2 lesson

Communication skills

Four elements of communication

The following four elements are the basic building blocks that create the foundation for successful communication :

* The people
* The message
* The context
* Listening

In the following section, let us learn and understand how and why the above elements are significant in communication.

The people

Whether you’re the sender or the receiver of a message, it’s important to think about the other person’s perspective.

Sender is a person who conveys his message, idea and emotions to other people while using difference sources to communication like gesturing, verbal or writing etc. without sources there is no concept of process of communication.

Receiver means the person for whom the sender conveys the message through several medium. The receiver of the message may be readers, receivers, listeners or viewers. For example if person a is talking to person B.A is sender and B receiver.

Communication gets tricky, because people have mental filters, certain levels of knowledge, personal concerns or preconceived notions that affect the way we interpret messages. Hence when you convey message (as a sender/reciver) it is important to use the right set of words and provide clarity.

For example watch this video:

The message

Message is information we wnt to communicate with others. Message may be in the form of verbal or nonverbal.

The message in a conversation is more than the words that we speak or write. It’s the non-verbal signals we deliver, and the tone of voice we use. As the sender, when you contemplate your message, keep in mind not only how you word or you write something, but also the channel that you use to send it. A channel may be a text, an email, a phone call, a face conversation, a gesture, a memo, chat or a voice message.

A message should:

* Be well organized
* Have a clarity
* Consider perceptions
* Consider cultural values

The product of your communication loop is your message. Be thoughtful with how you strategize, deliver, and evaluate it, and you will be an effective communicator with every interaction.

The context

Communication never happens in a vacuum location timing and relationship that constitute the third communication element the context, is critical, because it tells you, the receiver, what importance to place on something to draw (or not) about what is being communicated, and most importantly, it puts meaning into the message.

**Barriers to communication**

**Language:**

**Language is the heart of communication. Message cannot be understand if the language used is unfamiliar to the other person.**

**For example jargon, acronyms and abbreviations.**

**Culture:**

**Communication and culture have great influence on each other. Cultural differences account for major breakdown in communication. Culture can impact the interpretation of non-verbal signals.**

**Environment:**

**The major environmental / physical barriers:**

* **Are related to time, place, space, climate and noise that creates distractions, noise, problem with technology etc.,**
* **Involves lack of communication channel**
* **May have lack of understanding of the roles and responsibilities**

**Attitude:**

**Attitude and perception can affect communication in both positive and negative ways. Attitude can be positive, negative or neutral. Two people communicating with each other carry a certain attitude which affects the outcome and their long term relationship.**

**Differing perception can form major barriers in communication. Our perception are governed by the following: jumping to conclusions, stereotyping, unstated assumptions about others, values and beliefs.**

**Communication tools:  
 knowledge sharing can be done via a wide variety of communication tools, including email, instant messaging and video conferencing. a wide variety of communication tools are apps that are apps that act as a message carries, virtual meeting rooms enabling work collaboration through conversations, exchange of vital information, update others with progress, share files, and so on . in the section, we examine how to work with email and video conference technologies.**

**Traditional vs. modern communication methods:**

**Traditional communication methods tend to mean paper based message such as formal letters, brochures, reports. Proposals, and notes. This kind of communication is still relevant in the digital age because of the following factors:**

* **Reader preference: some people prefer to read information from a sheet of paper than a device screen. Human senses come into play in communication, and touch is a very strong human trait. Hence paper documents, brochures, booklets are relevant even in digital days.**
* **Perception: traditional communication can make a good impression and improve the receiver’s perception of the message sender. How many of us find it a little over whelming to wade through a mountain of email, texts and social media posts every day? A simple thing like a business letter on upgraded stationary has been shown to difference a sender from others. A formal written proposal sent to a customer usually gets opened, in contrast to an opened right away because of its novelty.**

**Modern communication: methods are very interactive, inclusive, Decentralized, instant/quick, less time consuming and less hierarchical. Technology dominates modern communication. These methods include, email communication, digital brochures, voice calling, video conference, social media like face book, instagram and so on.**

**In this unit we will explore following modern communication methodologies:**

* **Email**
* **Video conference**

**Emails:**

**Short for electronic mail, e-mail or e-mail is a message that may contain text, files, images, or other attachments sent through a network to a specified individual or group of individuals.**

**e-mail is a great way to send and receive information over the internet. However, as there are many different e-mail and webmail clients, the steps used to start an account differ. To create an email account:**

