

CLASS 10th AI / 417

Part A: Unit 1

COMMUNICATION SKILLS

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Unit 1	Communication Skills	
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	Session 2	Verbal Communication
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Session 1

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Methods of Communication

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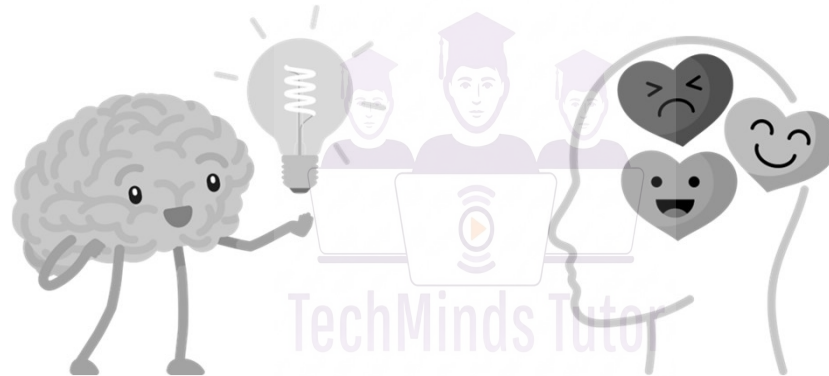


COMMUNICATION SKILLS



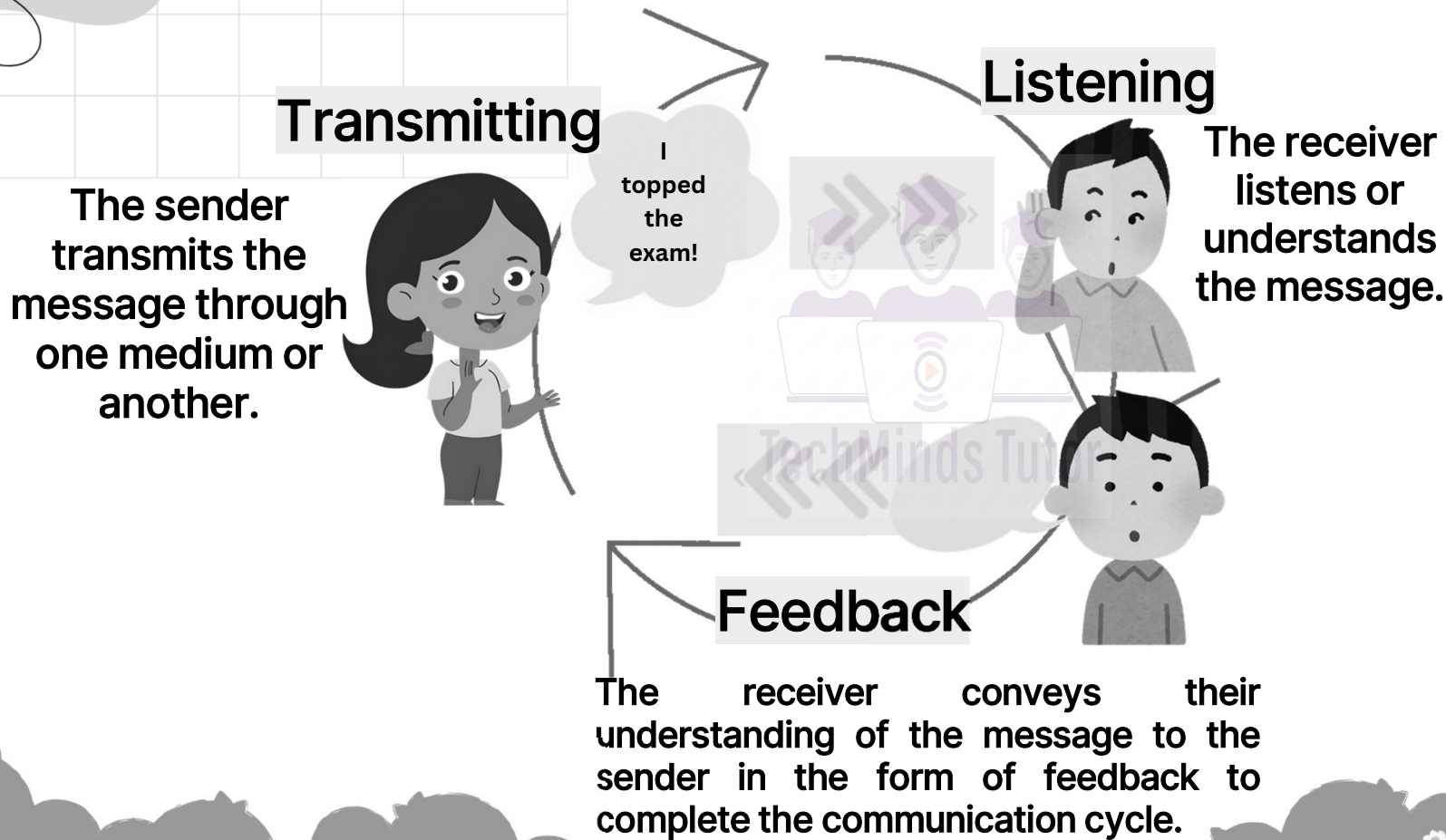
the word 'Communicate' comes from

the Latin word *commūnicāre*, meaning 'to share'.

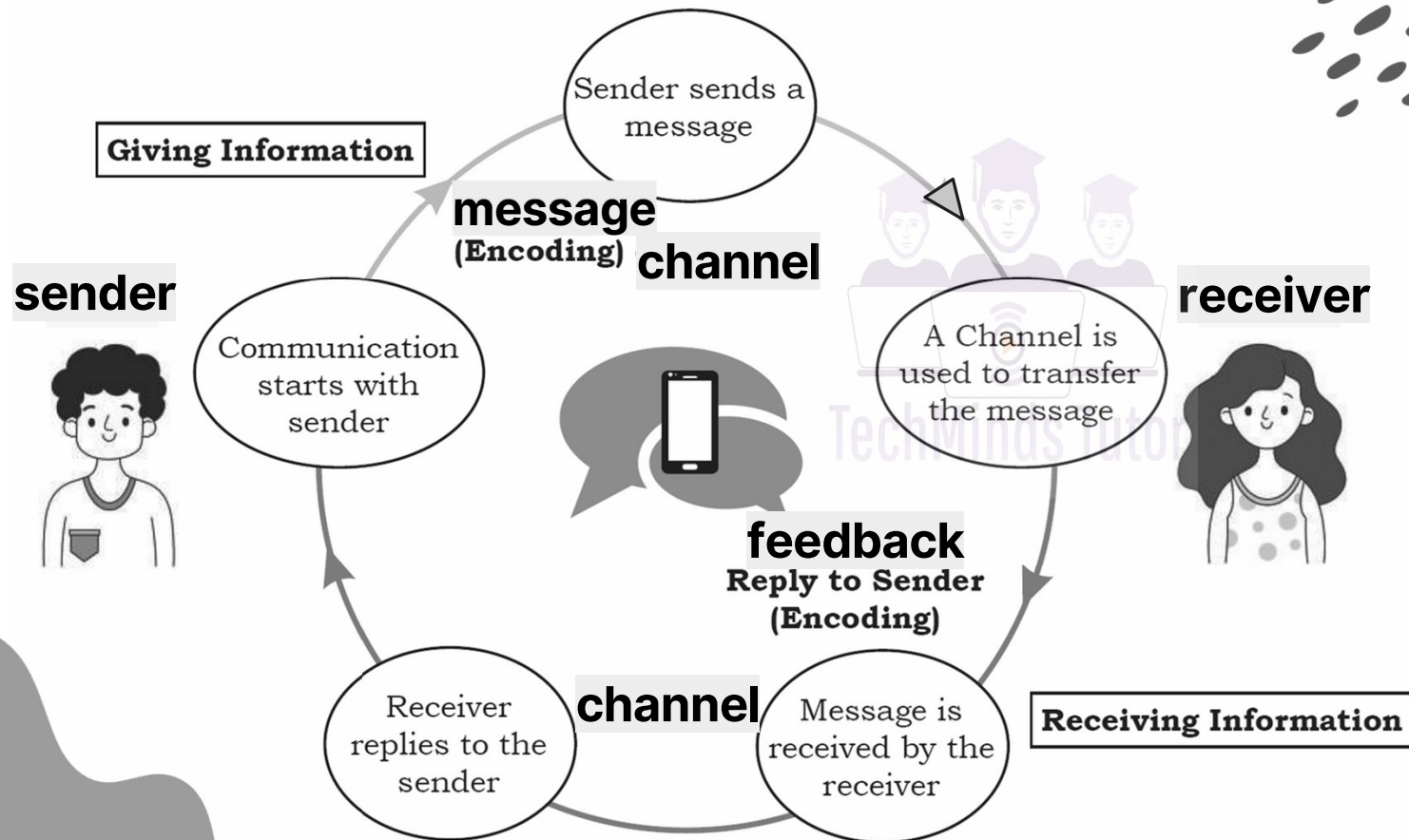


Communication skills means sharing information, thoughts, ideas and emotions to others effectively

Three Parts of Communication



Elements of Communication



Elements of Communication



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 acknowledgement and response to the message.

