practise this section slowly a few times.
It was great! You guys rock.	The music stayed the same during the chase scene. I think it would be better if there were some sudden changes in tempo and dynamics.
_____ and _____ did a good job	



Descriptive Feedback

Benefits of Descriptive Feedback

Descriptive Feedback should be focused on how well the task has been accomplished along with providing suggestions to improve further

- **Provides useful information** to students about their learning.
- **Fills the gap** between their present level of performance and the learning goal.
- ✓ **Enables the students to self-assess** and set their goals accordingly.





Factors Essential To Giving Descriptive Feedback



Goal-Oriented: They should **know what** their learning **aim** is and how they are going to achieve it

Actionable: When students have knowledge but do not know where to apply it, they lose interest in learning. Hence, their **experience** should be put to use by **giving them specific direction**.

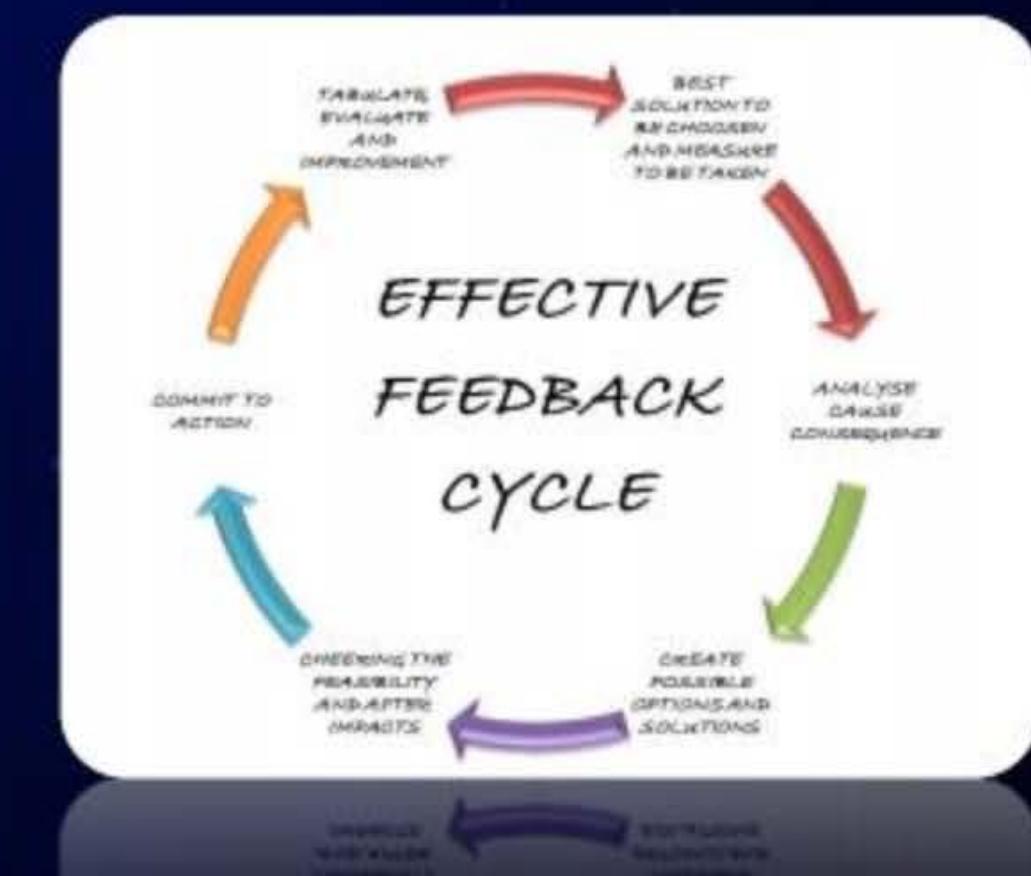
User-Friendly: The feedback should be given in an **easy to understand language** so that students can comprehend what they are supposed to do to achieve the learning aim. Otherwise, the feedback provided to them will prove to be worthless.

