COLLATE

Communication Skills For Professionals

Notes

UNIT - 1 & 2

ORGANIZATIONAL COMMUNICATION

Communication (Meaning)

- Originated from the latin word 'commutes' which means something common.
- Process of sharing ideas, words and attitudes with someone.
- * It is the transfer of info from one person to another, but the info transfered should be understable to receiver.
- * Two-way process of reaching mutual understanding, in which participants not only exchange info but also create and share meaning.
- * Communication is giving, receiving or exchanging ideas, info, signals through media to express emotions or seek info.

It includes ~~body~~ body language, skills of speaking and writing

Importance of Communication

1) Helps in motivation & morale development
2) Helps in developing leadership skills
3) Promotes co-operation and peace.
4) Helps in smooth working.
5) Prevents disputes or extreme violence.
6) Helps in decision making.
7) Increase Managerial Efficiency.

Scanned by CamScanner

Process of Communication

* Communication is a two-way process where one person who is sender, who transmits the message and the other person receiver is called the receiver. The transmission is done through a channel or medium. The receiver sends back a response and the observation of the receiver's response is called feedback.

Ask WH question:-

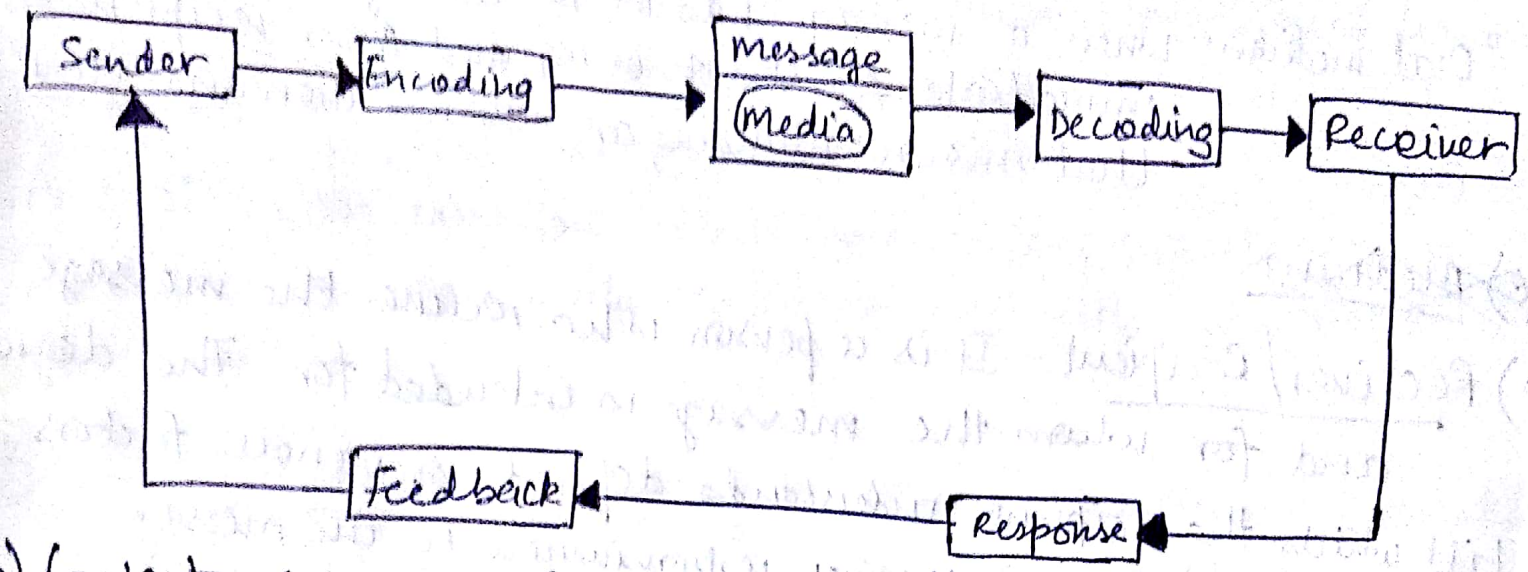
1) Who sends? [Sender]
2) Whom does he/she send? [Receiver]
3) What does he/she send? [Message]
4) Which medium? [Channel]
5) What effect? [Response/feedback]

} Who sends what to whome through which channel and with what effect?

- It is process of exchanging verbal and non-verbal messages. Its pre-requisite of communication is a message.
- The message must be conveyed through a medium to the recipient
- The message " " understood by the recipient in the same terms as intended sender.
- So, the recipient must reply to the sender in the form of feedback in given time.

Scanned by CamScanner

SIMPLE MODEL



a) Context → Comm. is affected by the context in which it takes place. Context can be physical, social, chronological or cultural. The sender chooses the message to communicate within a context.

b) Sender / Encoder - It is the person who sends the message. ~~[illegible]~~ The sender makes use of symbols to convey the message to produce the response. The views, background, approach, skills, knowledge of the sender have a great impact on the message.

c) Message - It is the idea that the sender wants to convey. It is a sign that elicits the response of recipient. Communication begins with deciding about the message to be conveyed and it should be conveyed clearly.

d) Medium - It is the way that is used to transmit the message by the sender and through which receiver receives it. The sender must choose an appropriate medium to convey the message so that the message is received by all recipients. The choice is important so the message is correctly interpreted and correctly interpreted. Eg

Scanned by CamScanner

Written medium: When a message has to be conveyed to a small group of people

Oral medium: When a message has to be conveyed ~~to~~ when immediate feedback is required from recipient so that misunderstanding are cleared then and there

~~c) Medium~~

e) Receiver/Recipient - It is a person who receives the message and for whom the message is intended for. The degree till which the recipient understands depends on various factors such as knowledge of receiver, responsiveness to the message.

f) Feedback - It is the confirmation sent by receiver to the sender that the message sender was trying to convey has been understood completely and correctly interpreted. It can be through words or non-verbal. Can be in written form ~~also~~ also.

CHARACTERISTICS/COMPONENTS OF COMMUNICATION

i) ~~Conste~~ Conciseness & Clarity - Conciseness

Choosing the right amount of words in the right place. No need of vague sentences, superflous words, heavy words.

Clarity Whatever is to be conveyed should be understood by the audience. Can be achieved by using simple language.

Eg

✗ That homosapien yearned for di-hydrogen oxide (H_2O)

✓ The person wanted water

Scanned by CamScanner

2) Conviction and confidence -

Conviction & Confidence - The sender or communicator should have proper conviction and confidence so that he/she can instill the same in the audience. An orator can imbibe whatever he/she wants the audience to learn with confidence and with an attitude of conviction.