Methods of Communication

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.

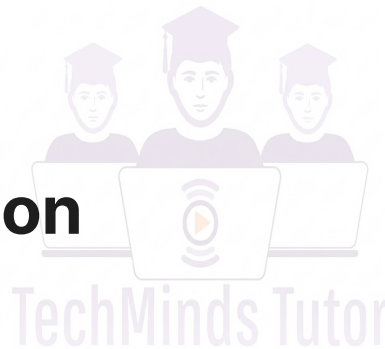
OTHER METHODS

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



Which method to choose for communication?

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



Session 2

Verbal Communication

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Types of Communication

Verbal



Verbal communication includes sounds, words, language, and speech.

Written



Written communication is the process of sending messages through written words like letters, emails, notices, or messages.

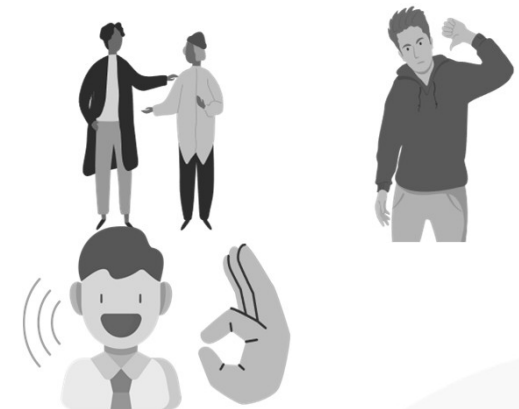
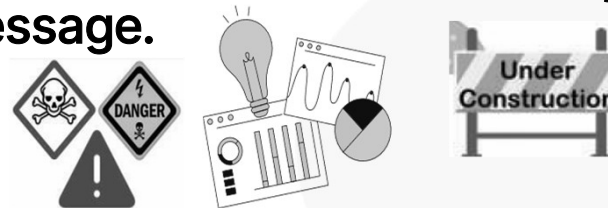
Non-Verbal



we send signals and messages to others, through expressions, gestures, postures, touch, space, eye contact and para language.

Visual

This involves the use of images, videos, graphs, charts, and other visual elements to convey a message.



Types of Verbal Communication

- **Interpersonal Communication**
- **Written Communication**
- **Small Group Communication**
- **Public Communication**



Types of Verbal Communication

1. 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 E.g. Two friends discussing homework



2. 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.
- E.g. Manager writing appreciating e-mail to an employee



3. Small Group Communication

- This type of communication involves more than two persons.
 - Each participant can interact and converse with the rest.
- E.g. Press Conference, Board Meeting



4. Public Communication

- This type of communication takes place when one individual addresses a large gathering.
- E.g. Public Speech by a politician, Election campaign



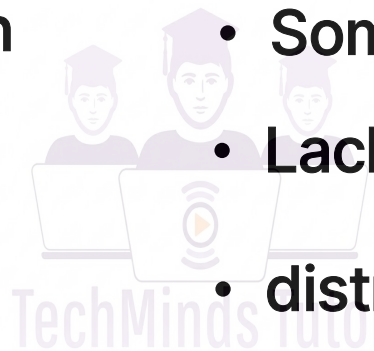
Verbal Communication

Advantages

- Easy mode of communication
- Get a quick response
- clarification is easy
- can change your interaction as per the response

Disadvantages

- Sometimes Can Be Misunderstood
- Lack of Record
- distraction / noise
- emotional influence



How you can master on 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.

