

Tuesday

## Communication & Punctuation Skills

Date: 15/9/20

Sender → Message → Receiver

Communication

Skills → Art / technique / Abilities.

### (i) Communication Skills:

The techniques or abilities to communicate with other people is called communication skills.

① Listen (Empathy)

(To be a good communicator)

② Talk Straight

③ Non-verbal : you have to be a good listener).

④ Stress Management

⑤ Emotions

② Communication : The exchange of information, knowledge, ideas, opinions, thoughts, feelings etc. is called communication.

Process of sending information to produce response is called communication.

### ③ → Types of Communication

① Verbal communication : The communication with words is called verbal communication.

② Non-verbal Communication: The communication without words is called non-verbal communication.

④ Types of Verbal Communication:

i) Intrapersonal → (self-communication).

ii) Interpersonal → (2-2) (2 individuals, small group, public).

iii) Extrapersonal → (human to non-human).

(Note: In interpersonal, we will very careful about choosing words).

\* Communication: Communication is simply the act of transferring information from one place, person or group to another. Every communication involves (at least) one sender, a message and a recipient.

Elements  
of  
Communication

Context ..... Who, why, where, gender/age/culture / status / country.

Sender ..... (encoder) - write, speak, uses non-verbal expression.

Receiver ..... (decoder) read, listen.

Message ..... Main idea.

Medium ..... Electronic / Paper.

Feedback ..... Response / Reply.

## Types of Verbal Communication

### (1) Intrapersonal:

Intrapersonal communication can be defined as communication with one's self, and that may include self-talk, acts of imagination and visualization, and even recall and memory.

### (2) Interpersonal:

Interpersonal communication is an exchange of information, feelings and meaning through verbal and non-verbal messages or communication between two or more people. It is face-to-face communication.

### (3) Extrapersonal:

Extrapersonal communication is that way of communication in which a human interacts with other species. Communication between human beings and non-human entities is extrapersonal.

## Types of Non-Verbal Communication

### (1) Kinesics:

Kinesics is the interpretation of body motion communication such as facial expressions and gestures, non-verbal behavior related to movement of any part of the body or the body as a whole.

(02) Haptics:

Haptic communication is a branch of non-verbal communication that refers to the ways in which people communicate and interact via the sense of touch.

(03) Proxemics:

Proxemics communication is use of space deals with the ways that is communicated in face-to-face conversations.

(04) Olfactics:

Olfactics involves communication functions associated with the sense of smell, such as body odors, use of perfumes etc.

(05) Chromatics:

Chromatics or the use of colours is a vital aspect of non-verbal communication which is used as a predominant technique in Morrison's fictions. Colors of clothing, products or gifts send intended or unintended messages to the recipient of message.

(06) Chronemics:

Chronemics is the study of the use of time in non-verbal communication. Time perceptions include punctuality, willingness to wait, and interactions. The use of time can effect lifestyles, daily agendas, speed of speech, movements and how long people are willing to listen.

(07) Appearance:

Our choices of clothing, color, hairstyles and other factors affecting appearance are also considered a means of non-verbal communication.

\* Types of Non-Verbal Communication:

(i) Kinesics → (Gestures, Postures)

→ (Overall Body movement) (sit/stand)

(ii) Haptics → Touch (Positive or Negative)

(Social/professional/friendship)

Love / culture and Religion

(iii) Proxemics → Space / distance

intimate zone (0 - 18 inches) (close distance)

personal zone (18 inches - 4/5 Feet)

Professional Zone (4/5 - 10/12 Feet)

Public Zone (10/12 - 20/25 Feet).

(When distance is increased, Power is increased)

(iv) Olfactics → Smell.

(v) Chromatic → Colours

(vi) Chronemics → Time

(vii) Appearance → Dress

\* Barriers:

A communication barrier is anything that prevents us from receiving and understanding the messages others use to convey their information, ideas and thoughts. They can interfere with or block the message you are trying to send. (OR).

→ Specific items that can distort or prevent communication.

→ Physical

(Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver. Like voice, noise, ring, click, temperature are the parts of physical barriers.)

