

C.W Chapter -

Introduction to Communication

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 ~~ideas~~ thoughts between two or more people.

Importance of communication:-

- Your ability to communicate clearly and share thoughts, feelings and ideas will help you in your relationships.
- Inform: You may be required to give facts or information to someone. For example, communicating the timetable of an exam

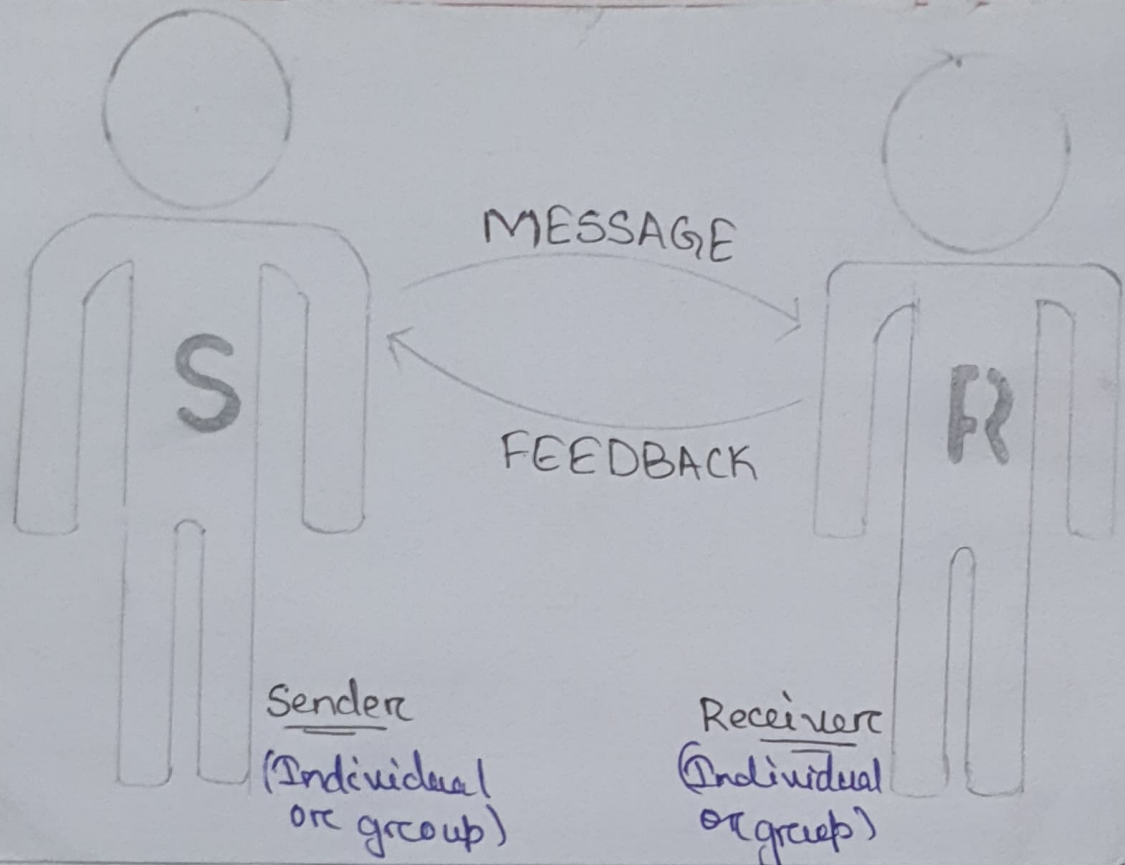
to a friend.

→ Influence: You may be required 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.

