

ASSIGNMENT - I

MCAC105 TECHNICAL COMMUNICATION

Ques 1: What are the types of communication? Explain semantic barriers in communication.

There are basically two types of communication.

1. Verbal communication

It means communicating with words, written or spoken. Verbal communication consists of speaking, listening, writing and reading

2. Non-Verbal communication

Nonverbal communication includes all unwritten and unspoken messages, both intentional and unintentional.

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While communicating a message, misrepresentation of communication causes misunderstanding on account of use of wrong words, lack of vocabulary skills, faulty translations and different interpretations which is known as **Semantic Barriers**. Some of these barriers are:-

- (i) **Body language and gesture decoding:** Along with verbal communication another important mode of communication is body language and gestures shown by person who is talking. If the verbal communication is not matching with the body language then workers may get confused and misunderstand the meaning
- (ii) **Unclear assumptions:** Sometimes the receiver may misinterpret the assumptions drawing different meaning from what sender wants to communicate. For example, Boss may instruct the subordinate to take care of the goods. He may mean that take care of the quality of goods whereas workers may understand that he is instructing to keep the goods safely.
- (iii) **Faulty Translations:** Sometimes messages are in a language, which may not be clearly understandable to the receiver In such cases, it becomes necessary to translate the message into a known language. If the translator is not proficient in translation, it may act as a barrier in communication.
- (vi) **Technical jargons:** Many specialists or experts make use of technical jargons (terminology) to communicate message, which may not be understood by the receiver. It leads to poor communication.
- (v) **Symbols with different meaning:** The same word or symbol may carry different meanings to different people and convey different meanings under different circumstances.

Ques 2: Write short note on the following:

a) Diagonal communication

Diagonal or Crosswise *communication takes place when people working at the same level interact with those working at a higher or lower-level of organisational hierarchy and across the boundaries of their reporting relationships.*

For example, diagonal communication could involve higher level management communicating to lower level management a shift in organizational objectives, as well as the ensuing dialog about how best to achieve the new goals.

b) Grapevine communication

A communication held without following a recommended structure in an organization is informal communication. So, grapevine communication can be described as a casual and unofficial communication system within the organization.

Think of the lunch meetings you attend with your team. The conversation during such times revolves around your work, yet it remains unofficial and forms informal or personal relationships between you and your team members.

c) Paralanguage

The non verbal aspects of the spoken words are known as paralanguage.

The non verbal elements of communication used to convey an emotion, attitude and an altered meaning are referred to as paralanguage.

Its elements include:

- Tone
- Volume
- Pitch
- Speed
- Pronunciation
- Intonation

Ques 3: Describe body language in detail.

Body language is a type of nonverbal communication in which physical behaviors, as opposed to words, are used to express or convey the information. Such behavior includes facial expressions, body posture, gestures, eye movement, touch and the use of space. Body language exists in both animals and humans, but this article focuses on interpretations of human body language. It is also known as kinesics.

Although body language is an important part of communication, most of it happens without conscious awareness.

Body language must not be confused with sign language, as sign languages are full languages like spoken languages and have their own complex grammar systems, as well as being able to exhibit the fundamental properties that exist in all languages. Body language, on the other hand, does not have a grammar system and must be interpreted broadly, instead of having an absolute meaning corresponding with a certain movement, so it is not a language like sign language and is simply termed as a "language" due to popular culture.

Body Language includes:

- a. Appearance
- b. Facial expressions
- c. Smile
- d. Eye contact
- e. Voice
- f. Energy
- g. Space
- h. Time

Ques 4: What are the five distinctive features of writing?

Written communication has great significance in today's business world. It is an innovative activity of the mind. Effective written communication is essential for preparing worthy promotional materials for business development. Speech came before writing. But writing is more unique and formal than speech.

Effective writing involves careful choice of words, their organization in correct order in sentences formation as well as cohesive composition of sentences. Also, writing is more valid and reliable than speech. But while speech is spontaneous, writing causes delay and takes time as feedback is not immediate.

Following are few benefits or features of writing:

- More accurate that error can be corrected or content approved before message is sent.
- A physical record of the communication is made.
- Documentation exists to refer back to when necessary.
- Written communication is more precise and explicit.
- It provides ready records and references.
- Legal defences can depend upon written communication as it provides valid records.
- Effective written communication develops and enhances an organization's image.

Ques 5: Explain non verbal communication. Elaborate the different types of listening.

When we talk about ‘communication’, we often mean ‘what we say’: the words that we use. However, interpersonal communication is much more than the explicit meaning of words, and the information or message that they convey. It also includes implicit messages, whether intentional or not, which are expressed through non-verbal behaviors.

Non-verbal communication includes facial expressions, the tone and pitch of the voice, gestures displayed through body language (kinesics) and the physical distance between the communicators (proxemics).

These non-verbal signals can give clues and additional information and meaning over and above spoken (verbal) communication. Indeed, some estimates suggest that around 70 to 80% of communication is non-verbal!

“Listening: the process of receiving, constructing meaning from, and responding to spoken and/or non-verbal messages”

~ International Listening Association.

The three main types of listening most common in interpersonal communication are:

- **Informational Listening (Listening to Learn)**

Whenever you listen to learn something, you are engaged in informational listening. This is true in many day-to-day situations, in education and at work, when you listen to the news, watch a documentary, when a friend tells you a recipe or when you are talked-through a technical problem with a computer – there are many other examples of informational listening too.

- **Critical Listening (Listening to Evaluate and Analyse)**

We can be said to be engaged in **critical listening** when the goal is to evaluate or scrutinise what is being said. Critical listening is a much more active behaviour than informational listening and usually involves some sort of problem solving or decision making. Critical listening is akin to critical reading; both involve analysis of the information being received and alignment with what we already know or believe.

- **Therapeutic or Empathetic Listening (Listening to Understand Feeling and Emotion)**

Empathic listening involves attempting to understand the feelings and emotions of the speaker – to put yourself into the speaker’s shoes and share their thoughts

In reality you may have more than one goal for listening at any given time – for example, you may be listening to learn whilst also attempting to be empathetic.