→ Psychological

(Psychological barrier is the influence of psychological state of the communicators (sender and receiver) which creates an obstacle for effective communication).

(Emotions / selective perception)

→ Intrapersonal Barrier

(Intrapersonal barriers refer to the elements within the individual's own self which pose a hurdle from within the individual's communication both in sending and receiving messages.).

→ Language

(A language barrier is a term that is used to describe the inability of passing information between two or more people due to linguistic differences. Language barriers are as difficulties in communication that occurs within a group of people or between individuals with different language background or dialects.)

→ Semantic

(The semantic barriers refers to the misunderstanding between the sender and receiver arising due to different meanings of words, and other symbols used in the communication.)

### → Connotative

( Connotative barrier refers to the difference of meaning according to different abstract situations, contexts, actions and feelings. Both the communicators know both meanings of the word, but use only one meaning according to the context, which might be being used differently in the context.)

### → Ethical

( Ethical barriers occurs when individuals working in an organization find it difficult to voice dissent, even through their organization (in acting in way they consider to be unethical). )

## \* Ethics in Communication : ( Verbal/Non-Verbal)

Communication ethics is the notion that human beings are governed by their morals which in turn affects communication. Communication ethics deals with the moral good present in any form of human communication. Generally speaking, ethics in communication is code of conduct.

### Factors:

- ① People → ( Parents, Siblings, relatives, neighbours, teachers, ideals, others ).
- ② Religion → ( Islam ) ( Belief ).
- ③ Culture
- ④ Law
- ⑤ philosophy → ( experience + literature ).

\* Paralanguage:

Paralanguage, also known as vocalics, is a component of meta-communication that may modify meaning, give nuanced meaning, or convey emotion, by using techniques such as prosody, pitch, volume, rate, pronunciation, voice quality, voice quality, intonation etc. Paralanguage may be expressed consciously or unconsciously.

\* Artifacts:

Communication Artifacts are created as expressions of human thought. They include advertisements, art, ceremonial and documentary artifacts, exchange media and personal symbols. Art objects are those created to express ideas, values or attitude through images, symbols and abstractions.

\* Oulesics:

Oulesics is one form of non-verbal communication, which is the transmission and reception of meaning between communicators without the use of words. It can include the environment around the communicators, the physical attributes or characteristics of the communicators, and the behavior of the communicators.

\* Global Communication:

Global communication is the development and sharing of information, through verbal and non-verbal messages, in global settings and contexts.

\* Cultural Variables:

Cultural variables are differences in behaviour, outlook and values between people from different societies. Body language, styles of humor and attitudes towards family, authority figures, religion, gender roles and time can all be very different in different cultures.

(a) Natural Cultural Variables:

(Education, Economics, politics, religion, laws & regulations, social norms, language etc)

(b) Individual Cultural Variables:

(chronemics (time), proxemics (space), food, dress, manners, decision making, verbal, non-verbal).

\* Communication : (Definition).

Communication is simply the act of transferring information from one place, person or group to another. Every communication involves (at least) one sender, a message and a receiver.

\* Importance of communication: Communication is very important in our personal and professional life. Communication helps understand people better removing misunderstanding and creating clarity of thoughts and expression. It also educates people.

Communication helps to spread knowledge and information among people. Communication helps us to express our ideas and feelings, and it, and at the same time, help us to understand emotions and thoughts of the others. As a result, we will develop affection or hatred toward other people, and positive or negative relationships will be created.

- \* Communication: ~~with how start the message in positive - personal life - written form like~~
- (1) Definition → (Sender, message, receiver).
- (2) Importance → (Good personal/professional life).
- (3) Elements ~~transfers in two forms~~
  - ↓  
(context, Sender, Message, Receiver, medium, Feedback).
- (4) Types → (verbal, non-verbal).
- (5) Barriers
  - ↓  
Physical (barriers b/w sender and receiver)
  - Psychological (psychological state of communicators).
  - Intrapersonal (self communication barriers).
  - Language (air) Semantics  
Semantic (meanings of words)
  - Connotative (difference of meaning of words)
  - Ethics (ethics in communication).

- (6) Global Communication
- (7) Cultural variables
  - ↳ (National cultural variables, individual cultural variable).