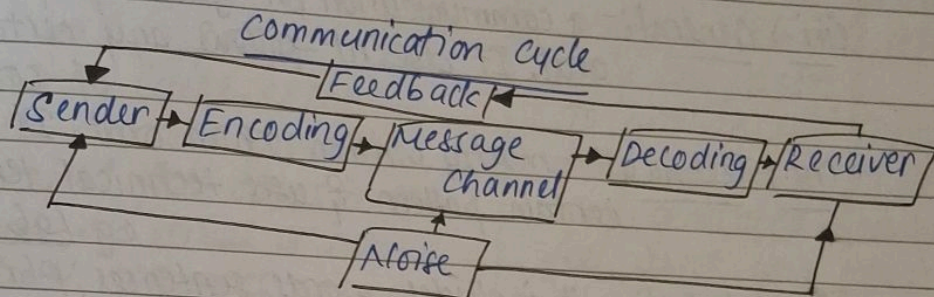


Assignment - 01

1. Explain the process of communication with diagram.
1. Communication is basically the exchange of information, ideas, or feelings between individuals through verbal, non-verbal or written means. The term communication comes from the Latin word "communicare" which means 'to share'.



- First, the sender forms the content of the message & ~~sends~~ sends the message through the channel of words, signs, objects or combination of all.
- The message may not be received fully or partially by the receiver because of noise or other factors.
- The transmission of the message from the sender to the receiver is called Feedback, with this, the cycle ends.

2. Elaborate the types of communication with suitable example

- Ci) Formal: - a communication which is done to maintain or fulfill certain criteria or follow a pre-defined manner. Mostly done ~~at~~ for professional talks.
- : eg: - Letters & mails to company's HR

(ii.) Informal:- a communication which is done casually without ~~any~~ following any norms or doesn't require fulfilling any criteria. Mostly done among friends, family etc.

(iii.) General:- a communication for general people & is mostly oral. It doesn't follow any certain pattern of communication.

(iv.) Technical:- mostly written than oral. It follows a certain pattern & uses technical terminologies.
eg: Lab manuals, maps.

(v.) Verbal:- it includes words, sentences, phrases etc. and is more speech directed. Uses spoken or written words to convey a message.

(vi.)

eg: Presentation, speeches etc.

(vi.) Non-verbal:- it is the transmission of messages without using words. It includes body language, gestures, eye contact. It complements verbal communication.
eg: facial expressions, handshake etc.

What are the essentials of communication?

- A well-defined communication environment.
- Cooperation between the sender & the receiver.
- Selection of an appropriate channel.
- Correct encoding & decoding of the message.
- A proper feedback.
- Clarity & ~~conce~~ Conciseness of the message.

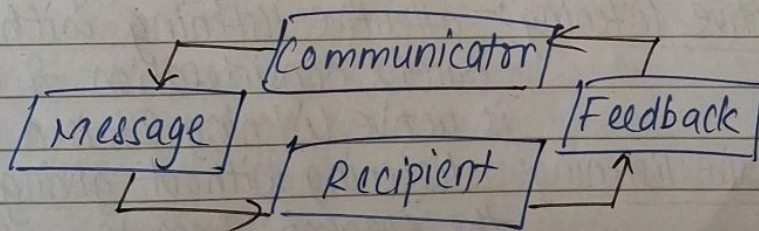
(4) Differentiate Interpersonal & Intrapersonal communication.

# <u>Interpersonal</u>	# <u>Intrapersonal</u>
<ul style="list-style-type: none">• communication between (2) or more people.• at least (2) people.• to share ideas, exchange info. or solve problems.• received from others in the form of verbal or non-verbal responses.• verbal, Non-verbal or written.	<ul style="list-style-type: none">• communication within oneself (thoughts, reflection)• only one person.• to analyze self thoughts, make decisions or introspect.• self-generated (how you feel about your decisions)• internal dialogue, silent thinking or writing a diary.

(5) Write down the flow of communication with suitable example.

→ The objective of communication is to inform/persuade.
- the sender ^{encodes} sends / passes the message to receiver via a medium. Hence, after receiver decodes the message & gives the feedback to sender to complete the cycle.

• Sender → sent message → Receiver → channel → Receives message → Decodes → Response (Feedback) → Sender.



⑥ Differentiate hearing & listening.

