

ARMY PUBLIC SCHOOL KALUCHAK

REVISION HOLIDAYS HOME WORK - IT 402

Session 1: Methods of Communication

The word ‘communication’ comes from the Latin word *commūnicāre*, meaning ‘to share’. Clear and concise communication is of immense importance in work and business environment as there are several parties involved.

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.

Communication Process and Elements

The various elements of the communication cycle are:

Sender: the person beginning the communication.

Message: the information that the sender wants to convey.

Channel: the means by which the information is sent.

Receiver: the person to whom the message is sent.

Feedback: the receiver’s acknowledgment and response to the message.

Methods of Communication

- Face-to-face informal communication
- e-mail
- Notices/Posters
- Business Meetings
- social networks, message, phone call for communication, newsletter, blog, etc

Choosing the right method of communication depends on

- Target audience
- Costs
- Kind/type of information
- Urgency/priority

Session 2: Verbal Communication

Verbal communication includes sounds, words, language, and speech. Speaking is one of the most effective and commonly used ways of communicating. It helps in expressing our emotions in words.

Type of Verbal Communication

Interpersonal Communication: This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.

Written Communication: This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.

Small Group Communication: This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.

Public Communication: This type of communication takes place when one individual addresses a large gathering.

Advantages of Verbal Communication

It is an easy mode of communication in which you can exchange ideas by saying what you want and get a quick response.

Disadvantages of Verbal Communication

Since verbal communication depends on written or spoken words, sometimes the meanings can be confusing and difficult to understand if the right words are not used.

Mastering Verbal Communication

Think Before You Speak

- Think about your topic.
- Think about the most effective ways to make your listeners

Understand the topic.

- Write or note down whatever you plan to say.
- Concise and Clear
- Speak clearly, loudly and at moderate speed.
- Be sure the information you want to share is to the point.
- Do not repeat the same sentences.
- Confidence and Body Language
- Be confident.
- Maintain eye contact, stand straight and be attentive.
- Be friendly.

Session 3: Non-verbal Communication

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

Importance of Non-verbal Communication

In our day-to-day communication

- 55% communication is done using body movements, face, arms, etc.
- 38% communication is done using voice, tone, pauses, etc.
- only 7% communication is done using words.

Types of Non-verbal Communication

- Facial Expressions
- Posture
- Gestures or Body Language
- Touch
- Space
- Eye Contact
- Paralanguage : tone, speed and volume of our voice.

Session 4: Communication Cycle and the Importance of Feedback

For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across. While a sender sends information, the receiver provides feedback on the received message.

Types of Feedback

- Positive Feedback
- Negative Feedback
- No Feedback

A good feedback is one that is (SMART):

- **Specific:** Avoid general comments. Try to include examples to clarify your statement. Offering alternatives rather than just giving advice allows the receiver to decide what to do with your feedback.
- **Timely:** Being prompt is the key, since feedback loses its impact if delayed for too long.
- **Polite:** While it is important to share feedback, the recipient should not feel offended by the language of the feedback.
- **Offering continuing support:** Feedback sharing should be a continuous process. After offering feedback, let recipients know you are available for support.

Importance of Feedback

- **It validates effective listening:** The person providing the feedback knows they have been understood (or received) and that their feedback provides some value.

- **It motivates:** Feedback can motivate people to build better work relationships and continue the good work that is being appreciated.

- **It is always there:** Every time you speak to a person, we communicate feedback so it is impossible not to provide one.

- **It boosts learning:** Feedback is important to remain focussed on goals, plan better and develop improved products and services.

- **It improves performance:** Feedback can help to form better decisions to improve and increase performance.

Session 5: Barriers to Effective Communication

What is Effective Communication?

Effective communication follows the basic principles of professional communication skills.

Barriers to Effective Communication

Physical Barriers

Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver. Not being able to see gestures, posture and general body language can make communication less effective.

Linguistic Barriers

The inability to communicate using a language is known as language barrier to communication. Language barriers are the most common communication barriers, which cause misunderstandings misinterpretations between people

Interpersonal Barriers

Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended.

Organisational Barriers

Organisations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioural norms, etc. All these affect the free flow of communication in organisations

Cultural Barriers

Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background

Ways to Overcome Barriers to Effective Communication

- Use simple language
- Do not form assumptions on culture, religion or geography

- Try to communicate in person as much as possible
- Use visuals
- Take help of a translator to overcome differences in language
- Be respectful of other's opinions

7 C's of Communication

Clarity, Completeness, Conciseness, Concreteness, Courtesy, Correctness, Consider

Session 6: Writing Skills — Parts of Speech

Writing skills are part of verbal communication and include e-mails, letters, notes, articles, SMS/chat, blogs, etc.

