

# UPDAAN

## 2025



## Methods and Types of Communication

**Computer**

**Lecture - 01**

**By - PRATEIK SHARMA Sir**





# Topics

*to be covered*



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



# Topics

*to be covered*



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





# Topics *to be covered*



**11** Points to consider while preparing a presentation

**12** PYQs





# Communication ?



what is communication?

Two or more person

information  
idea

suggestion







NOT ONLY WORDS

→ oral x.



not



please



thank you



more



all done



help



play



please be quiet



slow



don't



listen



I'm ready



OK



hello



it's time







## Topic: Verbal Communication



→ words

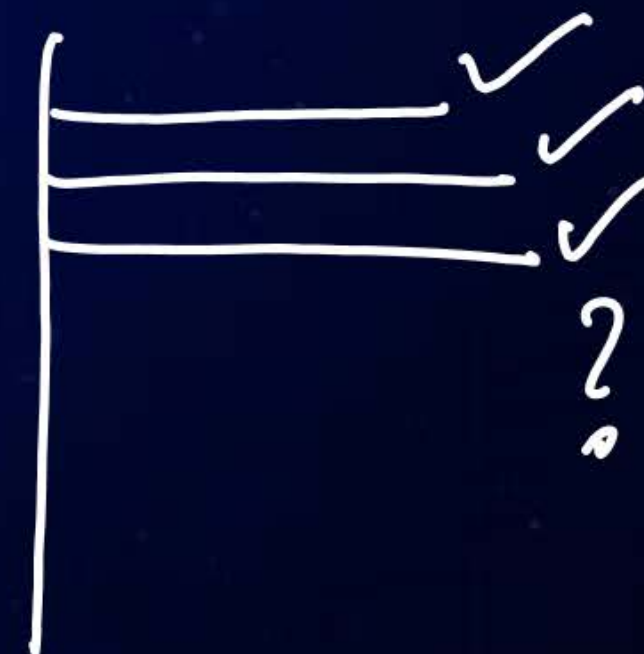
- ① Verbal communication is the most popular means of sharing information or ideas.
- ② People use words to exchange thoughts, feelings, and ideas with others.

Since language is the most important tool of verbal communication, mastering linguistic skills is essential for effective verbal communication. There are

Two primary mediums of verbal communication:

1. Oral communication → Mouth → words
2. Written communication → Hands → words

29/06/24







## Topic : Oral Communication

⑤ [It is the most common medium of communication.]

[It refers to spoken words being used to convey a message Effective oral communication is **a two-way process** and involves both speaking and listening] Oral communication can be done either by using mechanical devices like telephone, loudspeaker, tape recorder, or **face-to-face** interactions formal ways include presentations at business meetings, classroom lectures, and commencement speeches given at a graduation ceremony, etc.

- ⑥ \_\_\_\_\_
- ⑦ \_\_\_\_\_
- ⑧ \_\_\_\_\_ e.g.







## Topic : Factors to Improve communication skills

### Speech

→ formal

→ formal → official / professional

- Speech is the act of delivering a formal oral communication to an intended audience.
- I think it's essential that you'll need to be able to communicate with anyone. For this, one should use appropriate words and speak with clear diction and pronunciation. This would help to draw the attention of the listener.



**Vocabulary:** Competency of effective communication is judged by the correct vocabulary usage. If one is not sure of how to use a word, one should avoid using it. Vocabulary can be improved by reading new words daily. Consult a dictionary to learn how to pronounce a new word

→ variation in pitch.

**Rhythm:** Rhythm is the intonation, i.e., primarily a variation in the pitch level of the voice, with which one speaks. One should maintain a rhythm to express one's attitude and the different array of emotions such as surprise, happiness, irritation, curiosity, boredom, importance, mockery, etc.