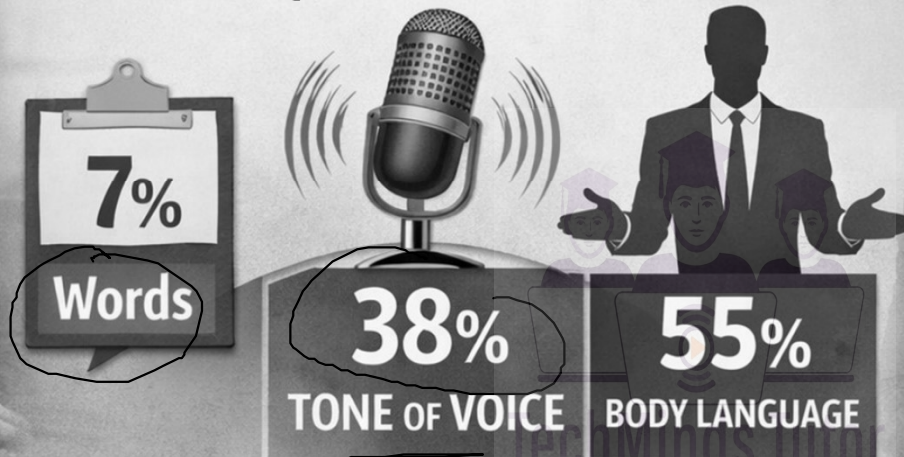
Session 3:

Non Verbal Communication

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The 7-38-55 Rule of Communication



CHOICE OF WORDS

VOICE & TONE

BODY LANGUAGE

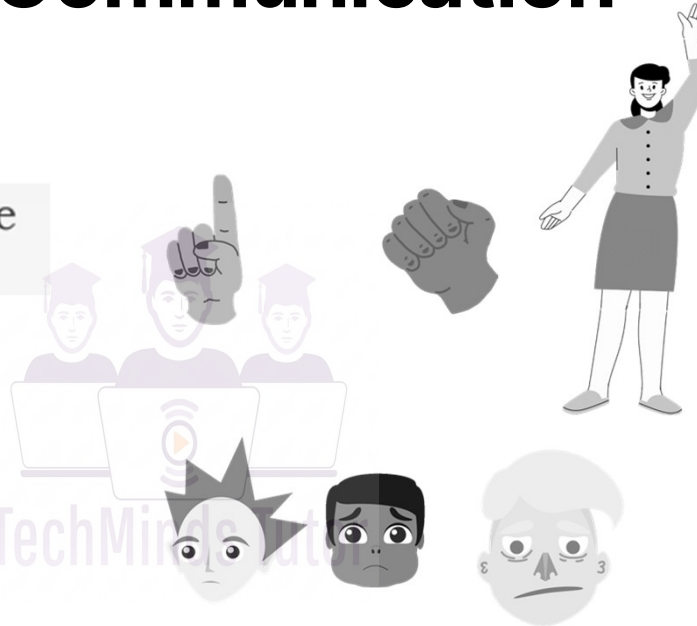
Effective Communication is 7% Verbal, 38% Vocal, 55% Visual

93% of our communication is non-verbal.

Non Verbal Communication

Gestures

- Raising a hand to greet or say goodbye
- Pointing your finger at someone



Expressions

- Smiling when you are happy
- Making a sad face when you are sad

Body Language

Postures by which attitudes and feelings are communicated. Standing straight, showing interest.



Types of Non Verbal Communication

Type	Meaning	How to use effectively?
Facial Expression	Happy, Sadness, Anger, Surprise	<ul style="list-style-type: none"> • Smile when you meet someone • Keep your face relaxed • Match your expressions with words • Nod while listening
Posture	Straight body (sign of confidence), slumped posture (sign of weakness)	<ul style="list-style-type: none"> • Keep your shoulders straight and body relaxed • Sit straight while resting your hands and feet in relaxed position • While standing, keep your hands by your sides
Gesture / Body language	Body movements like raising your hand to ask question in class,	<ul style="list-style-type: none"> • Keep your hands open • Avoiding pointing your finger at people • Tilt your head a bit to show that you are attentive.
Touch	handshake when we meet someone, pat on back to encourage someone	<ul style="list-style-type: none"> • Shake hands firmly while meeting someone. • Avoid other touch gestures during formal communication
Space	physical distance between two people	<ul style="list-style-type: none"> • Maintain proper space depending on the relationship
Eye contact	the way we look at someone	<ul style="list-style-type: none"> • Look directly at the person who is speaking • Avoid staring, keep a relaxed look • Maintain eye contact with intermittent breaks
Paralanguage	How we speak that includes tone, speed and volume of our voice	<ul style="list-style-type: none"> • Use a suitable tone and volume • Maintain a moderate speed while talking

Visual Communication

Visual communication proves to be effective since it involves interchanging messages only through images or pictures and therefore, you do not need to know any particular language for understanding it. It is simple and remains consistent across different places.

