

Communication Skills

Class IX , Session 1:Introduction to Communication(IT
#402)

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Learning Outcome of this Session

Student could able to understand:

- What is communication?
- Importance of communication.
- Elements of communication.
- Perspectives in communication
- Factors affecting perspectives in communication.
- Effective communication.

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Introduction

- **Definition**

- The word “**Communication**” has been derived from Latin word “**Communicare**”
- “**Communicare**” means to share.
- Communication is the process of transferring or sharing of information, ideas and thoughts between two or more people.

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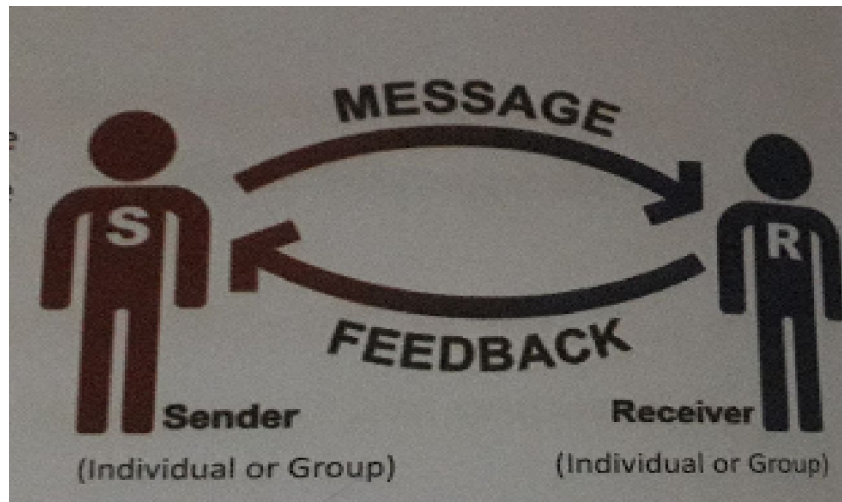
Importance of Communication

- Your ability to communicate clearly and share thoughts, feelings and ideas will help you in all your relationships.
- **Inform:** You may be required to give facts or information to someone. For example, communicating the timetable of an exam to a friend.
- **Influence:** You may be required to influence or change someone in an indirect but usually important way. For example, negotiating with a shopkeeper to reduce the price or helping a friend to overcome stress due to exam or any other reason.
- **Express feelings:** Talking about your feelings is a healthy way to express them. eg, sharing your excitement about doing well in your exams or sharing your feelings with your parents and friends.

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Communication :A Two way Process

- Communication is a two-way process. Communication is not merely the transmission of a message, it also includes an understanding of the message.

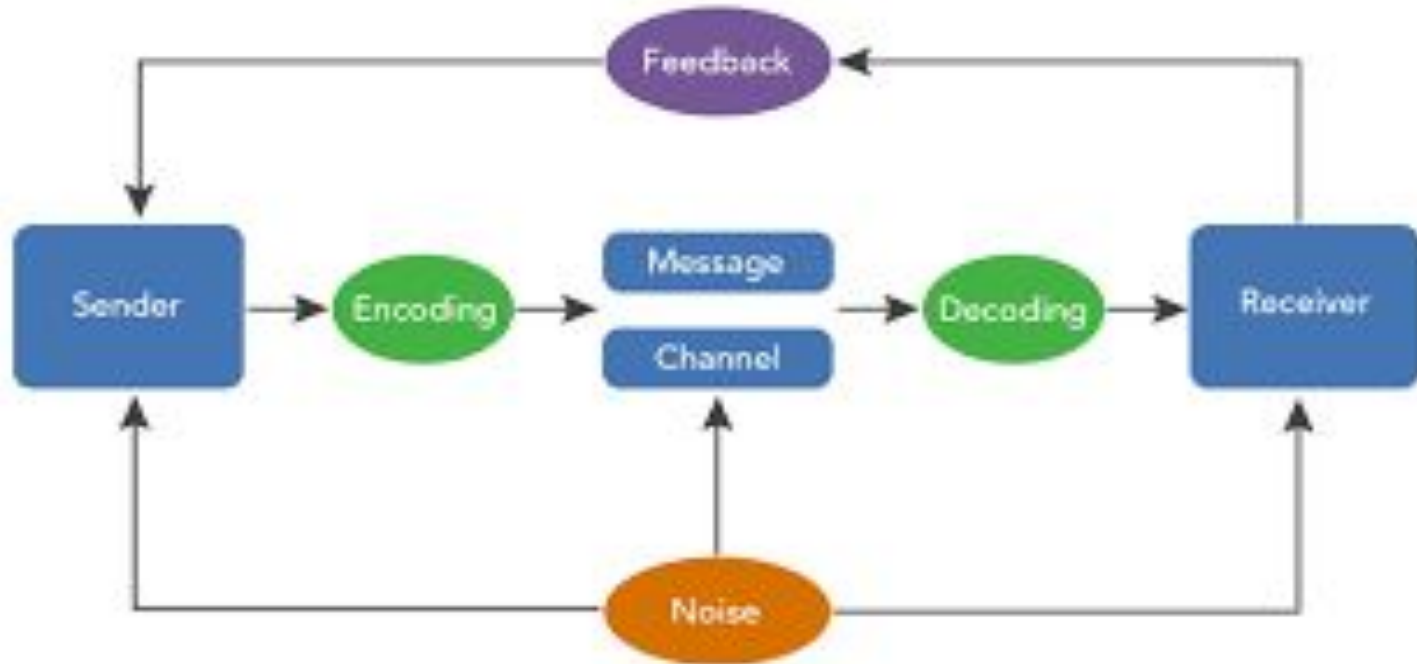


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Elements Of Communication Cycle

- Communication Cycle is the process by which a message is sent by one individual and it passes through a chain to recipients. The timings and effectiveness of a communication cycle is based on how long it takes for feedback to be received by the initial sender
- **Sender:** the person or entity originating the communication.
- **Message:** the information that the sender wishes to convey.
- **Encoding:** how the sender chooses to bring the message into a form appropriate for sending.
- **Channel:** the means by which the message is sent.
- **Receiver:** the person or entity to whom the message is sent.
- **Decoding:** how the receiver interprets and understands the message.
- **Feedback:** the receiver's response to the message.