1. **visit a website that offer an email service. Notable ones are yahoo.com and google.com they are free forever**
2. **click on the mail/Gmail option on the respective home page**
3. **click on create account link**
4. **Follow all the instruction on the page, fill out all the required details. In some case, you may fell uncomfortable letting out certain information. Don’t worry, most of the time email accounts do not need information such as telephone and street address, and you can skip these completely**
5. **Read the services agreement and click on I agree button indicating that you agree to abide by the email system rules. Once completed, click on the submitted or enter button at the bottom of the screen.**
6. **You have now created the email account**

**Composing and sending an Email with file attachment:**

**When writing an email message, it should look something like the example window below. As you can see, several field are required when sending an Email:**

* **The filed is where the e-mail address of the person receiving the e-mail is placed.**
* **The from filed should contain your e-mail address.**
* **If you are replying to a message, the to: and from: fields are automatically filled out.**
* **If it’s a new message, you’ll need to specify the recipients in the to: field by selecting them from your contact list or by typing the e-mail address. If you enter more than one recipient (e.g., group e- mail), the address should be separated by a comma and a space, or by pressing the tab key.**
* **The subject should consist of a few words describing the e-mail’s content. The subject lets the recipient see what the e-mail is about, without opening and reading the full email. This field is optional.**
* **The CC (“carbon copy”) field allows you to specify recipients who are not direct address (listed in the “to” field). For instance, you can dress an Email to Jeff and CC Linda and Steven. Although the email is address to Jeff , Linda and Steven also receive a copy and everyone can see who received the email. This field is optional**
* **The BCC (“blind carbon copy”) field is similar to CC, expect the recipients are secret. Each BCC recipients will receive the Email, but will not see who else wholes received a copy. The addresses (anyone listed I the “to” field) remain visible to all recipients. This field is optional.**
* **The message body is the location you type your main message. it often contains your signature at the bottom; similar to a handwritten letter. Refer to verbal communication>email writing section for more information on writing email.**
* **After writing the message, if you have a file attachment like resume, cover letter, presentation , report or any other file attachment, click on at the bottom of the new message window.**
* **Choose the files you want to upload .**
* **Click open.**
* **Proof read the email. Ensure that your email is complete with required information.**
* **Click send to send the file to recipients in the to and cc/bcc fields.**

**Video conferencing tools for online communication.**

**Video conferencing meetings can change the way people work when they’re remote or working from home. Face-to-face communication is important, even if can’t meet in-person. With a video conferencing solution, your teams can work together or with customers and clients effectively, no matter where they’re located.**

**Following are some of the best video conferencing tools available in the market:**

1. **Zoom**

**Who should use it?**

**Zoom is ideal for anyone who works remotely or has remote team members. Zoom allows for simple, easy setup meetings or regular meetings in your personal meeting room. Quickly create and share a private meeting link with an individual or team and connect remote team members through video.**

**Top free features:**

* **Host up to 100 participants and group meetings**
* **Unlimited meetings**
* **HD video and audio**
* **Screen sharing**
* **Scheduled meetings**
* **Private and group chat**
* **Host controls**
* **Time controlled**

1. **Google hangouts.**

**Who should use it?**

**Google hangouts is a simple way to connect with Google contacts (or those outside of your network) and can be used for personal or business reasons. Use this tool for individual conversations, team meetings, recorded demos, and more.**

**Top free features:**

* **Up to 25 video participants**
* **Video, audio, and messenger conversations**
* **Video meeting recordings**
* **Join calls using Google calendar**
* **Screen sharing**

1. **Skype**

**Who should use it?**

**The free version of Skype works well for small teams with less than 10 total members. It is a good tool if you need a simple way to video chat from your computer, phone, or tablet and tend to have smaller group meetings or 1-1 conversation. Skype also offers a tool called Skype in the classroom specifically designed for online education.**

**Top free features:**

* **Up to 10 people on video calls**
* **HD video calling**
* **Screen sharing**
* **Video call recording**
* **Interactive video chats**
* **Location sharing**

1. **Free conference**

**Who should use it?**

**Free conference ideal for smaller teams or meetings with five or fewer participants. One major perk of this video conferencing tool is its ease of use—no downloads are required to start using it. Plus, moderator controls allow the individual who’s running the video conference to keep the meeting on track.**

**Top free features:**

* **Up to 5 online meeting participants**
* **Screen sharing**
* **Document**
* **Moderator controls**
* **Text chat .**