Factors Essential To Giving Descriptive Feedback

Timely: The students should receive the **feedback on time**, i.e., when it is still possible for them to put it to use. The

Continuous: Feedback should be given **continuously, along with instructions**

Consistent: The students should be given a consistent feedback



Topic : Specific And Non-specific Feedback

Specific Feedback: Specific feedback provides **detailed information about something particular**, relating to a task or the individual's performance.

It is beneficial as it gives the receiver something **substantial to think about and work on the areas which need improvement.**

Computer (AI | IT)

Maths
Phy





Topic : Specific And Non-specific Feedback

Non-Specific Feedback: Non-specific feedback, in general, gives a vague response to the receiver. It may not be of much help, as it does not guide the receiver properly to achieve the desired goal. It gives the impression that the sender has not given a thoughtful response.

→ non-particular



Topic : Specific And Non-specific Feedback

Need for Specific Feedback:

- ✓ Specific feedback can be highly **constructive**.
- ✓ It might prove to be **beneficial to the receiver**.
- ✓ It makes the **receiver aware of the specific details** that need to be focused on to improve one's work and performance.

It, hence, results in effective communication

Ensure that your feedback is specific so that it is accepted and appreciated by others.





MCQ

Q1.is a process of sharing information between two or more people

A Description → ~~Describe~~

B Communication → ~~Comm~~

C Transition → ~~change~~



MCQ

Q2. When a receiver gets a message, he sends back a.....