Communication: A two way Process

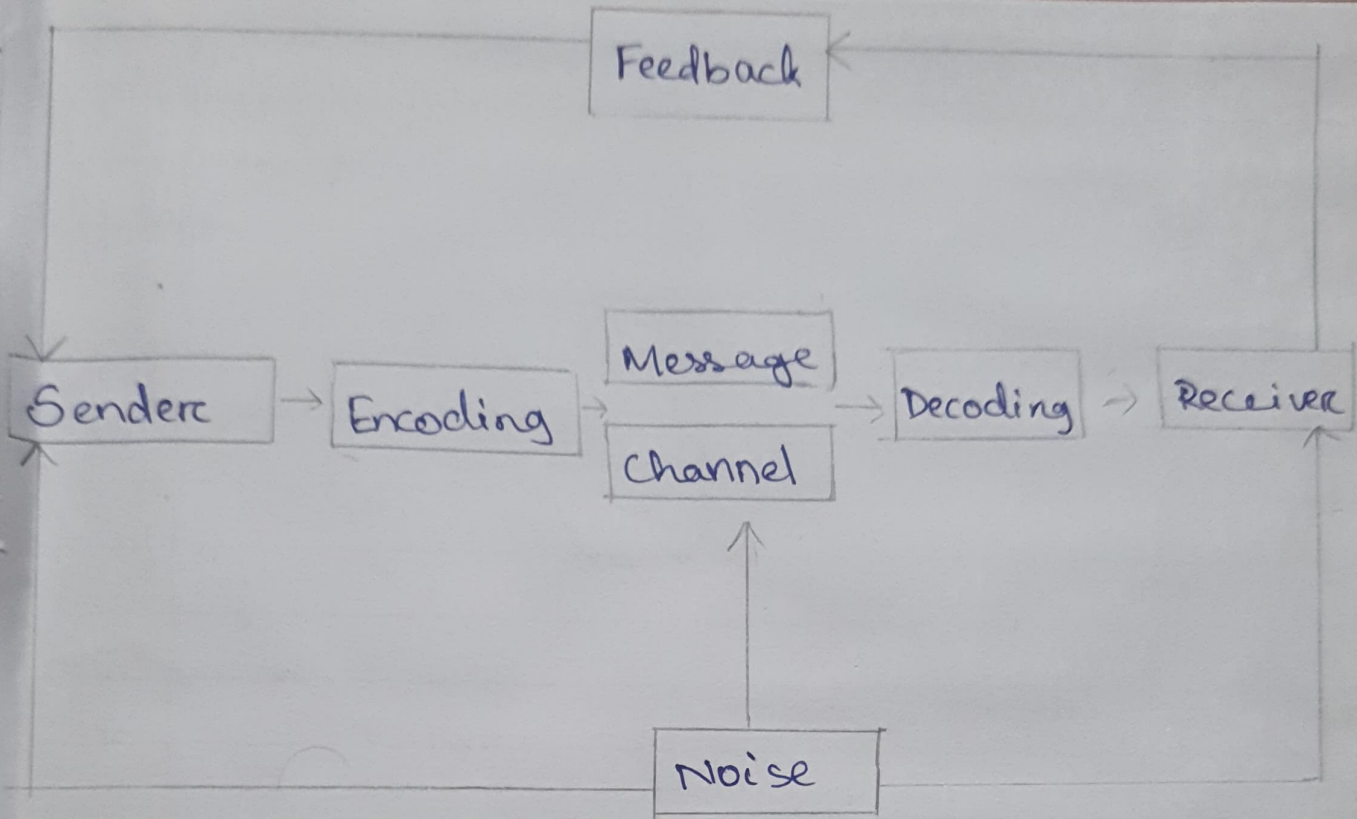
→ Communication is a two way process. Communication is not merely the transmission of a ~~mess~~ message, it also includes an understanding of the message.



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~~ 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~~ Feedback: the receiver's response to the message.



Perspectives in communication

Defination:

- Perspective are ideas, views or fixed ideas way of thinking. These sometime after 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.

Thinking styles	Language	Ethnicity	Religion
Perspectives	Experiences	Nationality	
Job level	Race	Culture	Skills
Gender	Physical Abilities	Sexual orientation	Age

Factor

Language

Visual Perception

Past Experience

Factor Affecting perspectives in communication

Factor How the Factor can become a barrier.