3) Genuineness and Interest - Being genuinely interested in the subject matter to cause ethusiatic response from your receiver. To get genuine response from an audience, the audience must have interest in the subject matter

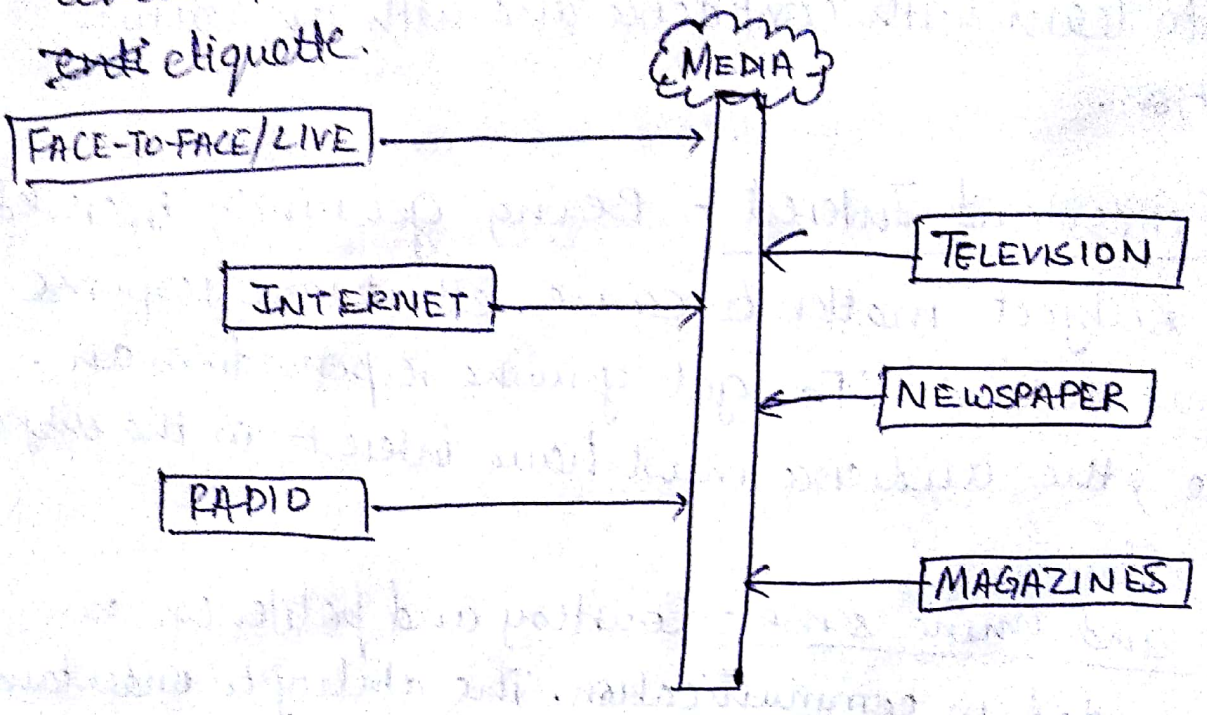
4) Empathy and Timing sense - Courtesy and politeness is also regarded in communication. The ability to understand how other person feels is called empathy and our tones decides how easily we can convey our message. Be sensitive towards their time to deliver what you want to say.

5) Brevity and Effectiveness - Being brief in explaining the audience is the key to communication. Our points should be marked and well revised in order to explain in brief cause the audience may loose interest due to boredum. Hence, for effective communication concise and brief approach is followed and recommended.

Scanned by CamScanner

MEDIA/WAY of Communication

In the era of social media, our sphere of communication has expanded significantly in recent years. It brings opportunities and challenges both. We have different levels of communication, each with specific purpose and ~~enti~~ etiquette.



Expand these ways according to will:-

a) Internet,

b) Radio -

c) Newspaper -

d) magazines,

e) Television -

f) face-to-face,

Scanned by CamScanner

TYPES Of Communication

- Based on Channels
  - Verbal
    - Oral
    - Written
  - Non-Verbal
- Based on Purpose and Style
  - Formal
  - Informal

Description	Terminology
Body language →	Kinesics
Touching →	Haptics
Personal Space →	Proxemics
Use of time →	Chronemics
Tone of voice →	Para language
Physical Environment →	Physical Context

a) Verbal - Transmitted verbally; done by word of mouth and piece of writing. Provides the opportunity for personal contact and two-way flow of info.

1) Oral - * Speaker interacts verbally with one or more listeners. It includes one to one like convo, speech radio, television also.

* Influenced by pitch, volume, speed and clarity of speaking.

2) Written - * Interaction is done through written material that may be printed or hand-written. can be done through email, letter, memo etc.

* Influenced by vocab, grammar used, writing style, precision and clarity.

Scanned by CamScanner

* Most commonly used in businesses as it serves as a proof, can be revised and edited before sent. Provides record of every message.

b) Non-Verbal - Communication that is done without words. The sending or receiving of wordless message is done via gesture, body language, posture, tone of voice and facial expression. Its all about body language

1) Appearance - Hairstyle, clothing, use of cosmetics
2) Body Lang - Gestures, postures, facial expressions
3) Sound - Pitch tone, volume

c) Formal - Occurs in formal and official style ie. like in cooperate styles, conferences. Done when the communication is between some at an elder position in office or coperature culture. Also done at the military.

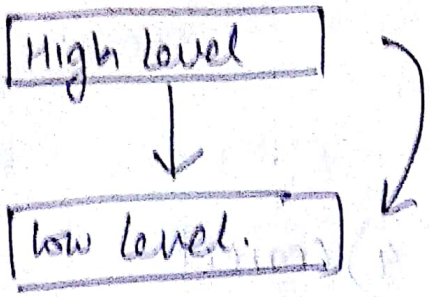
d) Informal ~~pronu~~ - Communication b/w friends and family. Use slangs, foul language, rusty tone, rowdy language is done. Done orally and by gestures. People tend to express more in this type of communication. It helps building relationships.

Oral	Written
1) Lectures, conferences, meetings.	1) Posters, Letters, circular & memo
2) Interviews.	2) Notices, Handbooks, manuals.
3) Union channels	3) Annual reports, Magazines,
~~4) Military meetings~~	4) Union publication, Suggestions
5) Grapevine rumors.	5) Personal letters and chats
6) Face-to-face convo	6) Complaint procedure via mail
7) Telephone	

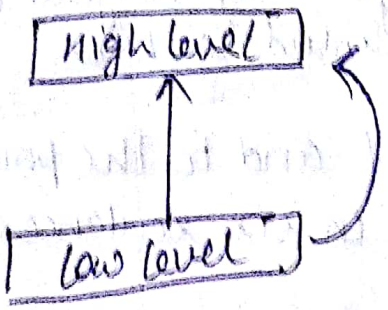
Scanned by CamScanner

Communication according to direction (Types)

1) **Downward** - The flow of info from top level or from superiors to lower level or subordinates. The manager passes instruction to subordinates and then the process follows. Consists of recommendation, handling of work and deadline management.



2) **Upward** - The flow of info from lower level or from subordinates to superiors. Consists of work performance, opinions, suggestion, problems, complaints.



3) **Horizontal** - Also known as 'Lateral' communication. Takes place between co-workers in the same department or in different departments. The communications consists of sharing of info to achieve targets or goals, resolve interpersonal problems and building rapport. * Sense of teamwork arouses.

4) **Diagonal** - Flow of info between the persons working in diff departments and holding levels of authority. Eg - The salesman may request the production manager to ~~not~~ modify the product design according to the requirement of customer. It is much faster as it prevents delay in ~~distribution~~ flow of info and helps taking fast decisions as subordinate of one department can directly comm. with manager of another depart.

Scanned by CamScanner

Salesman ← Exchange of info b/w the people working at diff levels in diff departments ← Production Manager

7 C's of Communication

1) Clear 2) Concise 3) Concrete 4) Correct
5) Coherant 6) Complete 7) Courteous.

Clear- Make the goal of your message clear to your recipient. The purpose of communication should be clear.

Concise- Message should also be brief and to the point. There is no need to communicate in six sentences when it can be done in three.

Concrete- Our messages should have important details and facts so that nothing disturbs the focus of the message.

Correct- Our message should be accurate, bad info doesn't help anybody. our message should be be typo free.

