

Name - Ritu Panna Bani K
Class - IX 'A'

School no - 2011

Subject - Computer

20.4.21 Basis of Information Technology

Introduction

Defination

→ The word "Communication" has been derived from relation word "Comm-unicare"

→ "Communicare" mean to share.

→ Communication is the process of arranging or sharing of information, idea and thought between two or more people.

Learning objectives of Effective communication

→ Sending, receiving and understanding the message or information.

→ Development on interpersonal skills

→ To express effectively & with maximum efficiency

Importance of Communication

→ Our ability to communicate clearly and share thoughts, feelings and ideas will help us in all our relationships.

→ Inform - We may require to give facts or information to someone. For example, communicating the timetable of an exam to a friend.

→ Influence - We may require 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 feeling - Talking about our feeling is a healthy way to express them. Eg, sharing our feeling with our parent and friends.

Feature of Effective Communication

- > Communication is meaningful process that involves a sender and a receiver. While communicating, both should share a mutually acceptable code, i.e., common language.
- > A message should be clear. It should convey the right meaning to the others.
- > Listening to others is very important aspect of effective communication.
- > Communication is a process in which there is an input and an output.

An meaningful communication result in a response from the receiver.

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 intial

- 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.

→ Receiver :

→ Decoding : How the receiver interprets and understands the message.

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

Barriers of Effective Communication

→ Environmental Barriers : These are the physical conditions that affect the communication process. For example, defective instruments, poor lighting, uncomfortable sitting arrangements and unhygienic room conditions, distract listeners.

→ Situational Barriers : The factors like distance, noise and distractions cause unnecessary disruption.

Individual Barriers:

- (i) Attitudinal: Factors such as age, gender, lack of interest, disconnection with topic, culture and professional status defines how a listener is ~~pre~~ perceives and interprets the message.
- (ii) Linguistic Ability: Speed disorders can distort ~~com~~ communication process.
- (iii) Inattentive: If the listener is preoccupied or distracted or just not interested in the conversation, he/she will likely be not attentive.
- (iv) Emotional State: Emotion of the sender at the time of encoding may result in usage of wrong words or tone that may lead to miscommunication.

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.
- * An effective communication is a communication between two or more people where the intended message is successfully delivered, received and understood.

Effective Communication

Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as 7Cs, clear, concise, concrete, correct, coherent, complete and courteous.

Clear :-

Be clear about what you want to say

Concise :-

Use simple words and say only what is needed

Concrete :-

Use exact words and phrases

Correct :-

Use correct spelling, language and grammar

Cohesive :-

Your words should make sense and should be related to the main topic

Complete :-

Your message should have all the needed information

Courteous:-

Be respectful, friendly and honest.