Language In case of use of incorrect words, unfamiliar language and ~~but~~ 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 Experiences Letting our earlier experience stop us from understanding or communicating clearly. For example, "This shopkeeper cheated me last time. Let ~~me~~ me be careful or "I scored low marks in my maths exam, so I am scared to ask and answer questions in class."

Factor How the factor can become a barrier

Prejudice Fixed ideas such as thinking "No one in my class likes me" may stop a student from communication. For example "I am not feeling well, therefore 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 ~~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 and ways of thinking. For example, fear and low confidence may make communication difficult.

Factors How the factors can become a barrier

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

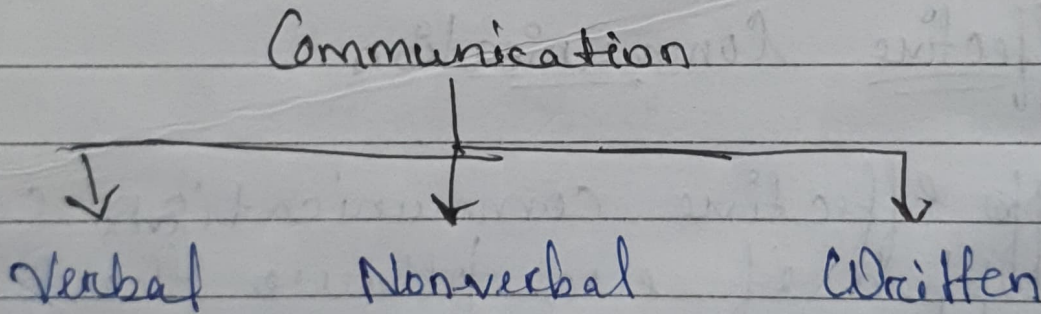
→ ~~Effo~~ Effective communication can be happen if we follow the basic principles of professional communication skills. These can be abbreviated as T C s, i.e., Clear, Concise, Concrete, Correct, Coherent, complete and Courteous.

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 spelling, 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 respected, friendly and honest

Methods of communication

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

Types of Communication



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1. What is communication?

Ans. Communication is the process of transferring or sharing of information, ideas and thoughts between two or more people.

2. List the barriers to an effective ~~communication~~ communication?

Ans. Clear, Concise, Concrete, Correct, Coherent, Complete, Courteous are the barriers to an effective communication.

3. Multiple choice questions.

(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~~ through a letter?

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

(iii) How do you receive information on phone?

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

(4) Match the following:

A

B

I. Language — Talking in Hindi when others know only Tamil.

II. Emotional — Parent is not talking to the child.

A

B

III. ④. Environmental — Trying to read a book when somebody else is watching T.V in the same room.

IV. ⑤. Cultural — In some ~~countries~~ cultures, wearing shoes and walking inside the kitchen is considered rude and ~~dis~~disrespectful.

(5) Write down the seven factors affecting perspectives in communication.

Ans. Language, ~~the~~ Visual perception, Past Experience, Prejudice, Feelings, Environment, Personal ~~and~~ factors, Culture are the seven factors affecting perspectives in communication.

- (6) Give an example of the followings:-
 (a) Clear communication
 (b) Complete communication

Ans. (a) Clear communication →

Be clear what you want to say.

(b) Complete communication →

Your message should have all the needed ~~an~~ information.

c-w

Verbal

definition

Verbal information what method

Types

→ Oral communication

Example

● Face to face

→ For example to face conversation

→ Public

c.w Verbal Communication

definition :-

Verbal communication is a sharing of information by using words. It is what most people use as a method of communication.

Types of verbal communication

→ Oral or Spoken Communication :-
Communication which involves talking.

Examples :-

● Face to face conversation:

→ For example, group discussion, talking to family members at home, conversation with

→ Public through speeches, etc.