Coherant- Our message should make sense. Our points should be relevant and that everything is consistant with the tone and flow of text.

Complete- Our message is complete when all relevant info is included in an understandable manner. Our audience should know what is ~~being~~ being done.

Scanned by CamScanner

Courteous - Our communication should be friendly, open and honest regardless of what the message is about. Being empathetic is the tone. Use of jargons, aggressive-tone, rowdy lang and rushy tone should be avoided.

Barriers of Communication

Barrier - Any type of obstacle that doesn't make the communication process complete or causes disturbance in delivering the message. It can be in medium or in message if the receiver is not able to decode or understand language.

1. Physical
2. Semantic & language
3. Socio-Psychological
4. Organizational
5. Cross-Cultural

(1) Fallacious organizational structure like
a) large working area
b) closed office doors
c) discrete areas for ppl of diff status.
d)

* Noise - Physical noise (outside disturbance), psychological noise (unattentiveness), written noise (bad typing), visual noise (late arrival of employees)

* Time & distance - Improper time, network facilities, mechanical breakdowns, defects in medium communication

* Information Overload - Many people assigned for same task, or one person is assigned many tasks.

Scanned by CamScanner

2) * Diff languages - Can be the cause of miscommunication.
* No clarity in speech - Slow voice and pitch can mislead
* Using jargons - Usage of technical words that are restricted to a specific field and subordinates can not understand.
* Badly expressed message - Lack of vocab or gestures causes failure in conveying meaning.
* Wrong assumptions - Worker may misinterpret

3) * Economic background - } Socio
* Social upbringing - }

* Emotions
* Filtering and distortion of message
* Close mind.
* Field of experience
* Attitude and opinions.
* Self image
} Psychological.

* Poor retention
* Distrust -
* Premature evaluation - People evaluate the message before the sender has completed the message.
* Personal health - Physical sickness can also become a cause.

4)
* Information gap if upper level doesn't know the true state of affairs.
* Messages are not read completely and understood completely
* Filtering of info according to one's understanding/interpretation.

Scanned by CamScanner

* Too many levels in organizational structures
* Poorly defined authority and responsibility.
* lack of communication training.

(5) Cultural components such as
* language
* Value
* Social relation
* concept of time.
* concept of space
* Gestures

Ethics

The term 'ethics' and 'morals' are etymological. The word moral is derived from Latin word 'mores', which implies custom. And ethics implies social environment, refered to the character.

Ethical principles (Read from book)

Legitimacy, uprightness & fairness, confidentiality, Quality, Professionalism

PLAGIARISM

Using of ideas or writing of another as one's own without giving proper credit.

→ It is akin to stealing the intellect of another person. At times, it occurs because of ignorance, sloppy authorship or lack of knowledge about proper sourcing.

→ People blame technologies like Internet for blurring the concept of plagiarism by making it simple for students to copy and paste or a sentence onto a paper. Students can easily download entire assignments and papers from internet sites

→ Use of technology is also used to stop plagiarism such as Turnitin & Safe assign can help business comm. professors detect and discourage plagiarism.

Scanned by CamScanner

→ Huge problem in higher education, where international students are concerned because of cultural differences and a lack of understanding of what constitues plagiarism

→ If a student is expected to read a book for his/her book report as assigned by teacher but is bored of the subject and doesn't wish to waste his/her time in reading the book so, by visiting websites that provide reviews and reports, a report can be easily made.

→ A teacher gave an assignment that was similiar to the assignment given 6-7 months back to a senior student. The junior simply asks the assignment from the senior, puts his name off and submits it.

→ Not giving complete information regarding where the 'writing' came from or giving any indication in the text that it has been directly quoted from the paper.

→ Can also be by just changing some words. If somone ideas are copied but he/she paraphrases or simply change the words of existing text, one must provide attribution to the source.

Eg

LANGUAGE SENSITIVITY

→ We must check our papers for grammar, spellings and readability, we should ensure that the language used is inclusive to all who may read it.

→ Make sure that the writing is free of implied judgements. based on race or ethnicity, gender, disability, sexual orientation or age. Try to put oneself through other's shoes: would you feel offended if you read it or excluded if your group was substituted for the one you are discussing

→ Writing without prejudice or bias. Overtly sexist or racist lang is not to be followed. Writings that excludes some groups in favour of others or treats a group as unequal creates a perception that writer is prejudiced.

→ Avoiding sexist lang Sexism is that presents men and women unequal under some/different circumstances or excludes one or other without any reason is sexist.

eg. ↳ Women are generally bad driver

↳ Enterprising men and creative women have recently shown interest

↳ Women are better at house-hold chores than at work.

↳ Men are manipulations and vindictive.
manipulations

Scanned by CamScanner

* Avoiding Sexist Comments

1) Use of plural constructions in sentences

2) Gender-neutral titles

3) Using articles in place of third person or personal pronoun

Scanned by CamScanner

SOFT SKILLS

Personality development

→ It is a process of developing and enhancing one's personality. Helps to gain confidence and high self-esteem. It is also linked with every individuals own characteristic way of behaving, responding to emotions, perceiving things and looking at the world.

→ Personality also impacts what we think, our beliefs, values and expections. It is the sum of characteristics of an individual which makes us different as its unique and helps us differ from others.

Characteristics of personality development

1) To be aware of yourself - One needs to start with taking a good look at themselves, analyzing their traits, their strengths and weakness and everything that needs to be worked upon.

2) To belief in yourself - Never shy away from projecting your opions even if they happen to conflict with those of other people. Make yourself feel important too.

3) Make contact with new ppl - Meeting new & diff kinds of people is a healthy step towards expanding your horizons and exposing yourself to a larger variety of people and cultures.

4) Proper attire - Dressing in a proper manner and keeping your surroundings in mind. Flashy colors and too ~~much~~ many body piercings or body tattoos dont convey a positive vibe and display unprofessional attitude. Neatly ironed clothes are presentable.