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Perspectives in communication

- **Defination:**

- Perspectives are ideas, views, or fixed ways of thinking. These sometimes affect our communication. For example, if you have a fixed idea that your teacher or father is strict, even when they are being friendly, you may think they are scolding you even though they are polite.



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Factors affecting perspectives in communication :

Factor	How the factor can become a barrier
Language	In case of use of incorrect words, unfamiliar language and lack of detail, language can act as a barrier to communicate what one wishes to convey.
Visual Perception	Visual perception is the brain's ability to make sense of what we see through our eyes. For example, completing partially drawn pictures with visual perception whereas they may be something else.
Past Experience	Letting our earlier experience stop us from understanding or communicating clearly. For example, "This shopkeeper cheated me last time. Let me be careful or "I scored low marks in my Maths exam, so I am scared to ask and answer questions in class."
Prejudice	Fixed ideas, such as thinking "No one in my class likes me" may stop a student from communicating openly in the class.
Feelings	Our feelings and emotions, such as lack of interest or not trusting the other person affect communication. For example "I am not feeling well, therefore, I don't want to talk."
Environment	Noise or disturbance in the surroundings may make communication difficult. Example, talking to a friend in a function where there is loud music being played by the orchestra.
Personal factors	Personal factors include your own feelings, habits and ways of thinking. For example, fear, and low confidence may make communication difficult.
Culture	Signs' which have a different meaning in different cultures, such as showing a thumb may mean 'good job' done for some people but may be insulting to others.

Effective Communication

- Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as 7 Cs, i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.

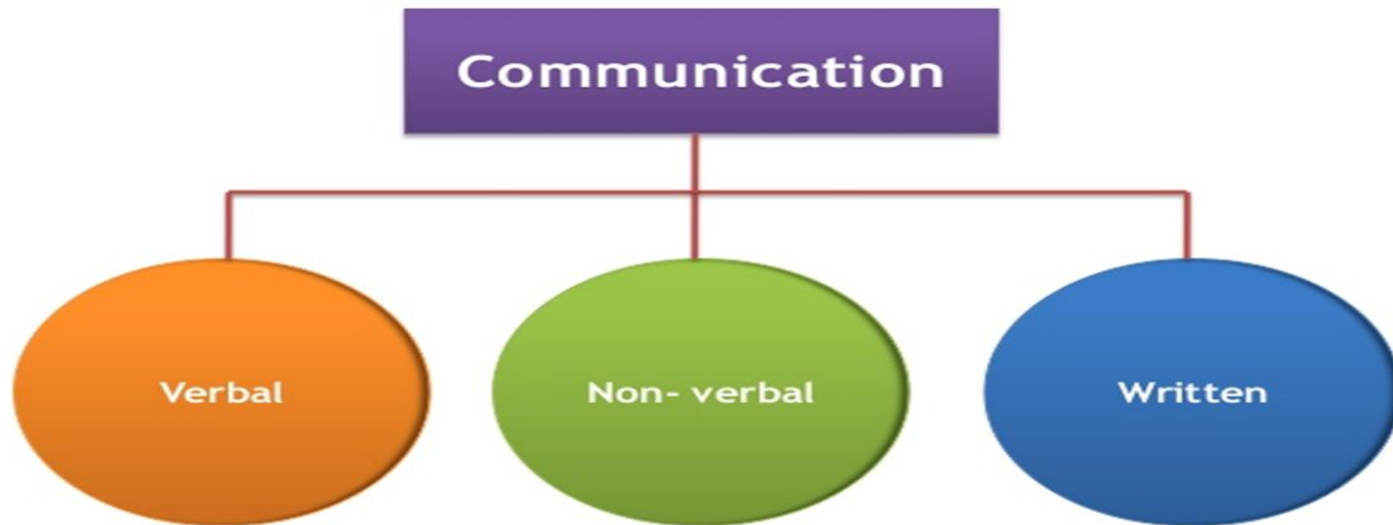
Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

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Methods Of Communication

There are different methods of communication, which include non-verbal, verbal and visual.

Types of Communication



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Home Assignment

1. What is communication?
2. List the barriers to an effective communication?
3. Multiple choice questions

Read the questions carefully and circle the letter (a), (b), (c) or (d) that best answers the question.

- I. What is the purpose of communication?
- (a) Inform (tell someone about something)
 - (b) Influence (get someone to do something you want)
 - (c) Share thoughts, ideas, feelings
 - (d) All of the above

II. Which of the following methods are used to receive information from the sender through a letter?

- (a) Listening
- (b) Speaking
- (c) Reading
- (d) Writing

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III. How do you receive information on phone?

- (a) Listening
- (b) Speaking
- (c) Reading
- (d) Writing

Match the columns

4.

Column A: Communication Barriers	Column B: Examples
1. Language	A. Trying to read a book when somebody else is watching TV in the same room.
2. Emotional	B. In some cultures, wearing shoes and walking inside the kitchen is considered rude and disrespectful.
3. Environmental	C. Talking in Hindi when others know only Tamil.
4. Cultural	D. Parent is not talking to the child.

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5. Short answer question:

1. Write down the seven factors affecting perspectives in communication.
2. Give an example of the following:
 - (a) Clear communication
 - (b) Complete communication

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