

SER No	CONTENT										
	<p style="text-align: center;">COMMUNICATION SKILLS - 1</p> <p>Period - Two Type - L/P Code - P 6 Term - I (SD/SW)</p> <hr/> <p>Training Aids 1. Computer Slides, Pointer, Charts, Black Board and Chalk.</p> <p><u>Time Plan</u></p> <table border="0"> <tr> <td>2. (a) Introduction</td><td>- 10 Min</td></tr> <tr> <td>(b) Understanding Basics of Communication</td><td>- 20 Min</td></tr> <tr> <td>(c) Styles of Communication</td><td>- 20 Min</td></tr> <tr> <td>(d) Effective Communication</td><td>- 20 Min</td></tr> <tr> <td>(e) Conclusion</td><td>- 10 Min</td></tr> </table> <p><u>INTRODUCTION</u></p> <p>3. Communication is the exchange of information between people, e.g. by means of speaking, writing or by using a common system of signs or behavior. Man is a social animal, and communication is intrinsic to human nature.</p> <p>4. Communication may be defined as —A process of sharing facts, ideas, opinions, thoughts and information through speech, writing, gestures or symbols between two or more persons. It is something that is universal and happens all the time. We are communicating all the time with others. While you are reading this, we are trying to communicate to you.</p> <p><u>AIM</u></p> <p>5. To understand the basics of styles and ways communication and to effectively communicate with others in an effective manner.</p> <p><u>PREVIEW</u></p> <p>6. The class will be conducted in the following parts:-</p> <p>(a) Part I - Understanding basics of Communication. (b) Part II - Styles & Ways of Communication. (c) Part III - Effective Communication.</p> <p>(a) <u>PART I : UNDERSTANDING BASICS OF COMMUNICATION</u></p> <p>7. Communication is conveying a message – verbally, written or through the use of signs. If we do not talk with others, then they will not know what we are thinking and they will not be able to understand us. One will feel terribly lonely this way. For some people, it is the problem of not</p>	2. (a) Introduction	- 10 Min	(b) Understanding Basics of Communication	- 20 Min	(c) Styles of Communication	- 20 Min	(d) Effective Communication	- 20 Min	(e) Conclusion	- 10 Min
2. (a) Introduction	- 10 Min										
(b) Understanding Basics of Communication	- 20 Min										
(c) Styles of Communication	- 20 Min										
(d) Effective Communication	- 20 Min										
(e) Conclusion	- 10 Min										

knowing how to communicate. For others, it may be that they are too afraid to talk about their problems, share their views, and let others know what is going on in their mind. In fact, without communication, our relationships with others are likely to be dominated by suspicion, guesses, misunderstandings and false assumptions. Empathy creates wonderful results only when we are willing to let others know how we feel.

8. Lack of communication breeds problems in our relationships. We tend to assume that others know what we want or how we feel. Then when they do not react as we expect they should, we get upset. We are annoyed when others may not know why! We expect people to understand us. The truth is they do not understand us, if we choose to believe that ideas can get across at the unspoken level! All too often, the communication between us and our loved ones, is merely functional – out of necessity. We waste many opportunities to enhance our understanding of each other and improved our relationship.

9. For instance, if you are used to your mother cooking every day, and assume it is her role to cook so there is no need to feel special about it, she may increasingly find cooking a chore. Do you know each time your mother goes into the kitchen, she puts in her affection into the food by choosing the type of vegetables or ingredients you like? Do you know that each time she dishes out the food; she silently hopes you will enjoy it and tell her how good it was? She may be able to tell from the way you gobble up the dal bhat, but nothing is more powerful than language at that moment if you can simply say: —Mummy, it's delicious, I love it!! You will make her day! You can do it every day to make her feel appreciated, even though it is not in your culture, or habit.

10. There are many such moments for us to express affection, especially to our family members. If you simply let those moments slip by, you will realize that the fountain will dry up one day.

Relationship, like a reservoir, requires constant nourishment. Imagine what would happen to the reservoir if we keep drawing water from it but there was no rainfall to top it up. Similarly, we cannot draw affection without investing affection. By counting to take relationships for granted, we will come to a crisis one day – when the reservoir has dried up. That is how thing begin to fall apart.

11. We often find people harboring grudges against each other for being unhelpful, uncaring, not showing sufficient understanding. Any times we stop talking to people for long durations because of anger. This long silence is like a time bomb, which may explode one day at the slightest provocation. We all have a pert to play in triggering its explosion. If you can reduce your part, you are helping to deaden the bomb. Long silence does not help to resolve problems. On the contrary, it breeds bitterness. When our heart is bitter, we cannot be happy and loving; even though we can suppress the bitterness to pretend we are fine. If you do not begin to make a change though, the silent relationship pattern will go on from generation to generation. It will stay the same with your parents, either your future wife or husband, and children of your own.