Scanned by CamScanner

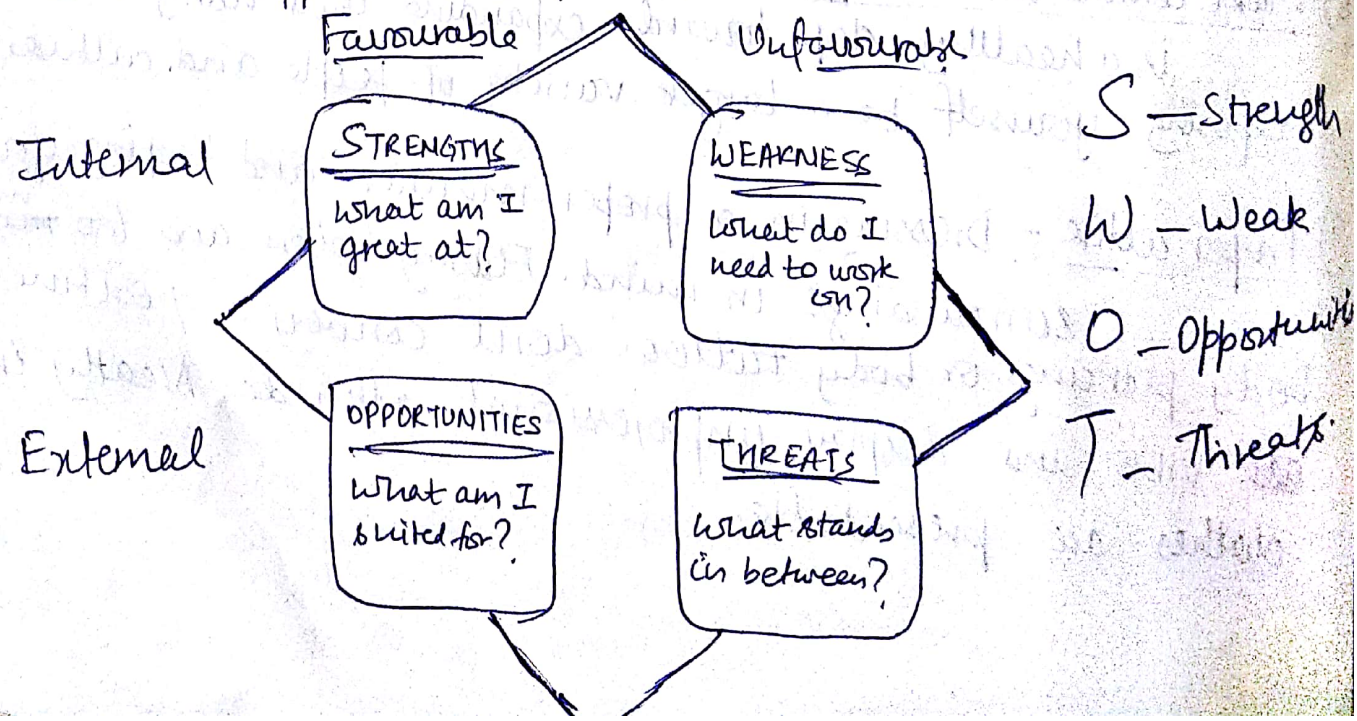
5) Expand interest – For expanding our friend circle we should have common interests, and that can only be achieved if we gather our resources and expand our areas of interest. Interesting conversation are sparked with the indulgence in healthy & interesting topics rather than turning out to be dull & monotonous.

6) Active listener – The key to be a good friend is to be a good listener. 'Most people don't listen with the intent to understand'. Giving the person attention and taking interest while listening is also needed because the vibes should be positive. Direct eye contact, help maintain focus and not getting distracted by the surroundings.

Self analysis

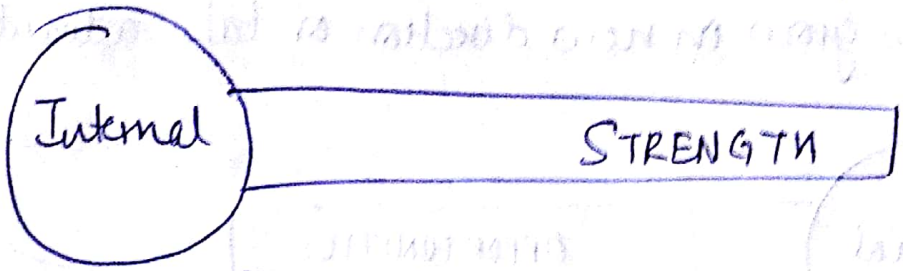
A personal SWOT analysis is required to determine where our particular skills are most likely to find success in professional world.

Conducting SWOT analysis help job seekers know about their talents and uncover opportunities for work.



Scanned by CamScanner

① Strengths - where the person performs best and his/her skills shine.

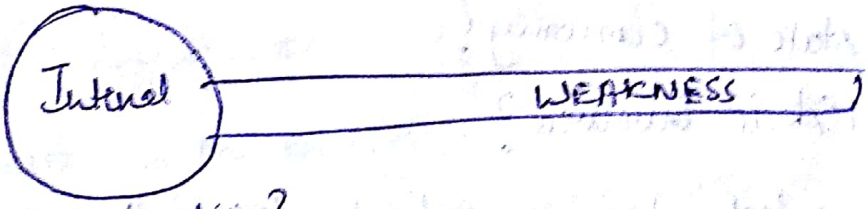


Ask questions to yourself:-

- What do you do better than others?
- What positive traits do you have?
- What makes you unique?
- What do others see as your strength?
- What others say you are greate at?

*'Stand out' quality should be important.

② Weakness - where the areas in which an employee needs to improve and that will set him/her back when searching for position.



Ask yourself these question?

- What do you do worst than other?
- What negative traits do you have?
- What would others see as your weakness?
- What -ve feedback have you received from your peers?
- What part of your life is not improving?

*'Being honest & realistic' should be followed while answering these questions.

Scanned by CamScanner

③ Opportunities - External factors like networks and social peers help provide us a opportunities or a way that can help as grow in new direction or take advantage of.

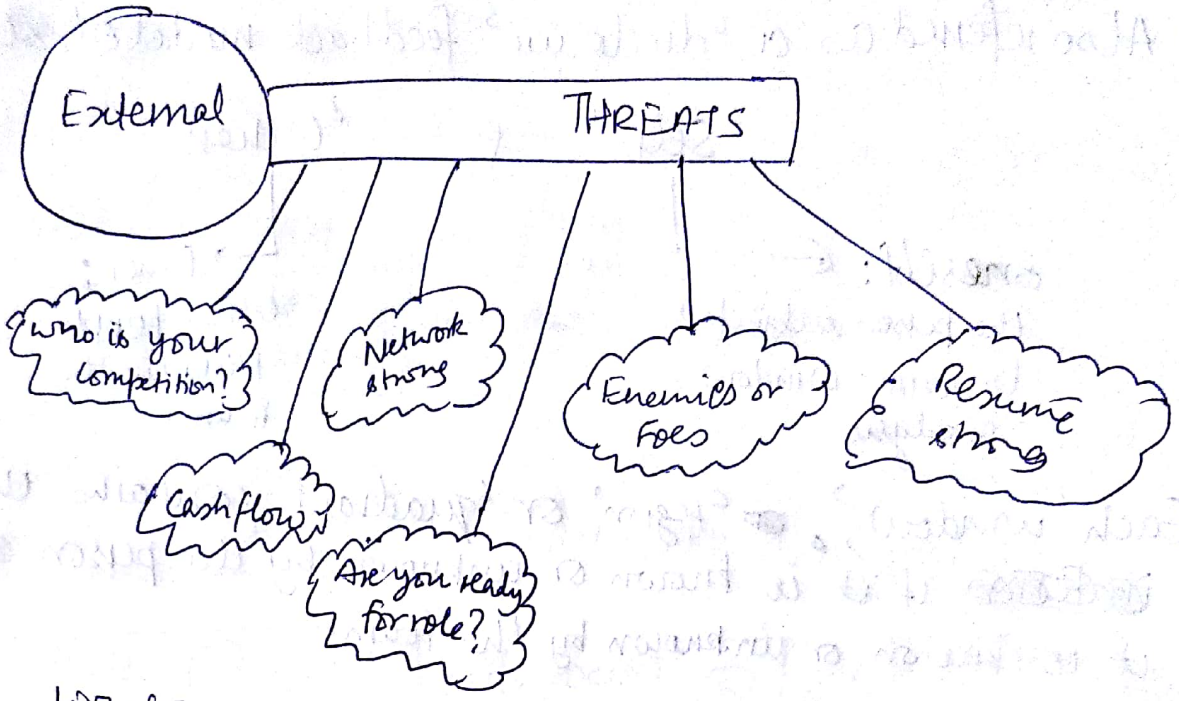
Ask these questions:-

- What is the state of economy?
- What if risk is involved?
- Is there a new technology or industry trend that can differ in future?
- Opportunities comes in diff. shapes and sizes. So look out for various things that pass by?
- Is there any vacant position, if yes then work for that position?
- Look out for a bigger fish, think broader and risk alternative to reach there?