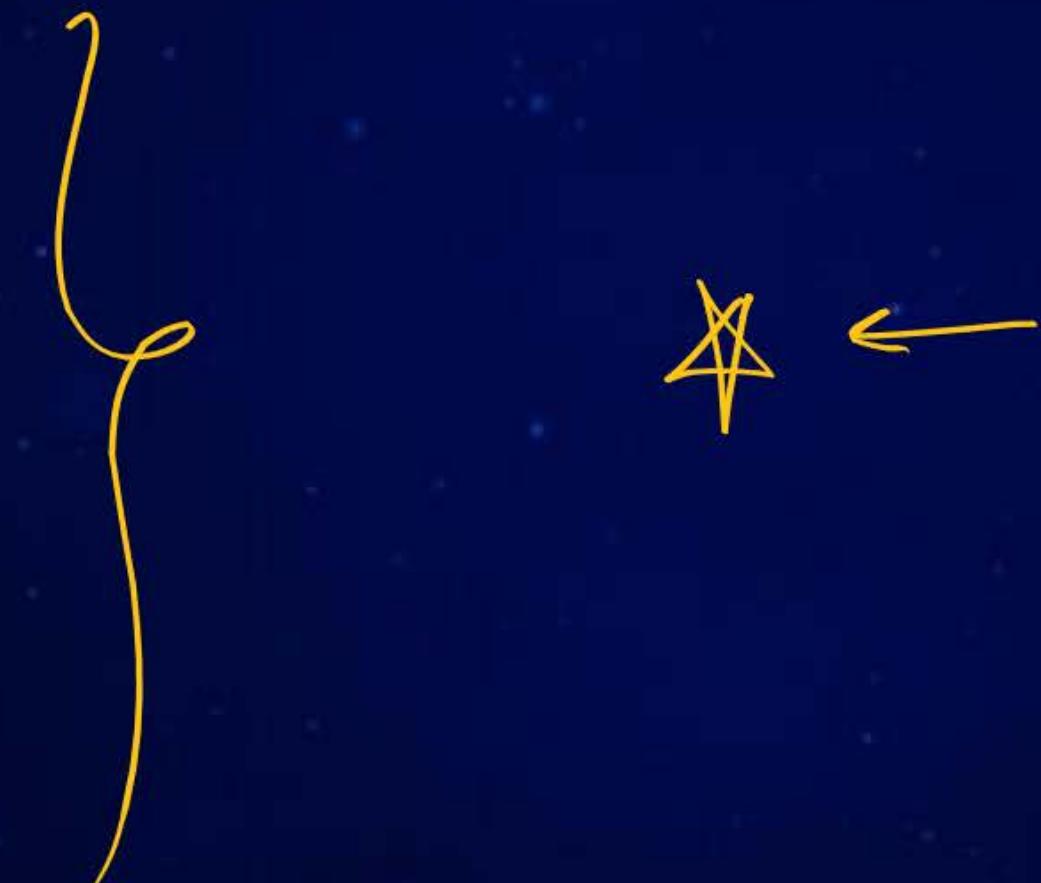
MCQ

Q3. Thethe response, the more effective is the communication cycle.

A Slower

B Quicker

C Clear





MCQ

Q4. feedback suggests a need for change in the mode of communication.

A Positive

B Negative

C Mechanical

aachi → change

Kharab → change



MCQ

Q5. Descriptive feedback includes..... in the form of written comments or verbal conversations.

A General guidance

B Specific information

C General rules

prateek n/f





Communication Barriers

poll

- A communication barrier is an **obstacle** that prevents the receiver from receiving and understanding the message that has been sent by a sender.

If a message is not understood clearly, it may lead to communication gaps, causing confusion and misunderstanding.

- These barriers may be **internal barriers** (related to your thoughts and feelings) or **external barriers**





Types of Communication Barriers

Intra
Exter

Barriers Related To the Formation of Message: These barriers occur due to problems in the composition or formation of the message itself. Multiple factors cause these barriers like **lengthy messages, language problems, intonation issues, or the non-verbal communication used.**

Lengthy or Complicated Messages. Sometimes the vocabulary used in a conversation is too difficult and complicated to understand or a sentence may be **too long for one to perceive its meaning**

Linguistic Issues: The interferences which occur due to accent, speech disorders, or symbols having multiple, and often completely different meanings, **can affect the communication process.**





Types of Communication Barriers

Inconsistent Tone or Non-verbal Communication: You have read earlier that communication is both verbal and non-verbal. If the body language or tone used while communicating is not correct, it will create barriers. In verbal or oral communication, our tone, pitch, pace, gestures, eye contact, posture, facial expression, etc., enhance communication if applied well. They can also distort communication if not matched with the message.

Hindi





Internal Barriers

- These barriers occur due to some inherent traits or the frame of mind of the communicators.
- Internal barriers include intense emotions, poor listening skills, prejudice, different viewpoints, or different cultural backgrounds.

Fatigue, Disinterest, or Excitement: Sometimes, the receiver may be too excited, tired, or the topic of conversation may not be interesting for the receiver. This may result in a lack of attention to what the sender is stating.



Poor Listening Skills: Poor listeners do not attend carefully to all the information being given by the speaker, i.e., both verbal and non-verbal signals, including intonation and body language.

Emotional Barriers: Some people find it difficult to express their emotions appropriately during communication at the time of communication, both the sender and the receiver need to be in the right frame of mind psychologically.

