

## Methods Of Communication

<u>Method</u>	<u>Description</u>
Face to face informal communication.	It helps the message to be understood clearly & quickly. Since body language can be seen in this case, it adds to the effectiveness of the communication.
E-mail	It is used to communicate quickly with one or many individuals in various locations & offers flexibility, convenience & low cost.



<u>Method</u>	<u>Description</u>
Notices / posters	Effective when the same message is sent to a large group of people where e-mail communication may not be effective. Ex → change in the lunch time for factory workers.
Business Meetings	Communication during business meetings at an organisation are generally addressed to a group of people. It can be related to business, management & organisational decisions.
Other Methods	social networks, message, phone call for communication, blog, newsletters etc.

Choosing the right method of communication depends on

- \* Target audience
- \* Costs
- \* Kind / type of information
- \* Urgency / priority.

## Verbal Communication.

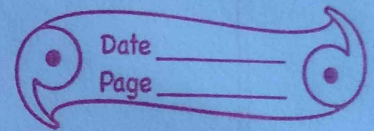
It includes sounds, words, language & speech.

Speaking is one of the most effective & commonly used way of communicating. It helps in expressing our emotions in words.

By improving your verbal communication skills you will build rapport & have a better connect.



1/4/21



## Non-Verbal Communication

\* Non-verbal communication is the expression or exchange of information or messages without using any spoken or written words.

\* We send signals & messages to others through expressions, gestures, postures, ~~low~~ touch, space, eye contact & para language.

## Importance Of Feedback

- \* It validates effective listening: The person providing the feedback knows they have been understood (or received) & that their feedback provides some value.
- \* It motivates: It can motivate people to build better work relationships & continue the good work that is being appreciated.



- \* It is always there: Every time we speak to a person, we communicate feedback so it is impossible to not to provide one.
- \* It boosts learning: Feedback is important to remain focused on goals, plan better & develop improved products & services.
- \* It improves performance: Feedback can help to form better decision to improve & increase performance.

# Barriers To Effective Communication

## Physical Barriers

It is the environmental & natural condition that act as a barrier in communication.

Ex → defective instruments, poor lightening, unhygienic room condition & uncomfortable sitting arrangements distract listeners.



Not being able to see gestures, postures & general body language can make communication less effective.

### 2) Linguistic Barriers

The inability to communicate using a language is known as Linguistic Barriers.

Language barriers are the most communication barriers, which cause misunderstandings & misinterpretations between people.

Ex) slang, professional jargon & regional colloquialisms can make communication difficult.

### 3) Interpersonal Barriers

Stage fear, lack of will to communicate, personal differences can create interpersonal barriers to communication.

### 4) Organisational Barriers

It refers to the hindrances in the flow of information among the employees that might result



a commercial failure of an organization.

## → Cultural Barriers

It is when people of different cultures are unable to understand each other's customs, resulting in inconveniences & difficulties.

People sometimes make stereotypical assumptions about others based on their cultural background. This leads to difference in opinions & can be a major barrier to effective communication.



Q17 Which of these is NOT a common communication barrier.

A Financial Barrier.

## Writing Skills : Parts of Speech

### Using Capitals

Alphabets	M	I	N	T	S
	(Months)	(The letter)	(Names)	(Titles)	(Starting letter)
Rule	Capitalise the 1 <sup>st</sup> letter in all names of the months	Capitalise letter 'I'	Capitalise 1 <sup>st</sup> letter in the names of people, places & days.	Capitalise 1 <sup>st</sup> letter in the titles of people's name.	Capitalise 1 <sup>st</sup> letter in every sentence.

### Using Punctuations

Full stop (.) → To mark the end of a sentence & to write the short form of long words such as 'Doctor' to 'Dr.'.



Comma (,) → To mark a pause in the sentence & to separate a list of items.

Question mark (?) → To ask a question.

Exclamation mark (!) → It indicates a strong feeling, such as surprise, shock, anger.

Apostrophe (') → To indicate the shortened form of some words in informal speech such as 'cannot' as 'can't' & also to show that something belongs to someone.

## Basic Parts of Speech

Nouns → These are naming words that refer to a person, place, thing or idea.  
Ex → Dog, India, Table, Maria.

Pronouns → A word used in place of noun.  
Ex → I, they, he, you

Adjectives → Words that describe other words.  
Ex → small, blue, sharp, loud.



Verbs → Words that show action. (action words)  
Ex → run, jump, eat, think, sit

Adverbs → Words that add meaning to verbs, adjectives or other adverbs. They answer the questions - How? How often, when & where. Ex → Easily, always, inside, before

## Supporting Parts of speech

Articles → Generally used before nouns that include a, an, the.

Conjunctions → Words that join two nouns, conjunctions, phrases or sentences. Ex → 'and', 'or', 'but'

Prepositions → Connect one word with another to show the relation between them.  
Ex → On, at, under, in.

Interjections → These words express strong emotions such as happiness, surprise, anger or pain.  
Ex → wow! Oh! Oh no! Thanks! Help!



## Parts of a sentence

A subject is the person or thing that does an action.

A verb describes the action.

A object is the person or thing that receives the action.

Divya reads a book  
Subject      verb      object

## Types of Object

The object can be direct or indirect.

→ Direct objects are the one directly 'acted on' by the verb. They answer the question 'what'.

→ Indirect objects answer questions such as 'to whom' or 'for whom'.

## Types of Sentences

Sentences where subject does an action are known as Active voice.

Sentences ~~where~~ in which the subject receives an action are known as Passive voice.



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Sentences can be

Declarative (ends with full stop)

Ex → I go to school.

Interrogative (ends with question mark)

Ex → Who are you?

Exclamatory (ends with exclamation mark)

Ex → Oh, it's so cold!

Imperative (command that ends with '.' or '!')

Ex → Open the door.