Capitalisation Rules

Punctuation : Full stop, Comma, Question mark, Exclamation mark

Basic Parts of Speech

The part of speech indicates how a particular word functions in meaning as well as grammatically within the sentence. Some examples are nouns, pronouns, adjectives, verbs, adverbs, Conjunctions, Prepositions, Interjections

Session 7: Writing Skills — Sentences Active and Passive Sentences

Types of Sentences

1. Statement or Declarative Sentence
2. Question or Interrogative Sentence
3. Emotion/Reaction or Exclamatory Sentence
4. Order or Imperative Sentence

SELF MANAGEMENT SKILLS

STRESS :

Stress refers to a “physical, mental, or emotional strain or tension”. Small amounts of stress have a positive effect and they help us stretch ourselves to a new level.

Meaning and Importance of Stress Management :

Stress Management refers to focusing human efforts for maintaining a healthy body and mind capable of better withstanding stressful situations.

A well managed stress can help one, to view events and situations as challenges and contributes in the growth of individual.

Stress Causal Agents

- 1) Mental: Students can be left overwhelmed, if they are unable to handle their assignment submission deadlines and examinations grades.
- 2) Physical: As children grow up, they may become critically conscious of their looks. Issues related to general well-being and health of an individual can lead to low self-esteem and cause stress.
- 3) Social : Discord amongst family members, peer pressure for doing things which children would generally avoid , maintaining balance in relationships amongst friends, status show off may lead to stress at times.
- 4) Financial: Youngsters may have aspirational financial stress. This may be of becoming financially independent.

Importance of Stress :

Stress management is vital because it leads to following benefits:

1. **Improves mood**
2. **Boosts immune system**
3. **Promotes longevity**
4. **Leads to burst of physical strength, which is vital for reaching goal.**
5. **Complete mental and physical engagement for task accomplishment.**
6. **Increases efficiency and effectiveness.**
7. **Prevents psychological disorders and behavioural problems.**

Symptoms of Stress :

Physical signs which may suggest stress are: breathlessness, dry mouth, butterflies in stomach, indigestion, nausea, acidity, fatigue, sweaty palms, cold hands and feet, irritation hyperactivity etc.

At the mental level following symptoms may reflect stress: irritation, impatience, loneliness, upset mood, anxiety, , depression, frustration, boredom, guilt, insecurity and forgetfulness.

Stress Management Techniques :

Following activities aid in stress management :

- 1) Physical Exercise : Physical exercise in the form of walking, skipping or for that matter indulging in any sports has been found to relieve stress as they stabilize mood, improve self-esteem and induce sleep.
- 2) Yoga : Yoga is a school of Hindu philosophy that reduces stress. Yoga includes a series of postures and breathing exercises practiced to achieve control of body and mind.
- 3) Enjoying : Recreational activities like watching movies, attending concerts, playing games, singing, dancing or even sketching can help individuals transcend to a happier mental state and help manage stress.
- 4) Meditation : It is a practice where an individual is supposed to focus his/her mind on a particular object,thought or activity to achieve a calm mental state reducing stress.

5) Going On Vacations with Family and Friends

Importance of The Ability to Work Independently :

Everyone on this earth should learn the art of working independently. This typically means that one must learn to take ownership of the task assigned and leave no stone unturned in accomplishing the task. Following are the benefits of working independently.

1. Ensures greater learning.
2. Individuals feel more empowered and responsible.
3. It provides flexibility to choose and define working hours and working mechanisms.
4. Failure and success of the task assigned are accounted by individuals.
5. Individuals become assets to organizations, groups and nations at large.
6. It ensures creativity and satisfaction amongst individuals.
- 7.

Enhancing Ability to Work Independently :

Ability to work independently can be enhanced by being self-aware, self-motivated and self-regulated

- 1) Self-Awareness : Having conscious knowledge of your own self, capabilities, feelings and one's own character is called as self-awareness.
- 2) Self-motivated : Self-motivated individuals have an inner urge to do something, achieve their goals without any external pressure
- 3) Self-regulated : Self – regulation inculcates discipline that helps in consistent efforts to move towards goal.