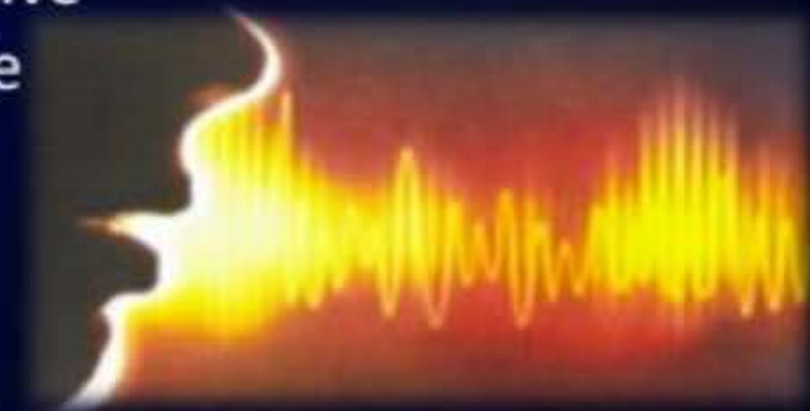






## Topic : Factors to Improve communication skills

- **Tone:** Words derive their power from the way they are spoken. The tone of the speaker helps to create an impact on the listeners. It reflects the attitude and the emotions of the speaker. Listeners appreciate a cheerful and pleasant tone. Thus, one should always be particular and use an appropriate tone while speaking.
- **Pitch:** Pitch refers to the loudness or softness of a speaker's voice. One should always speak in a clear, slow, and conversational tone in order to be an effective communicator. However, one should only speak louder while addressing large groups or across large spaces.







## Topic : Tips to improve oral communication

- Read out loud. ✓
- Make audio/video recordings of your reading. ✓
- Take note of the areas you need to work on. Talk to people in a manner that shows interest.
- Take part in activities that involve public speaking.

↓  
debate

→ 47





## Topic : Written Communication

formal.  
legal value

Written communication means communicating through written words. Writing is more valid and reliable than speech. Effective writing involves a careful choice of words, the correct organisation of words in a sentence as well as the cohesive composition of sentences.



Keyboard  
pen pencil

### • Tips to improve Written Communication

- Expand your vocabulary and learn new words. Form sentences using these words.
- Learn to spell words correctly. Master English spellings using flashcards.
- Read regularly. It gives you an idea of how to use words appropriately.
- Please make sure you improve your grammar and use appropriate tense and correct punctuation.
- Always write text keeping your audience in mind.







## Topic : Intrapersonal communication

people

This form of communication is extremely private. It is undertaken to reflect upon or appreciate something. It includes the silent conversations we have with ourselves. We simultaneously switch roles between a sender and a receiver. This type of communication occurs when we consciously appreciate something beautiful, rehearse a message intended for others, or write a diary or a personal journal.

Ayansh.



e.g. School Exam, test.



Commentary?

A) oral

B) verbal





## Topic : ~~Intrapersonal~~ communication

Interpersonal.

Two or more people are involved.

- **Dyadic Communication:** Dyadic Communication This type of communication takes place between two people. For example, two friends talking face-to-face or two business colleagues using a telephone or an e-mail

YOU

+1

more than two people

- **Small Group Communication:** It occurs only when there are more than two people involved. The number of people involved in this type of communication is small, which allows each participant to interact and converse with the rest. In this case, only one person speaks at a time, and the others listen. Press conferences, board meetings, and teleconferences are examples of small group communication.

lunchtime

- **Public Communication:** This type of communication takes place when one individual addresses a large gathering of people. Public speeches are an example of this communication.





## Topic : Functions of verbal communication

Words

Imp

Verbal communication serves various purposes in our daily life. It enables people to symbolically represent objects, ideas, places, and so on. For example, using the word 'dog' is a lot easier than getting down on all fours and acting like a dog. It is hence, imperative to be able to communicate effectively through verbal communication. Some of the functions of verbal communication are as follows:



- **Helps us Maintain Relationship**

- **Helps us Organise Complex ideas and experiences into Meaningful Categories**





## Topic : Functions of verbal communication



- **Helps us Define Reality** ∞
- **Helps us Think** ∞
- **Can be used to Reward and Punish** ∞