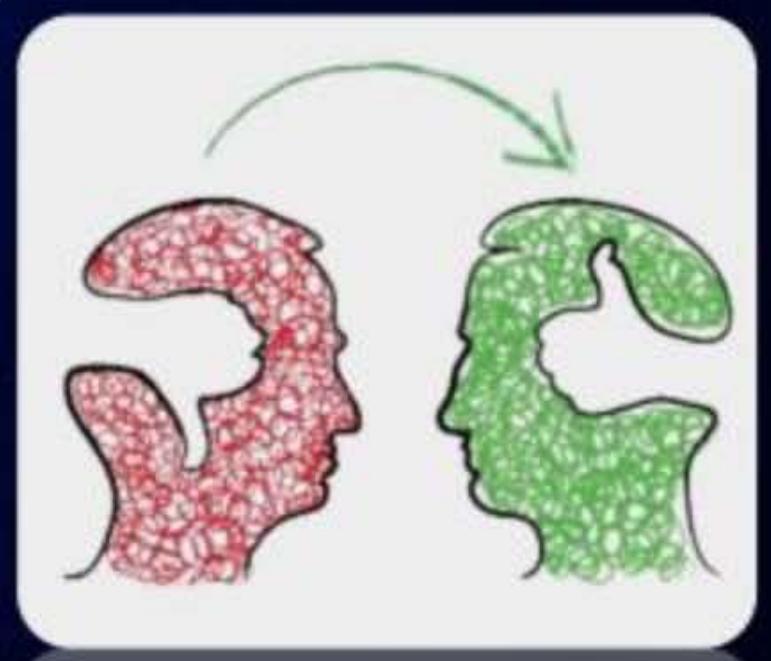


Internal Barriers

Differences in Perception and Viewpoint: The receiver may not look at things the same way as the person who is communicating. This causes communication gaps because there is a disagreement between the sender and the receiver.

Prejudice or Bias: Bias against a particular person may lead to false assumptions and cause miscommunication.

The mistrust that you have against that person has caused a barrier between the two of you.





Topic : Internal Barriers

Cultural Differences: Social interaction varies in different cultures. What may seem like an appropriate gesture in one culture might be inappropriate in another. For example, making eye contact is considered a good communication technique in the U.S., but in most Asian countries, making eye contact with a senior person is considered to be disrespectful.





Topic : External Barriers

→ Out of Control

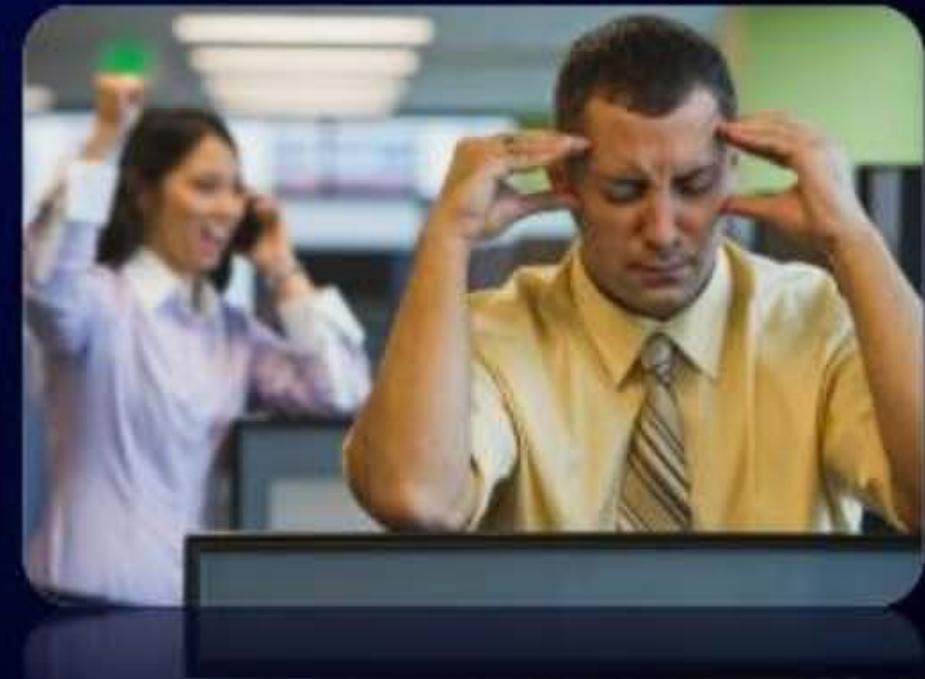
- External barriers occur due to factors we have no control over and are outside our body and mind. Factors like noise, different time zones and distance, faulty communication equipments, or technologies, physical disabilities
- While you are talking on a cell phone and the signal is weak, it becomes difficult for you to hear what your friend is trying to convey.



Topic : External Barriers

Noise and Other Distractions: These prevent the message from being heard correctly. One may miss an important part of the communication and misunderstand due to these barriers.

Physical Barriers between Communicators: Technological problems with equipment used for communication is a physical barrier . the distance between the sender and receiver, or different time zones can also create problems in communication.





