

Nidhi

Roll No: 29

MCA

Assignment 1

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

Communication is simply the act of transferring information from one place, person or group to another.

Types of Communication:

Spoken or Verbal Communication, which includes face-to-face, telephone, radio or television and other media.

Non-Verbal Communication, covering body language, gestures, how we dress or act, where we stand, and even our scent.

Written Communication: which includes letters, e-mails, social media, books, magazines, the Internet and other media.

Visualizations: graphs and charts, maps, logos and other visualizations can all communicate messages.

Semantic barriers to communication are the symbolic obstacles that distorts the sent message in some other way than intended, making the message difficult to understand.

Types of Semantic Barriers in Communication

Denotative Barriers: The barriers that arise due to the definition or meaning of a word used differently by sender and receiver is denotative barriers of communication. They disagree on the meaning of a word as they are unaware of the other persons' meaning.

Connotative Barriers: Connotative barrier in communication 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.

Causes of Semantic Barriers in Communication

Homophones: Homophones are the words with same pronunciation but different meaning which might have different spelling too. For example: Words buy, by and bye. They have same pronunciation, but different meanings and spellings.

Homonyms: Homonyms are the words which have the same pronunciation and their spellings are mostly same, but the intended meaning is different. For example, the noun “bear” and the verb “bear” has different meanings but same pronunciation and spelling.

Homographs: Homographs are the words that have the same spelling but the pronunciation and meaning are different.

Cultural difference: Many words have fixed meanings in different norms. So, confusion arises in communication due to meaning of different signs and symbols in different cultures, causing semantic barrier.

Difference in use of words: Words can mean something different in two different languages even though the words have the same pronunciation and spelling.

The receiver might not understand the message or understand it in a way which is not intended.

Body language and gestures: When what you speak and your body language (kinesics) is different, the listener can get offended. Inconsistent body language creates conflict. Action and language must always go together to make people trust you.

Use of ambiguous words: A single word can be used in various ways and they have different meanings. The meaning must be clear of all the words used in every sentence.

Differences in dialects: People from different parts of the world use different dialects for the same language and pronounce a word differently. It causes semantic barrier as meaning of words are different.

Ques 2: Write short note on the following:

- a) Diagonal communication
- b) Grapevine communication
- c) Paralanguage

a) Diagonal Communication: Diagonal Communication is cross-functional communication between employees at different levels of the organization. Diagonal communication is cross-functional communication between employees at different levels of the organization. For example, if the vice president of sales sends an e-mail to the vice president of manufacturing asking when a product will be available for shipping, this is an example of horizontal communication. But if a sales representative e-mails the vice president of marketing, then diagonal communication has occurred.

b) Grapevine Communication: Grapevine communication is an informal channel of business communication. It is called so because it stretches throughout the organization in all directions irrespective of the authority levels. To hear something through the grapevine is to learn of something informally and unofficially by means of gossip or rumor. So, grapevine communication can be described as a casual and unofficial communication system within the organization.

c) Paralanguage: refers to the non-verbal elements of communication used to modify meaning and convey emotion. 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

Sometimes the definition is restricted to vocally-produced sounds.

Tone is the quality of the voice, volume is the loudness or softness, pitch is the high or low note on the scale, a high pitched voice is often unpleasant, speed is a factor of speech, rapid speech indicates excitement, pronunciation means the accepted standard of the way in which a word is said, correct and clear pronunciation is important, accent is the way a person pronounces the sound of the language, every language has its own accent, we carry our mother tongue accent to other languages we learn, intonation is the sound pattern of sentences.

The study of paralanguage is known as paralinguistics. An example of paralanguage is the pitch of your voice.

Ques 3: Describe body language in detail.

Body language is a type of nonverbal communication in which physical behaviours, as opposed to words, are used to express or convey the information. Such behaviour 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.

Facial expression is a part of body language and the expression of emotion. An accurate interpretation of it relies on interpreting multiple

signs in combination- such as the movement of the eyes, eyebrows, lips, nose and cheeks- in order to form an impression of a person's mood and state of mind; it should always be additionally considered in regard to the context in which it is occurring and the person's likely intention. Some of the facial expressions are Happiness, Sadness Focused, Unfocused, Confident, Afraid

Gestures: Gestures are woven into the fabric of our daily lives. You may wave, point, beckon, or use your hands when arguing or speaking animatedly, often expressing yourself with gestures without thinking.

Eye contact: Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction

Body movement and posture: Consider how your perceptions of people are affected by the way they sit, walk, stand, or hold their head.

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

1)Grammatical Conventions:

Grammatical conventions involve correctness in sentence formation, usage, and mechanics. The writer has control of grammatical conventions that are appropriate to the writing task. Errors, if present, do not impede the reader's understanding of the ideas conveyed.