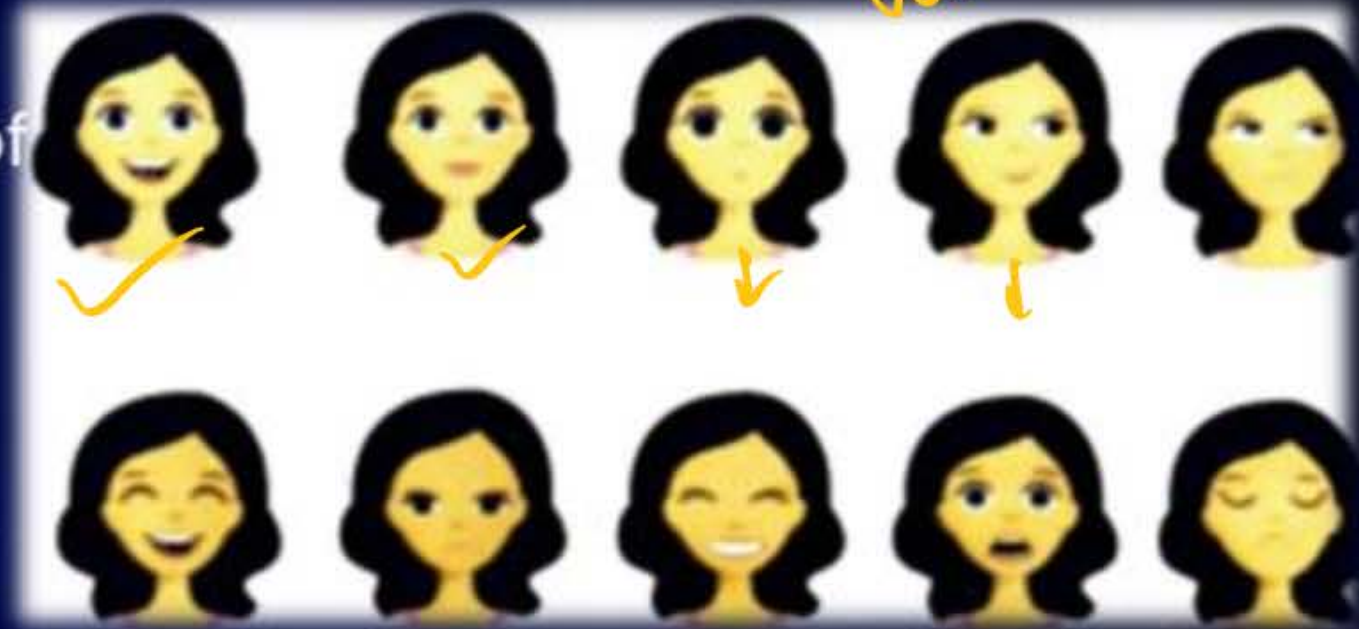
## Topic : Non-Verbal Communication

Expressions

Emoji

back  
↓  
Verbal

- Non-verbal communication happens in the absence of any oral or composed words. Instead of written or oral words,
- It depends on different non-verbal prompts like body movements, gestures, facial expressions, symbols, images, signals charts, and so on to express sentiments, attitudes or information.
- Although no words are used, non-verbal communication can effectively convey numerous human emotions more accurately than verbal methods of communication.







## Topic : Functions of Non-Verbal Communication



- **Non-Verbal Practices to Follow During an Interview**

- Maintain eye contact with the interviewer for a few seconds at a time.
- Smile and nod (at appropriate times) when the interviewer is talking.
- Be polite and keep an even tone to your speech. Don't be too loud or too quiet.
- Do not slouch while sitting.
- Relax and lean a little towards the Interviewer so that you appear interested and engaged. Do not lean back.
- Keep your feet on the floor and your back against the lower back of the chair.