Topic : External Barriers

Physical Disabilities: Disabilities such as hearing problems or speech difficulties can become a barrier to communication.





Topic : External Barriers

Physical Barriers to Non-verbal Communication: You cannot see the non-verbal gestures, posture, and general body language when you are making phone calls or sending text messages. Hence, they are less effective than face-to-face communication.





Topic : Measures To Overcome The Barriers of Communication

Barriers become a root cause for many problems as they can hamper productive and effective communication. This might lead to poor relationships, loss of trust, misunderstanding, waste of time and energy, and other such undesirable outcomes. It is essential to overcome these barriers to ensure smooth and effective communication.



Topic : Measures To Overcome The Barriers of Communication

Overcoming Barriers Related to The Formation of The Message:

Keep it Simple: Messages should be simple and appropriate to serve the purpose of communication. Communication must be clear and precise to ensure better understanding. One must avoid using complicated terminology during a discussion.

Using Correct Language: By using the appropriate language, the sender can ensure that the receiver correctly interprets the meaning of the message being conveyed. We could use interpreters and translators, or digital language translators when it comes to communicating in unknown or lesser-known languages.



Overcoming Internal Barriers

Internal barriers are caused due to the state of mind and some inbuilt characteristics or personality. Hence, one has to make a conscious effort to overcome them.

Be Sensitive and Empathetic: The sender must make sure that the receiver is in the right frame of mind, and be confident of having the attention and interest of the receiver.

Develop Good Listening Skills: Active listening is a skill that can be acquired and developed with practice. This skill can be difficult to master and command, and therefore, takes time and patience. It means fully concentrating on what is being said rather than just 'hearing' the message of the speaker. Active listening involves listening with all the senses.





Overcoming Internal Barriers

~~✓ Develop Trust:~~ Mutual trust between the sender and the receiver helps in reducing perception errors.

 **Keep Your Emotions in Check:** Being in a balanced frame of mind while communicating, helps to create trust. If a receiver responds with criticism, the sender should not overreact or become defensive but instead, consider the feedback as purposeful as possible.



Overcoming Internal Barriers

Do not Assume: Assumptions should not be held against a person who is communicating. It is necessary to be open-minded while communicating.

Be Unbiased and Fair: Do not hold prejudices or be judgemental about people when communicating.

Respect Other Cultures: Sensitivity and understanding should be developed towards other cultures especially while communicating in a different cultural environment





Overcoming External Barriers

Overcoming external barriers requires a change in the environment we are communicating in, which includes the use of appropriate equipment or facilities.

 **Use Proper Communication Channels:** Using proper infrastructure and equipment prevents noise and other distractions.

 **Find Alternate Means of Communication to Overcome Physiological Problems:** Physical disabilities should be taken into consideration and handled sensitively. Appropriate means of communication such as sign language, written communication, or hearing aids should be used in such situations.



Topic : Overcoming External Barriers

Use Emojis while Texting: Use of emoticons (emojis) to express feelings during messaging helps to overcome some of the limitations of texting.

Seeking Feedback: One common and effective way to overcome all the different types of communication barriers is seeking feedback from the receiver. A skilled communicator must be aware of the communication barriers and try to reduce their impact by continually checking the perception of the message sent, and by encouraging the receivers to give appropriate feedback to ensure that the message was delivered as intended.





MCQ

Q1. The linguistic issues are also known as.....issues.

- A Verbal**
- B Semantic**
- C Eternal**



MCQ



Q2. Being in a..... frame of mind while communicating, helps in building trust.

- A **Balanced**
- B **Anxious**
- C **Unbalanced**



MCQ

Q2. The..... barriers occur due to some inherent traits or the frame of mind of the communicator

- A Internal**
- B External**
- C Emotional**



MCQ

Q2. Thebarriers occur due to factors which are outside our body and mind.