Types Of Non-verbal Communication

Paralanguage

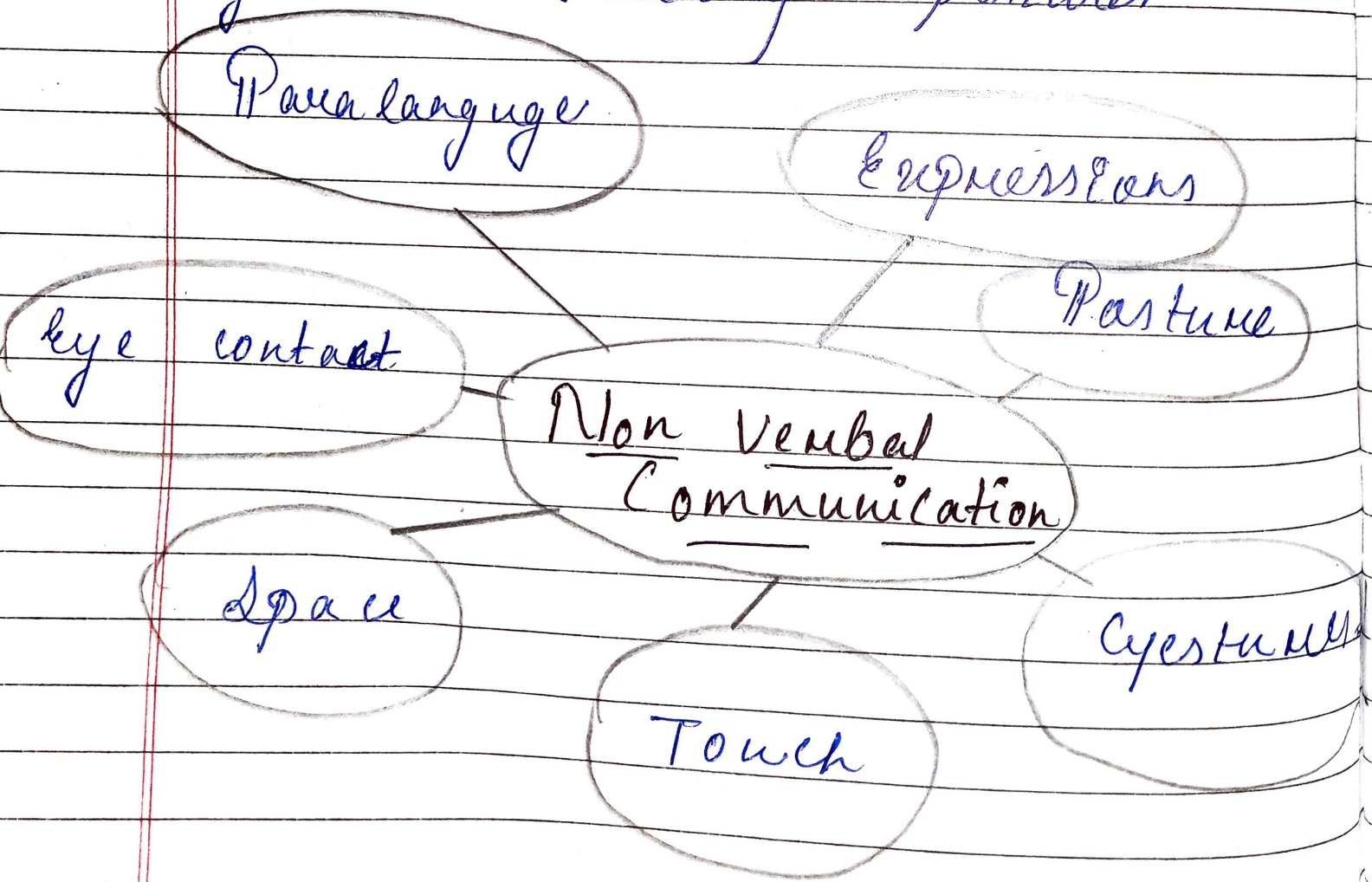
Paralanguage is the tone of our voice, speed and volume that make a difference in the meaning of the communication. Speaking too fast may show excitement or nervousness. Speaking too slow may show seriousness, sadness or making a point.

- Use a proper tone and volume while speaking.
- Maintain a moderate rate (speed) of talking.

Non-Verbal Communication

Definition:

- Non-verbal communication is the message we send to others without using any words.
- we send signals and messages to others, through expressions, gestures and body postures.



→ Information and Communication Technology (ICT) has become one of the basic requirements of the modern society.

→ In today's digital era, we use mobile devices to perform the tasks of our daily life. It is difficult to think of any event without the use of digital devices.

→ Information Technology (IT) is one of the world's fastest growing economic activities.

→ This session will introduce the basic concept and ideas related to information Technology (IT) and IT enabled Services (ITES).

Information Technology

- Information Technology (IT) means creating, managing, storing and exchanging information.
- IT includes all type of technology used to deal with information, such as computer hardware and software technology.
- IT has several benefit for a business relationship with potential customers, streamlining operations, reducing costs, improving efficiency, maximising profit, minimising waste, provide better service to customers.