# Hearing	# Listening
<ul style="list-style-type: none">- it is an act of perceiving sound & receiving sound waves through ears.- it is one of the five senses & is ever-occurring.- an involuntary act where you simply receive vibration from ears.- concentration is not mandatory.- eg: <u>Friends chatting</u>	<ul style="list-style-type: none">- it is an act of hearing & eventually understanding what you hear.- it requires control so that the brain can process what you hear.- a skill that lets the sound you hear reach the brain & hence process its meaning.- a certain amount of concentration is mandatory.- eg: <u>class room interactions</u>

⑦ Elucidate the types of listening in detail.

→ a.p Casual listening:- listening to someone without much focus or concentration. Receiver doesn't grab every information.

b.p Intentional listening:- listening with attention & full focus is intentional listening. It serves a special purpose and the message is generally remembered.

c.p Active listening:- attentive listening with some intention, careful consideration & concentration is active listening. It is a 2-way comm.

d.p Passive listening:- listening without giving response to the speaker. There is any no feedback.

e.p empathetic: - listening with care & regard to give advice or to solve problems or show affection to speaker.

f.p critical: - listening carefully & critically analyzing it. It includes decision making depending on its usefulness.

g.p appreciative: - listening with a positive attitude or to appreciate someone is appreciative listening in order

& others like; Therapeutic listening, Relational listening etc.

⑧ It is crucial to understand certain norms to be an effective listener. With this reference elaborate traits of a good listener.

- - A good listener is non-judgemental i.e. he/she will have such actions that'll portray 100% understanding. The behaviour of the listener should show that the speaker is accepted without making any judgement.
- A good listener is an enthusiast, he/she is fully present at the conversation & actively interacts. Also he/she avoids any distractions at that moment.
- He/she is patient and allows the speaker to express their thoughts without any interruptions. They wait for pauses before interrupting.
- They are empathetic.
- They ask relevant & topic-related, logical, questions.
- They generally provide a constructive feedback that is helpful & considerate. Summarize key points.
- They have self-control i.e. remain calm, even in tough situations & do not react defensively or with anger.

- They adjust their listening approach based on the context & know when exactly to be analytical, empathetic or passive.
- Overall, a good listener is not just hearing words but actively engaging, understanding, & responding appropriately.

⑨ Enlist obstacles that students are facing while communicating in target lang. & note down the steps to overcome it.

→ 1. Linguistic Barriers:- unknown language,
 - unknown words,
 - inconvenient sentence structure.

2. Psychological Barrier:- extreme emotions.
 - superiority complex.
 - inferiority complex.

3. Physical Barrier:- noise disturbance.
 - technical defects in channel.
 - distance, health

4. Cultural Barrier:- If the speaker & listener belong to
 ② diff cultures then, they share diff
 opinions on listening & comprehension
 creating a friction between them.

• How to overcome them: ① By building positive relationships.

② By regular comm. between teachers & parents

③ By creating a safe & engaging environment.

④ By setting realistic goals & targets.

⑤ Help to encourage & Build friendship.

⑥ By being open-minded & having a positive attitude.

(10) Write a short note on:

a. Barriers of Communication → these are the obstacles that hinder effective communication. They can be physical, psychological or linguistic. These barriers lead to misunderstandings & ineffective communication.

b. Cultural Barrier → A kind of barrier that forms misunderstanding or difference in opinions between sender & receiver due to cultural differences. Misinterpretations can occur due to varying gestures, beliefs or etiquettes across cultures. Understanding culture diversity helps in overcoming them.

c. Significance of Communication Skills:-

- these skills are necessary for personal & professional success. They help in expressing ideas clearly, building relations, solving conflicts & enhancing teamwork. Strong communication skills build leadership skills, boost confidence & persuasive skills.

d. Non-Verbal Communication:-

- involves conveying messages without words; includes body language, facial expressions, gestures, voice tone & posture. They often reveal true emotions & can reinforce or contradict verbal messages. It plays a crucial role in expressing feelings & emotions. In some cases, it might be even more effective than verbal communication.

e.g. Barriers of Listening:- they prevent effective information exchange. Common barriers include distractions (noise, multitasking) prejudices (bias, stereotype) emotional barriers, cultural etc. Active listening, patience, & focussing on the speaker helps overcoming these.

12/12/25