

Communication Skills

Class X , Ch-1 Communication Skills:II(IT #402)

Session 1: Method Of Communication

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Learning outcome of this Session

Student could able to understand:

- What is communication?
- Methods of communication.
- Communication Process and Elements.

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Introduction

- **Method of Communication:**

- 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.

- **Communication has three important parts:**

1. **Transmitting** — The sender transmits the message through one medium or another.
2. **Listening** — The receiver listens or understands the message.
3. **Feedback** — The receiver conveys their understanding of the message to the sender in the form of feedback to complete the communication cycle.

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Communication Process and Elements

Let us see the process of communication in detail.

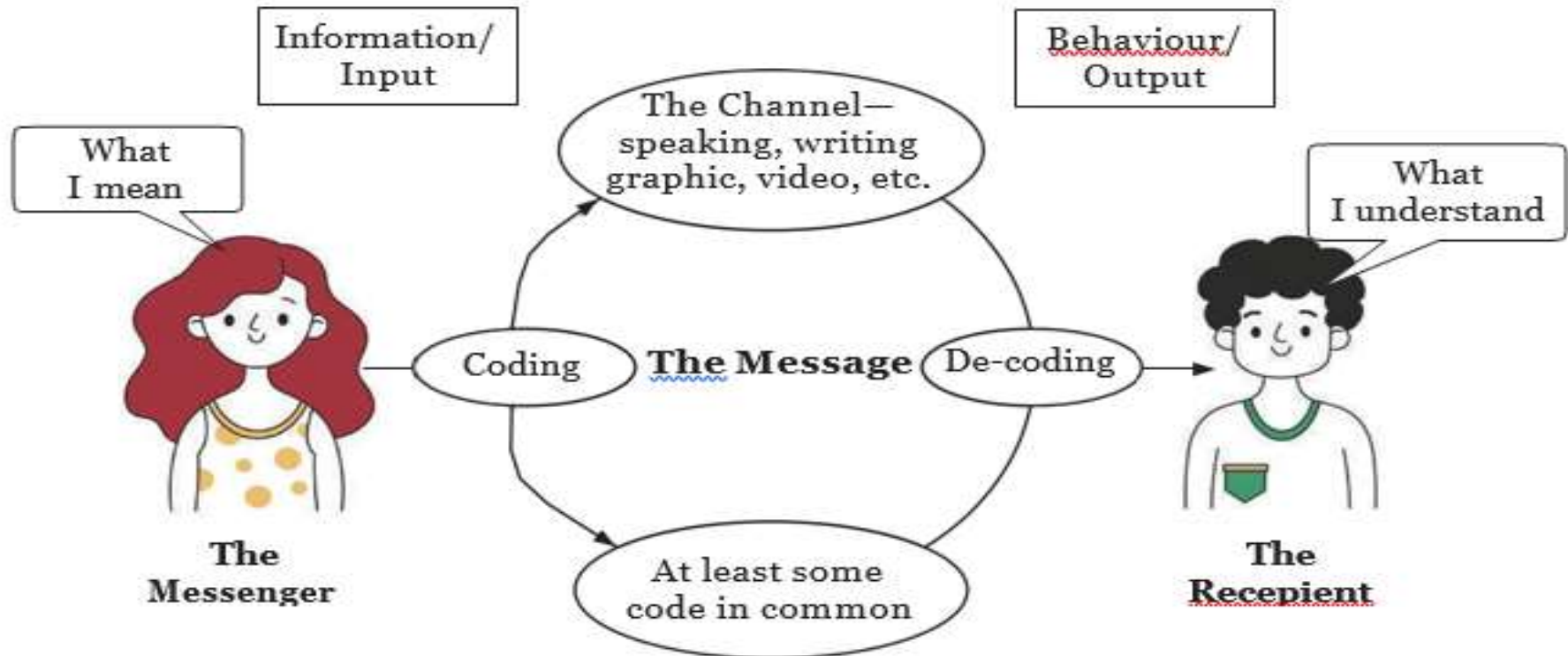


Fig. 1.1: Communication Process

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Elements Of Communication

There are 7 elements of communication:

- **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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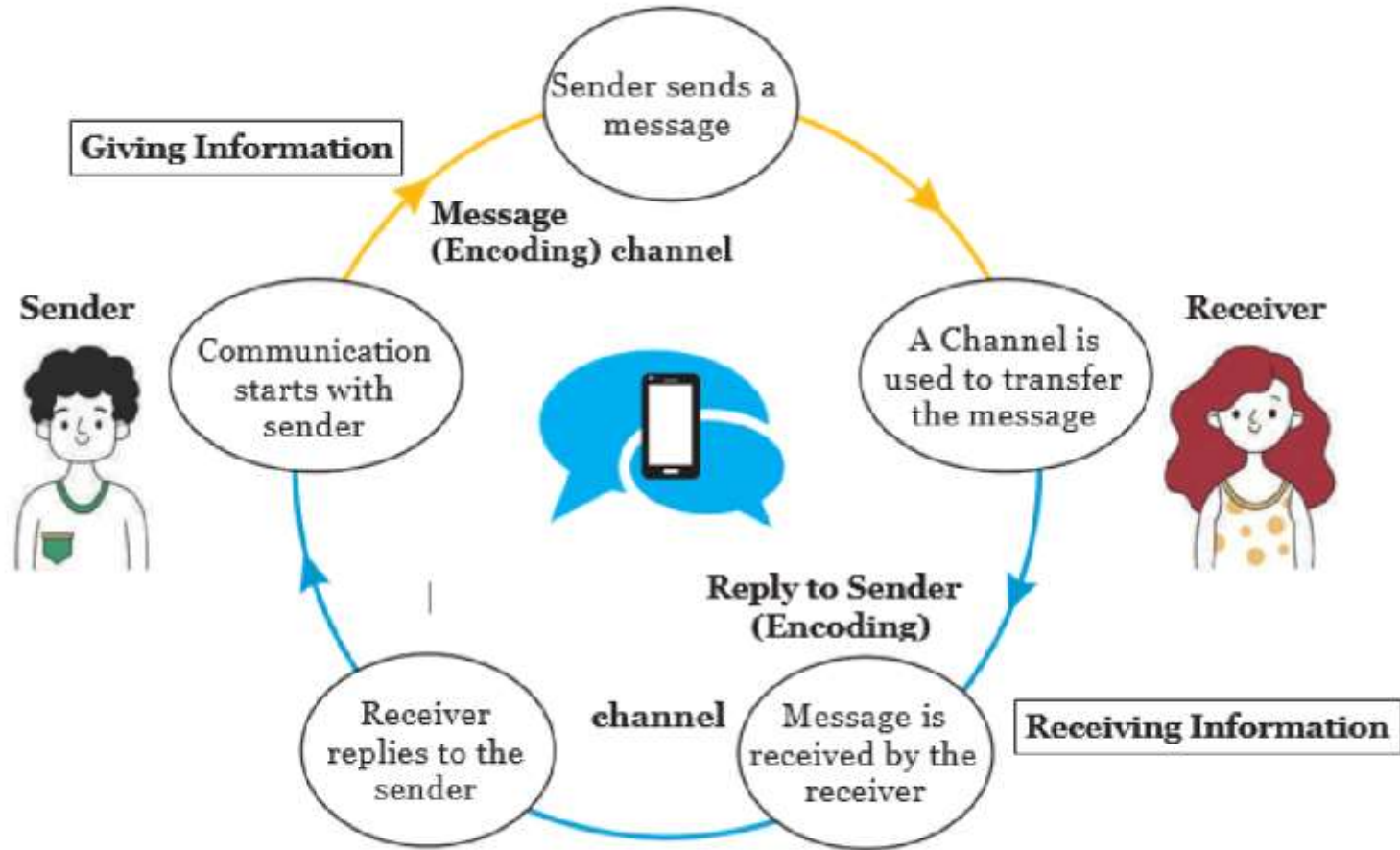






Figure 1.2: Elements of Communication

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Method of Communication

Method	Description	Pictorial Description
Face-to-face informal communication	There is nothing better than face-to-face communication. It helps the message to be understood clearly and quickly. Also, since body language can be seen in this case; it adds to the effectiveness of the communication.	
e-mail	e-mail can be used to communicate quickly with one or many individuals in various locations. It offers flexibility, convenience and low-cost.	
Notices/Posters	It is effective when the same message has to go out to a large group of people. Generally used for where email communication may not be effective. For example, 'Change in the lunch time for factory worker,' or 'XYZ Clothing will remain closed for customers on Sunday.'	
Business Meetings	Communication during business meetings at an organisation are generally addressed to a group of people. It can be related to business, management and organisational decisions.	

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Other Methods

There can be various other methods like social networks, message, phone call for communication, newsletter, blog, etc.



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Choosing the right method of communication depends on

- ❖ target audience
- ❖ costs
- ❖ kind/type of information
- ❖ urgency/priority

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Home Assignment

A. Multiple choice questions

Read the questions carefully and circle the letter(s) (a), (b), (c) or (d) that best answer(s) the question. (Note: There can be more than one correct choice)

1. Which of the following is NOT an element of communication within the communication process cycle?
 - (a) Channel
 - (b) Receiver
 - (c) Sender
 - (d) Time
2. You need to apply leave at work? Which method of communication will you use?
 - (a) e-mail
 - (b) Poster
 - (c) Newsletter
 - (d) Blog
3. By which action can senders send their messages?
 - (a) Gestures
 - (b) Speaking
 - (c) Reading
 - (d) Writing

B. Subjective question

1. Make a chart highlighting all the methods of communication. Use markers and colours to highlight differences amongst all

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THANKING YOU

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