* 'Sometimes great opportunities arise in areas that dont match skill set'. Consider pros & cos b4 taking an opportunity.

Scanned by CamScanner

④ Threat - Where we take into account the external factors that could hurt a person in search of new work.



Ask these questions :-

- Is there strong competion for the jobs you best suit for?
- How much internal competition do you face?
- Is there new tech. that will hurt your chances?
- Are there standards you can't meet?

* 'Fix -ve traits' is the easiest way of eliminating threats. Get professional help if neccessary or hire coach to help you.

JOHARI WINDOW

→ It is model of self-awareness, personal development, group development and understanding relationship.

→ It helps in understanding and training self-awareness, interpersonal skills, team development and intergroup relationship.

→ Developed by American psychologists Joseph Luft and Harry Ingham in the 1950's calling it 'JOHARI' combining 'JOE' & 'HARRY'.

Scanned by CamScanner

→ It represents info. - feelings, experience, views, attitudes, skills, intentions, motivation etc. about a person from 4 perspectives

→ Also referred as a 'disclosure' feedback model of self awareness

"Self" & "Others"

oneself: ← the person subjected to JOHARI window analysis

→ Other: Other people present in the team.

Each 'window', 'region' or 'quadrant' contains the info. if it is known or unknown by the person and if it is known or unknown by the team.

Four Regions

Tells how much you know about yourself and how much others know about you.

1) Open Pane - Known to self / Known to others.

Includes info such as hair color, occupation and physical appearance.

2) Hidden Pane - Open to self / Hidden from others

Includes info you wish to keep private, such as dreams and ambitions.

3) Blind Pane - Blind to self / Seen by others.

Includes info that other can see in you, but you can't see in yourself. Eg. You might think you are poor leader but others think you have strong leadership skills.

Scanned by CamScanner

4) Unknown Pane - Unknown to self/others.

Includes everything that you & others don't know about yourself

Eg - You may have hidden talents that you haven't explored.

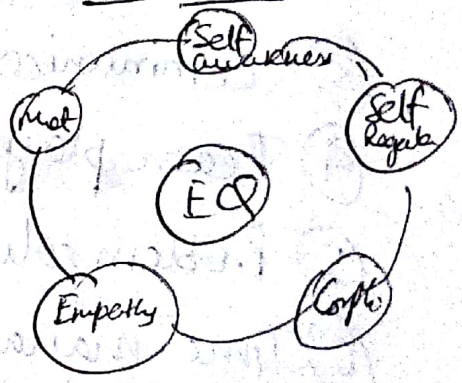
Open Pane	Hidden Pane
Blind Pane	Unknown Pane

Pg-11

Four domains of (EQ) → Emotional Intelligence

Pg-33

Self awareness (1)	Social awareness (3)
Self management (2)	Relationship management (4)



(1) Emotional self-awareness

(2) Emotional self-control, Achievement orientation
Adaptability, Positive outlook.

(3) Empathy
Organizational awareness.

(4) Influence, Teamwork,
Coach & Mentor, Inspirational leadership,
Conflict management,

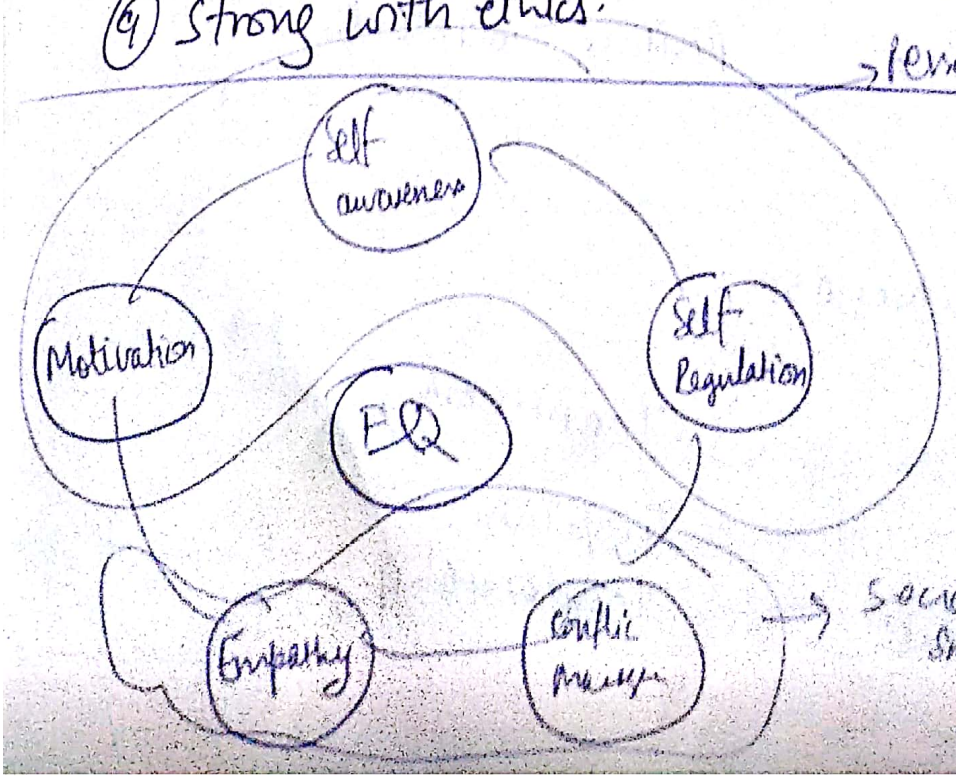
Scanned by CamScanner

Interpersonal skills (Skills used to interact with people)

→ These are called communication skills or people skills
These are the life skills that are used every day to communicate and interact with other people or groups.

→ Required when you want to work well in a team and be able to communicate effectively with colleagues and clients.

→ (1) Self confidence
(2) Positive attitude
(3) Communication
(4) Team player
(5) Problem solving and critical thinking
(6) Time management skills
(7) Flexibility.
(8) Ability to accept feedback.
(9) Strong with ethics.



Time Management
Self awareness
Good leader
Ethics of Business Comm
Barrier

Scanned by CamScanner

Time Management

To accomplish any specific task in the stipulated time period is called time-management. Often said by scholar "one who respects time, time respects the person".

Tips

① Prioritise - Do first things first. Give priority to those tasks first that need immediate action and if missed will cause a great deal of loss or meeting deadlines/tim

② Diary Usage - An activity planner to schedule when to do thing the time-slots for things that need action and responding to.

③ Planning your work - 15 min of planning saves an hour in execution and improves quality of work.

④ Email & Phone calls - Management of emails and phone calls should be done to avoid any delays in tasks that need to finished on time. Silent mode on phones or even disconnection from internet are best ways.

⑤ Multitasking -

⑥ Understanding the difference between urgent and important

Scanned by CamScanner

Team Building

+ + + + + +

In order achieve a common goal or objective, we need various types of people from distinct fields like finance, operations etc and hence it is necessary that all them co-operate with each other and strive towards the common vision. Steps to building effective team:-

1. Trust & loyalty
2. Setting clear objective for measuring
3. Encouragement of team members (motivate)
4. Recognize feedback/constructive
5. Assigning roles/Delegating jobs
6. Contacting each member
7. Common vision or goals
8. Establish ground rules
9. Extend hand of co-operation
10. Giving credits
11. Monitering in friendly manner
12.