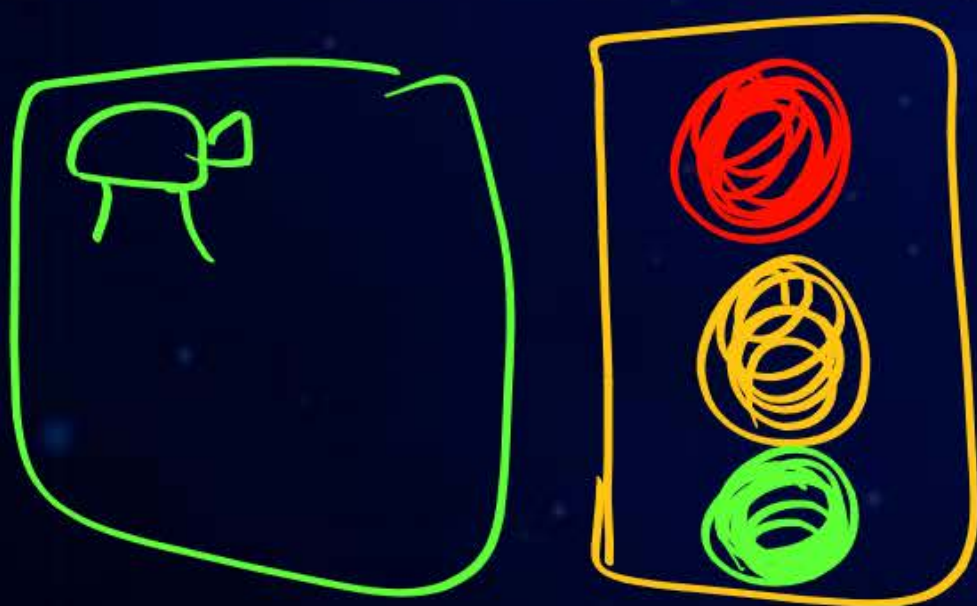




## Topic : Visual Communication

→ verbal bad me aya.

The conveyance of ideas and information in forms that can be seen through the eye is referred to as visual communication. The history of visual communication can be traced back to a time when writing was not invented. People did not know the language and relied on paintings and images to express their thoughts and views. These paintings date back to more than 40,000 years ago. Visual communication, hence, has been a vital part of mankind's existence and expression.



visual

→ communication







## Topic : Points to consider while preparing a presentation

- Make sure that your content is suitable for visual presentation
- All fonts should be legible and appropriate for the communication style Use callouts in moderation to highlight vital information
- Present content in a way that follows a logical hierarchy → *examples*
- Illustrations should match the topic under discussion. Icons should be simple, easy to understand and universal. Remember, they are meant to enhance comprehension and not distract the audience.





## QUESTION



#Q. Which of the following is not a form of non-verbal communication?

**A** Facial expressions

**B** Hand gestures

**C** Spoken words

words





## QUESTION



#Q. Which form of communication is extremely private?

**A** Intrapersonal

→ one

**B** Interpersonal

→ two

**C** Small group

→ > two

★  
↓  
Khud



## QUESTION



#Q. Which of the following brings personal warmth and friendliness between the sender and receiver?

**A** Written communication

**B** Visual communication

**C** Oral communication





## QUESTION



#Q. Any communication that conveys a message consisting of spoken words is called

↓  
oral

**A** Visual communication

**B** Written communication

**C** Oral communication





## QUESTION



#Q. A smile and a nod is an example of .....

- A** Verbal communication
- B** Non-verbal communication
- C** Oral Communication



## QUESTION



#Q. In ..... Communication, information is exchanged between two individuals.



## QUESTION



#Q. The conveyance of ideas and information in forms that can be seen through the eye is referred to as ..... communication.



## QUESTION



#Q. Press conferences, board meetings, and teleconference are examples of ..... communication.



## QUESTION



#Q. .... Communication happens in the absence of any oral or composed words.



## QUESTION



#Q. .... Communication enables people to symbolically represent objects, ideas, places, etc.



## QUESTION



#Q. .... Is the loudness and softness of a speaker's voice.





## Summary



- Three basic methods are used in the process of communication-Verbal Communication, Non-Verbal Communication, and Visual Communication.
- ✓ Verbal communication refers to using words to exchange thoughts, feelings, and ideas with others.
- ✓ There are two primary mediums of verbal communication-Oral communication and written communication.
- ✓ Verbal communication is further classified into two types-Intrapersonal communication and interpersonal communication





## Summary



- Some of the factors that enhance oral communication are speech, vocabulary, rhythm, tone and pitch.
- ✓ • Written communication means communicating through written words.
- Verbal communication helps us to think, maintain relationships, define reality, and organize complex ideas and experiences into meaningful categories.
- Non-verbal communication happens in the absence of any oral or composed words.
- ✓ • Non-verbal communication depends on different non-verbal prompts like body movements, gestures, facial expressions, symbols, images, signals charts, and so on to express sentiments, attitudes, or information.





## Summary



- We use non-verbal communication to emphasise, replace, or complement verbal communication, communicate emotions, and to give feedback to the other person.
- The conveyance of ideas and information in forms that can be seen through the eye is referred to as visual communication.
- Verbal communication can be made effective using visual aids.





Thank  
YOU