• Talking on a phone :-

→ This is for personal and official communication.

→ Phone conversations should ~~be~~ begin with a greeting (Hello), talking and listening to each other. The conversation can end with a 'Thank you' and 'Bye'.

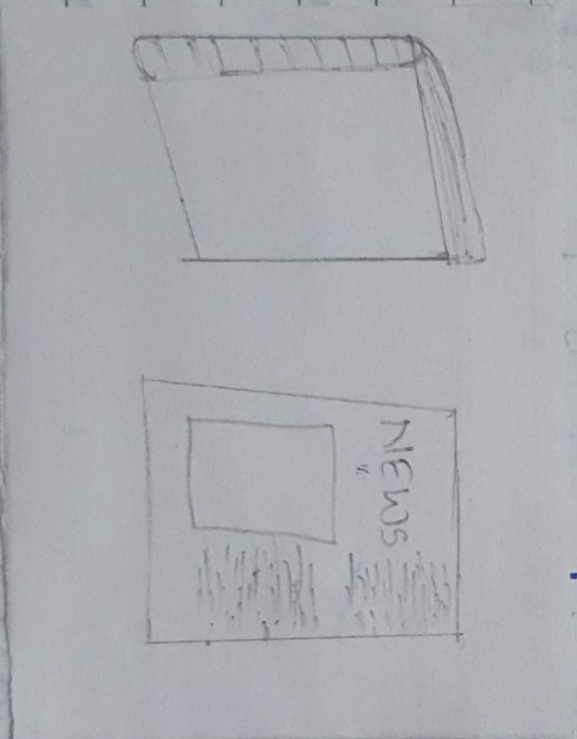
• Classroom teaching, business discussion and public speeches are other examples of oral communication, where one person talks to many others at once.

• Written communication

→ Communication which involves written or typed words.

Example :-

- Writing letters, notes, email, etc.
- SMS (Short Message Service): These can be sent through a phone to a person or a group.
- Using email to share ~~over~~ news, thoughts, documents, and files (including photos, videos, music, etc.)
- Can be used to send message to a person or to a ~~group~~ group.
- Books and News papers.



Advantages of verbal communication

- Verbal communication is easy and quick.
- We can say whatever we want and get a quick response.
- It is an easier form of communication when we have to exchange ideas.
- We keep changing our communication as per the other person's reply.

Disadvantages of verbal communication

- The most common disadvantage of verbal communication is the cultural differences between the sender and receiver of the information.

→ These differences may be due to the use of different languages, inability to understand the colloquial phrases used by the other individual and the accent.

→ Since verbal communication depends on words sometimes the meanings become confusing and difficult to understand if the right words are not used.

Public speaking.

→ Speaking in front of a large group makes most people nervous. You can use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker.

3Ps of Public Speaking

Prepare

Think about your topic.
Think about what your listeners need to know about the topic.
Think about the best way to make your listeners understand your topic.
Write what you plan to say.

Practice

Practice by yourself first in front of a mirror.
Talk in front of your family and friends and ask them what they think.
Speak clearly, loudly and at the right speed (not very fast nor very slow).

Perform

Take a few deep breaths if you are feeling nervous.
Think about what you have prepared and start speaking confidently.

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A. Multiple choice questions

I. Choose the correct example of oral communication.

(a) Reports

(b) Newspapers

(c) Face to face conversation

(d) Notes

II. When we communicate verbally, we should use _____.

(a) difficult words

(b) simple words

(c) Confusing words

(d) Abbreviations

III. Why do we send emails ?

(a) To reach on time.

(b) To share documents and files.

(c) To talk to each other.

(d) To meet each other.

Q. Write down the different types of communication; Give an example for each type.

- Ans.
- Verbal communication - Skype / Zoom
 - Non-verbal communication - Posture / Eye contact
 - Written communication - EMAIL / Facebook
 - Listening communication - Active listening
 - Visual communication - Instagram / Twitter.