Scanned by CamScanner

leadership skills

leader - A personality that is collectively accepted by all the members in a group whom they think or can lead them for a greater motive is called a leader.

leadership is not about titles, positions or flow-charts, but its about influencing others.

The greatest leader is not necessarily the one who does the greatest things but is the one that gets the people do greatest things, attributes below:-

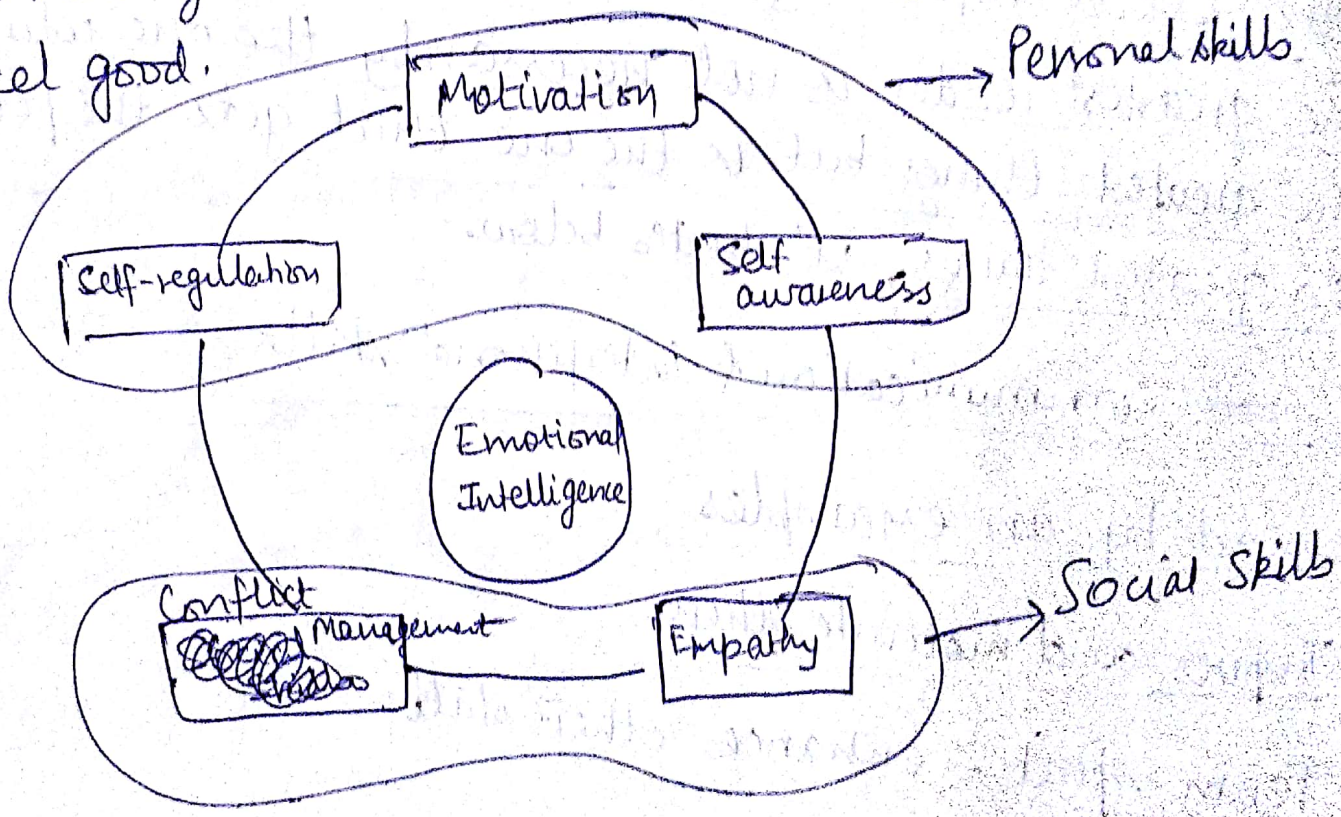
1. Good communication & interpersonal skills.
2. lead by an examples
3. Inspires and motivate others.
4. Team spirit - enhances others skills
5. Innovation -
6. Problem shooter / solution orientated.
7. Builds relationship

Scanned by CamScanner

Emotional Intelligence

Involves our ability to understand, contact, express and control ~~our~~ emotions with our peers and recognize what team members are trying to convey.

Also include our perception of others: how they feel, how to manage relationships more effectively by making others feel good.



Scanned by CamScanner

Goal Setting

Smart
Motivate
Attainable
Relevant
Time Bm

S - Specific
M - Measurable
A - Achievable / Accountable
R - Realistic
T - Time bound

Action Plan

S N A C R → Know how

S → Small
N → Needed
A → Achievable
C → Count on it?

Career Planning

P — Personal
D — Development
P — Plan

1st stage - (Strategy)
2nd stage

Scanned by CamScanner

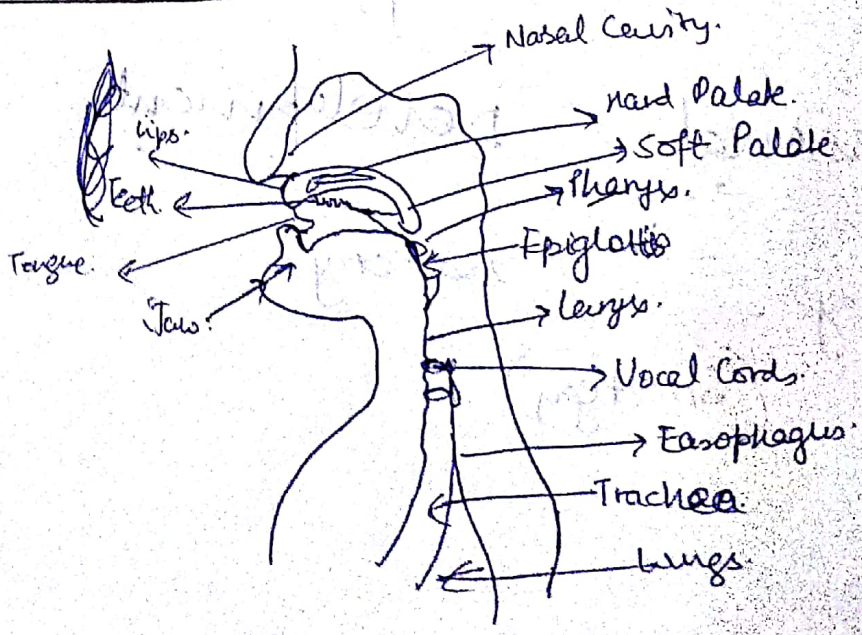
Unit - II

Phonetics

⇒ It is the science where all aspects of speech are considered and investigated: how speech is produced using our speech organs, what are the properties of speech sounds in the air as they travel from the speaker's mouth to the ear of the listener and how we perceive speech and recognize its structural elements as certain linguistic symbols or signs

⇒ Its the study of sound, branch of linguistics. This word has been derived from the Greek word, "phone/sound/voice". Study of sounds and the human voice.

Components of Speech Mechanism



Soft palate - Also called velum. Acts to modify the communication between the oral cavity and nasal cavity.

Teeth -

Scanned by CamScanner

Epiglottis → Behind the thyroid and at the root of tongue.

Vocal cords → They vibrate to create the sounds of vowels + voiced consonants.

Pharynx → Resonating cavity lying above hard & soft palate

Hard Palate → Hard palate forms the roof of mouth alongside soft palate.