12. We all have fears, worries, and concerns; talking with somebody we trust is an effective way to

relieve ourselves of mental stress. If we can share our inner world with others, we may realize that we are not alone – others have the same problems. That makes us feel instantly better.

(b) **PART II : STYLES & WAYS OF COMMUNICATION**

13. There are three styles of communications as under:-

(a) **Aggressive.** They believe that everyone should like them; I am never wrong I've got rights but you don't. They have a close mind and are poor listeners. They have difficulty in seeing the other person point of view, they interrupt and monopolize. They tend to dominate and put down others.

They are bossy. While communicating they frown, stare, talk loudly or have a yelling tone of voice.

(b) **Passive.** In such communication the persons do not express their true feelings; they do not disagree and think that others have more rights than they do. Their communication style is indirect, they always agree and do not speak out and are very hesitant. While communicating they often lack facial expression and stand with down cast eyes.

(c) **Assertive.** In such communication the person believes those he/she as well as others are valuable. They know that if they have rights then others also have rights. They are active listeners and check on others feelings. They are action oriented, attentive, vocal, expressive, good listeners, aware, supportive, persuasive, fair, open and consistent in behavior. Their expectations are realistic. They have open and natural gestures. They maintain an eye contact while communicating.

14. **Ways of Communication.**

(a) **One Way Communication.** Communication from a single channel. There is no opportunity for clarifying doubts. For example, Principal announces- Saturday is a working day and student can wear colored dresses.

(b) **Two Way Communication.** Communication between two channels. Opportunity for clarifying doubts. For example, parents deciding on the duration of the vacation to a hill station after discussion with the children.

(c) **PART III : EFFECTIVE COMMUNICATION**

15. Effective Communication involves:-

(a) **Verbal Communication.** One person talks and others listens to be able to react. The conversation can be informative, in the form of questions, a negotiation, and statement or open ended questions, instruction, etc. And the situation can be formal or informal. In relationships, communication is usually informal. A speaker, to clear up misunderstanding of what is said may ask questions to gain information and may repeat in a different way (paraphrase). Speech problem, too long sentences, mumbling, speaking too softly, hearing problems, listeners interrupting the speaker, loud external noises, etc. all hamper proper communication.

(b) **Non-Verbal Communication.** Non verbal communication is that gives meaning to what is

said and may communicate both appreciation and rejection. It includes such things as tone of voice, a nod of head, using silence, frowning, smiling, body posture, touch, shaking of the head to communicate approval or disapproval, lifting of the eyebrows to show surprise, distance between persons, playing with something in hand instead of focusing etc. The body language communicates a lot in the communication process. Body language can be easy to read, but at the same time easy to misinterpret. It is not only important to observe the non-verbal communication of others and understand how well they receive or reject the communication, but also use proper body language to communicate effectively. Ensure that you appreciate others through body language. React to what others say by nodding, smiling and generally showing you are listening.

- (c) **Listening**. During communication, one person talks and another person listen. The listeners must give attention to all that is said, without interrupting the speaker and react later in a relevant manner. Many people may listen but know what the full message is. Some people react to only half is said. There are people who listen —selectivelyll, who miss much of the message and only focus on points relevant to him or her. Sometime we .do not listen to our friends and other people; sometimes they do not listen to us. In either situation, there will be a problem in communication and understanding.

16. How would we know if someone is not listening to us:-

- (a) Looks away.
- (b) Interrupts.
- (c) Looks at the watch.
- (d) Gets up to do something and returns.
- (e) Gives advice.
- (f) Talks to someone else.
- (g) Answers the phone.
- (h) Begins to do some work.
- (j) Does not stop doing work.
- (k) Says that she/he will be back in a minute and does not return.
- (l) Looks bored.

17. Components of Communication:-

Source Message Receiver Channel

Feedback

18. All the components must be present for effective communication.

19. **Why is Effective Communication Important to Young People?** Adolescence being a period of immense change, communication during this transitional phase of life assumes even more importance. Young people should be equipped to effectively communicate with others regarding

their feelings and emotions or decisions. Also, a young person who is in need of advice or who harbours some fears, needs to talk to others and express himself/herself.

CONCLUSION

20. The ability to effectively communicate with other people is an important skill. Through communication, people reach some understanding of each other, learn to like each other, influence one another, build trust, and learn more about themselves and how people perceive them. People who communicate effectively know how to interact with others flexibly, skillfully, and responsibly, but without sacrificing their own needs and integrity.