- A Internal**
- B Linguistic**
- C External**



MCQ

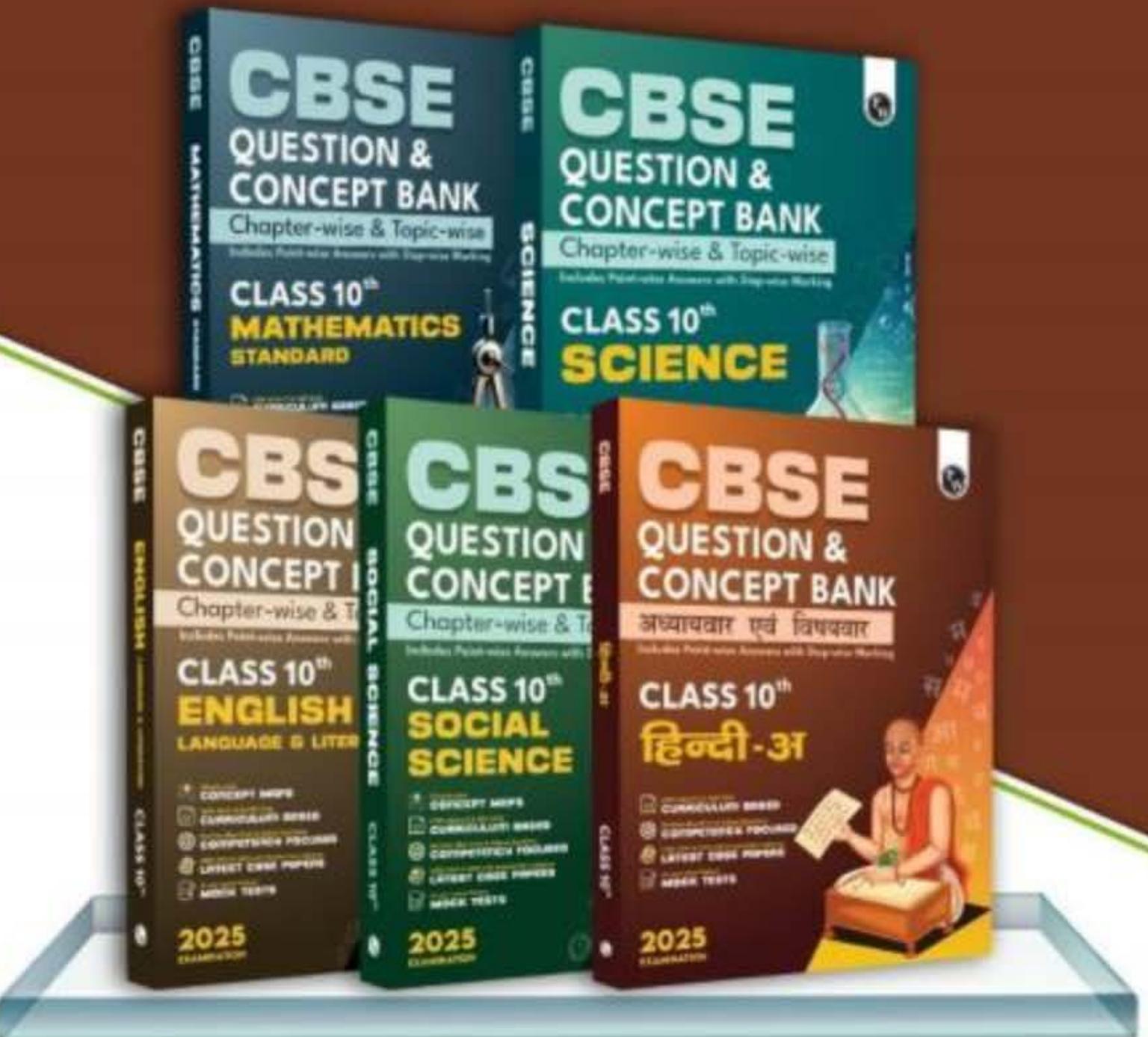


Q2.Is an Example of External barrier

- A Gestures**
- B Emotions**
- C Weak Telephone Signal**



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