The mechanism of production

When speech moves in set pattern, the sound are produced. The sounds are divided into 2 parts or based on vocal cords:-

a) Voiced b) Voiceless

The steady stream of air as we exhale is the main source of speech production. Sounds which come from our mouth or nose are the result of interruptions of a ~~steam~~ stream of air moving from lungs through:-

1) nasal cavity
2) oral cavity
3) larynx
4) pharynx
5) trachae

Speech Mechanism

Structure of Respiration

a) The power source of ~~speech~~ speech. The exhaled air is our energy source to speak.

b) Organs involved are:- trachae, lungs, abdomen.

c) Our lungs deflate and our rib cage contracts forcing air out upto our trachea.

Structure of resonation

a) It is the structure that vibrates / makes sound by countinous ups and down in air modulation

b) Organs involved are larynx & vocal cords / folds.

c) Vocal cords open + close rapidly, air travels up causing larynx walls to pull apart and air coming causes them to pull back together. This pulling causes vibration for sound

Structure of articulation.

a) Responsible for creating different sounds that include omitting and adding pressure to create a certain sound.

b) Organs involved are from lips to vocal cords.

c) The articulations, through altering the shape of vocal tract transform noise into speech sounds.

Scanned by CamScanner

Phonology

It is the study of sound system of languages. Language scientists identify different regions of the tongue by name, as there are associated with particular sounds.

Morpheme

The fundamental unit of grammar is called morpheme. A basic unit of written language is a grapheme. ~~[illegible]~~ The smallest contrastive unit and its highly useful in explaining things

Phoneme

A phenome is a sound segment of words or syllables. ~~[illegible]~~ ~~good way~~ It may indicate meaning as when replacing it with another phenome will change the word. So, if we replace the middle sound in "bad" & make it "baud", 'bed', 'bid', 'bird' & 'bud', so a single vowel ~~[illegible]~~ sound changes the word & sound.

The Sound of English (Monophthongs)

Vowels

English language has 12 vowel sounds. 7 short vowel sounds and 5 long vowel sounds.

We recognize them according to where they are produced.

Front, Central & Back.

Scanned by CamScanner

Pure vowels and Diphthongs

(Phthongs means sound or tone in greek.)

To the entire duration of articulation, the vowels that don't change their quality, that is the vowel sounds ~~for~~ same for the entire duration of its articulation are called monophthongs or pure vowels. Unchanging quality. Also these are words that contain only one vowel sound. Like, 'Bus', 'cat', 'pen',

Now, if these words that contain two vowel sounds adjacent like, 'leaf', 'veil', 'mean', 'been'. These are sounds produced by combining two vowel sounds to form a single syllable. Vowels that involve gliding movement from one quality to another are called diphthongs

Consonants

Sounds not made by air coming from lungs.
Not part of vowels. We form consonants by impeding the aggressive flow of air.
Tongue doesn't touch the the upper part of the mouth and may as well be in air.

Scanned by CamScanner

Syllable

Syllable is a unit of organisation for a sequence of speech sounds. These are units of phonological organization and smaller than words. When the words can be split into parts, we can these parts syllables. Like

unicorn ⇒ un. i. corn
seven ⇒ se. ven
invisible ⇒ in. vi. si. ble.
garden ⇒ gar. den
Spectacles ⇒ spec. ta. cles
January ⇒ Jan. u. ar. y

A word could have one, two, three or many parts that are called syllables

One or more phenomes together form a unit called syllable.

Prosodic features

1) Stress and Loundness :- Increasing volume is a simple way of giving emphasis and this is a crude measure of stress. We use stree to convey some kinds of meanings such as urgency or anger

2) Intonation - Notion of the tone of voice. We use varying levels of pitch in sequences to convey particular meanings. Falling and rising itonation in English may differentiate between statement and question.

Scanned by CamScanner

3) Tempo - We speak more or less quickly for many different reasons and purposes. Occasionally it may be that we are adapting our speech to the time we have in which to speak it. By doing so rapidly, we convey distraction & irritation.

4) Rhythm Patterns of stress, tempo and pitch together create a rhythm. Some kinds of formal and repetitive rhythm are familiar from music, rap, poetry & event of soccer fans. But all speech has a rhythm but its just that in spontaneous occurrences we are less likely to hear regular or repeating patterns.

Non-Verbal Communication

→ Non-verbal comm includes body-language, gesture, facial expressions, eye contact, & posture. Touch is a non-verbal communication that not only indicates person's feelings but also illustrates personality characteristics as well.

→ Non-verbal signals include eye-contact, frequency of glances, blinks, gestures, facial expressions and postures. They increase trust, clarity & add interest to your presentation when yielded properly.

Scanned by CamScanner

5 Non-verbal Abilities

1) Repetition
2) Contradiction
3) Substitution
4) Complementing
5) Accenting

Repition
Accenting
Complementing
Contradicti
Substitution

Characteristics of Non-Verbal Communication

1) Emotional indication
2) Verbally you can hide emotions but you can't hide facial expressions
3) Different gestures can tell something, a wink for sarcasm or covering mouth for secret
4) Used as a sense of judgement for various activities
5)

Scanned by CamScanner

6 Types of N-V Communication

1) Facial Expressions
2) Body movements & posture
3) Gestures
4) Touch
5) Eye contact
6) Space
7) Voice

F B G T E S V

TESV B

Facial Expression – Human face is extremely expressive and able to express countless emotions without saying a word. Expressions like happiness, sadness, anger, surprise & fear

Body Movement & Posture – The way we stand or sit shows our confidence and the way we hold our head. The way we move and carry ourself communicates an info to the world

Gestures – Gestures shows use some emphasis or point, beckon, and use our hands when we are arguing or speaking animately – expressing ourselves with gestures.

Touch – A weak handshake, or a timid tap on shoulder a warm bear hug and firm handshake or grip.

Eye Contact – Visual dominance is done via eye gaze and the way we look at someone gives quite an impact

Space – Person standing too close obstruct our personal sense of surrounding. Personal space differs from person to person & from space to space. Dominance, aggression & affection.

Voice – Its not just how we say, but how we put emphasis on it. Timing and loudness and inflection of small sounds conveys understanding. Sarcasm laughter & quick change tone voice

Scanned by CamScanner

Paralanguage (Voice, volume, pitch, speed, pause, Tone).

Voice - Each time we speak our voice tells something about us: gender, emotional state, age, background, level of education. These are included in our speech that are passed on to receiver when we speak, the others decode the info as well.

Tone - The tone of our voice help us communicate what we mean or it can reveal thoughts we intend to conceal. The tone of our voice varies from one point to another or from one statement to another showing a great deal of importance for emphasizing something.