2)Style:

Style is the control of language that is appropriate to the purpose, audience, and context of the writing task. The writer's style is evident through word choice and sentence fluency. Skilful use of precise, purposeful vocabulary enhances the effectiveness of the composition through the use of appropriate words, phrases and descriptions that engage the audience. Sentence fluency involves using a variety of sentence styles to establish effective relationships between and among ideas, causes, and/or statements appropriate to the task.

3) Circular of Information: It reduces the likelihood of misunderstanding and misinterpretation. This is because, people are generally more careful with written word than spoken word and the message can be checked for accuracy before transmission and unlike spoken words they don't change while passing from one person to another.

4) Time Factor:

The sender takes his own time in formulating the message which in turn takes quite some time to reach the receiver. The receiver will take his own time in filtering through his mind and responding to it. Thus, it doesn't require immediate presence of the receiver and allows creativity.

5) Support and Elaboration:

Support and Elaboration form the extension and development of the topic/subject/thesis. The writer provides sufficient elaboration to present the ideas and/or events clearly. Two important concepts in determining whether details are supportive are the concepts of relatedness and sufficiency. To be supportive of the subject matter, details must be related to the focus of the response. Relatedness has to do with the directness of the relationship that the writer establishes between the information and the subject matter. Supporting details should be relevant and clear. The writer must present his/her ideas with enough power and clarity to cause the support to be sufficient. Effective use of concrete, specific details strengthens the power of the response. Insufficiency is often characterized by undeveloped details, redundancy, and the repetitious paraphrasing of the same point.

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

Nonverbal communication (NVC) is the transmission of messages or signals through a nonverbal platform such as eye contact, facial expressions, gestures, posture, and the distance between two individuals. It includes the use of visual cues such as body language, distance and physical environments/appearance, of voice and of touch. It can also include the use of time and eye contact and the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate

Types of nonverbal communication:

1. Body language is the way someone situates their body naturally depending on the situation, the environment and how they are feeling.

2. The way you move your arms and legs such as walking quickly or slowly, standing, sitting or fidgeting, can all convey different messages to onlookers.
3. The way you sit or stand can also communicate your comfort level, professionalism and general disposition towards a person or conversation.
4. Gestures are generally used both intentionally and unintentionally to convey information to others.
5. Space between yourself and the people around you can also convey messages about your comfort level, the importance of the conversation, your desire to support or connect with others and more.
7. Facial expressions are one of the most common forms of nonverbal communication. Using the eyebrows, mouth, eyes and facial muscles to convey can be very effective when communicating both emotion and information.
8. Strategically using eye contact (or lack of eye contact) is an extremely effective way to communicate your attention and interest.
9. Touch is used as a form of communication by some people. Most commonly, it is used to communicate support or comfort. This form of communication should be used sparingly and only when you know the receiving party is okay with it. It should never be used to convey anger, frustration or any other negative emotions.

Types of Listening

There are different types of listening that are essential to know when deciding what your goal as the listener is, some of them are:

Comprehensive listening

Comprehensive listening is when you make judgments based on what the other person says and determine the truthfulness of the statements you hear. Also known as critical listening or evaluative listening, you may also judge what the person says compared to what your values are and decide if they're good or bad.

In this type of conversation, you might discriminate between distinctions and try to grasp the inner meaning of what the person said to see what their argument's advantages and disadvantages are.

Appreciative Listening: When you listen for appreciation you are listening for enjoyment. Some common types of appreciative listening can be found in sermons from places of worship, from a motivational speech by people we respect or hold in high regard, or even from a standup comedian who makes us laugh.

Empathic Listening: During this type of listening you are trying to identify with the speaker by understanding the situation in which he/she is discussing. You are stepping into the other's shoes to get a better understanding of what it is he/she is talking about. Usually during this type of listening you want to be fully present in the moment or mindfully listening to what the speaker is saying. Your goal during this time is to focus on the speaker, not on yourself. You are trying to understand from the speaker's perspective.

Discriminative listening: This type of listening involves identifying the difference between tones and sounds to figure out how these differences may affect the entire meaning of a sentence. Discriminative listening enables us to pick up on verbal cues that indicate what the speaker is truly saying or what emotions they are trying to express. When others can hear subtleties when it comes to emotional variation in your voice, they may be able to distinguish what emotions you are going through.

Critical listening: Critical listening is an important type of listening because it requires you to listen to a message and assess whether the message and the speaker are trustworthy. It can also enable you to take the message presented to them, compare it to the knowledge you may already have on the subject and form your own analysis and opinion on the message. This type of listening enables professionals to conduct brainstorming sessions, create new solutions and debate strategies.