Pitch

Pause

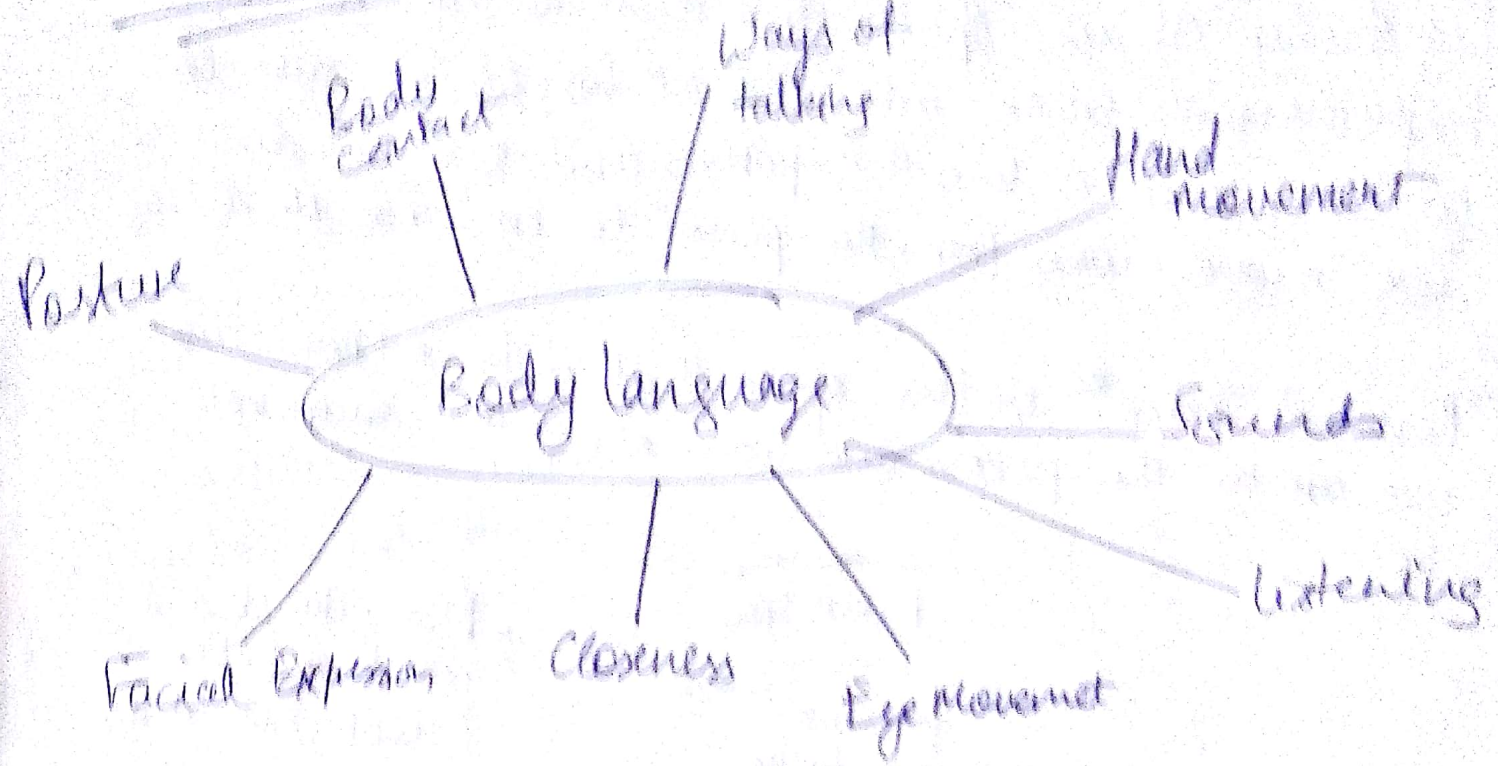
Volume

Speed

Scanned by CamScanner

Body language (Kinesics)

(Posture, Gesture, Eyecontact, Facial Expression)

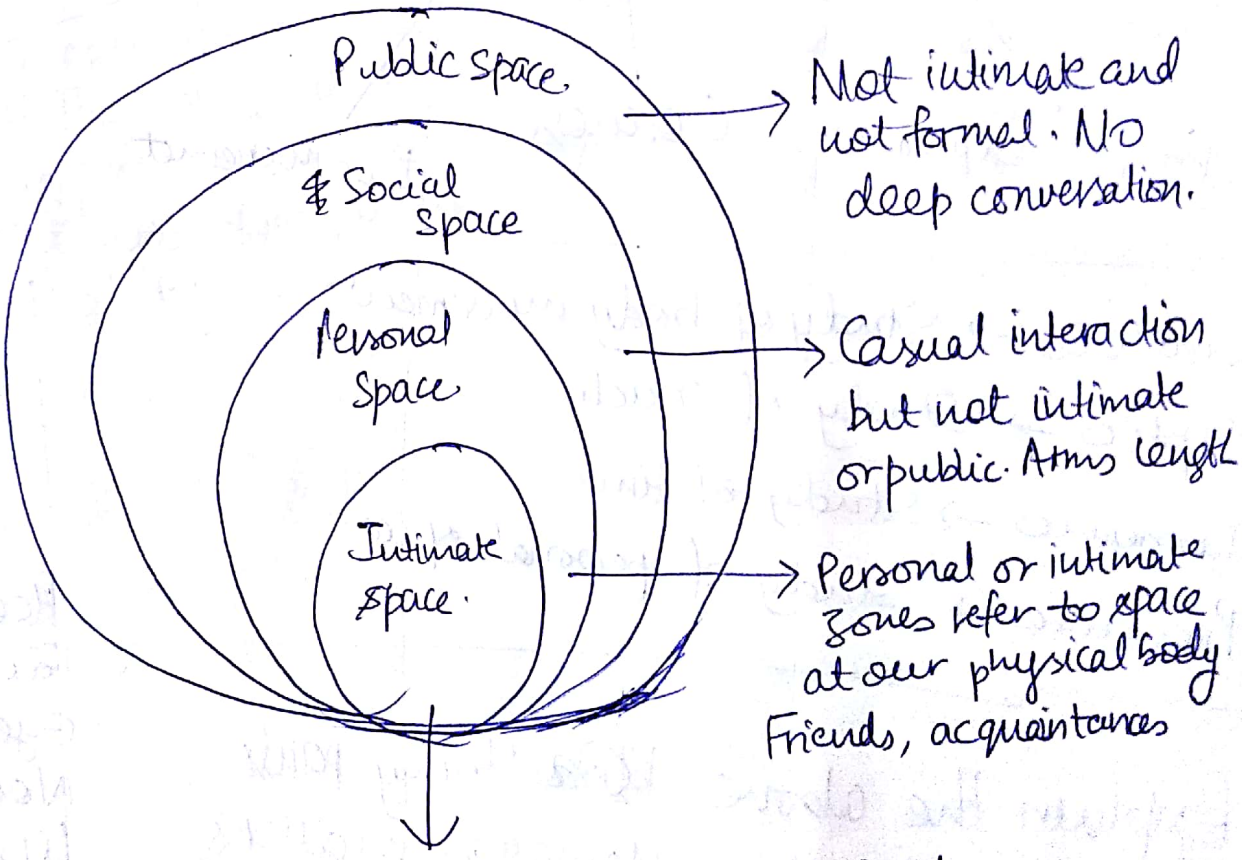


Scanned by CamScanner

Proxemics

The study of how space and distance influence comm. Explaining happiness, when we are happy, we come close to the person or hug the person and to show disliking we move away from the person to increase the distance

"Personal Space" is the space that defines how close we are to the person and how strong the comm will be.



Intimate zone, only for close friends, yourself, family, life partner. Touch + non-verbal comm play important role here...

Scanned by CamScanner

Chronemics

The study of how time affects communication. Time c
be classified into several different categories including
biological, personal, physical and cultural time.

Monochromatic Time

Polychrom
Time Sched

Iconic Communication
is the use of physical
objects or office designs
to tell status or culture:-

1) trophies 2) diplomas 3) Pics of imp. people

Appearance

- Personal Appearance
- Physical Appearance

Scanned by CamScanner