Visual Communication: Exchanging Information through Images	
Under construction	No pets allowed
No parking zone	No entry
Danger warning	Radiation/biohazard warning
Under CCTV surveillance	No mobile phone

Session 4:

Communication Cycle and Importance of Feedback



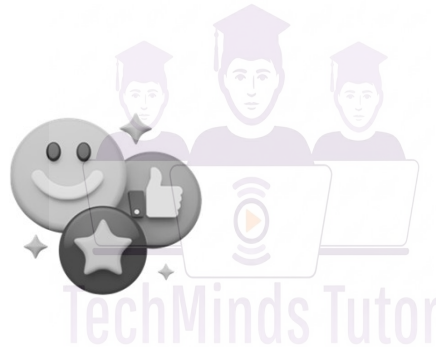
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Feedback

Feedback is an important part of communication cycle. For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across.

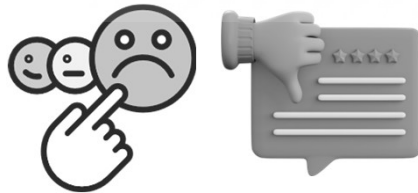
Positive Feedback

- Message is received and understood
- Motivates, builds confidence, and strengthens communication



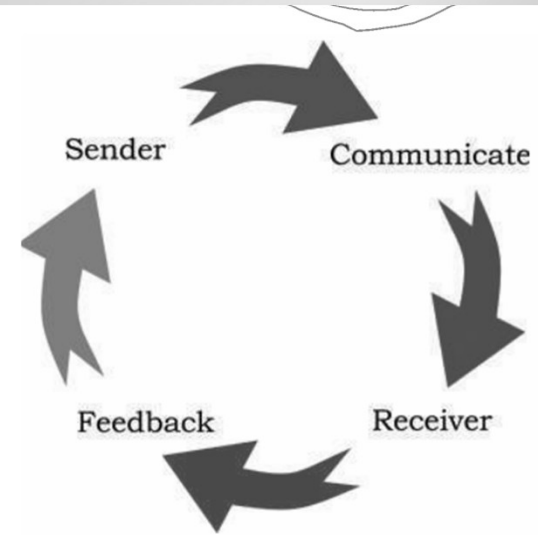
Negative Feedback

- Highlight issues or suggests improvement
- Corrects misunderstandings, improves performance, or redirects efforts.



No Feedback

- It is also a feedback in itself which indicates disagreement of ideas.
- Can lead to confusion, misinterpretation, or a breakdown in communication.



Good Feedback

- **Specific**

clarify your statement. Offering alternatives rather than just giving advice allows the receiver to decide what to do with your feedback.

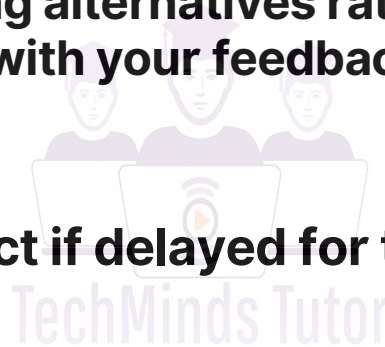
- **Timely**

The feedback loses its impact if delayed for too long.

- **Polite**

the recipient should not feel offended by the language of the feedback.

- **Offering Continuing support**



Importance of Feedback

- **It validates effective listening:**
message is received and understood
- **It motivates:**
Good feedback motivated to build better relationships and continue the good work
- **It is always there:**
impossible to provide no feedback. It is always there
- **It boosts learning:**
helps to remain focus on goals, plan and develop improved products & services,
- **It improves performance:**
help to make better decision and improve performance

Session 5:

Barriers of Communication

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What is effective Communication?

Effective Communication contain following 7C's. Absence of any of these 7Cs can lead to miscommunication

7Cs of Effective Communication

Be clear about what you want to say

Clear



Use simple words (say only what is needed)

Concise



Use exact words and facts

Concrete



Use correct spelling and grammar

Correct



~~Words should make sense and relate to the main topic~~

Coherent



~~Include all the needed information~~

Complete



Be respectful, friendly and honest

Courteous



Barriers of Communication

Physical Barrier

- the environmental and natural condition act as barrier in sending message
- Not being able to see gestures, posture and general body language

Linguistic Barrier

- the most common communication barrier
- The inability to communicate using a language is known as language barrier
- which cause misunderstanding and misinterpretations between people.

Cultural Barrier

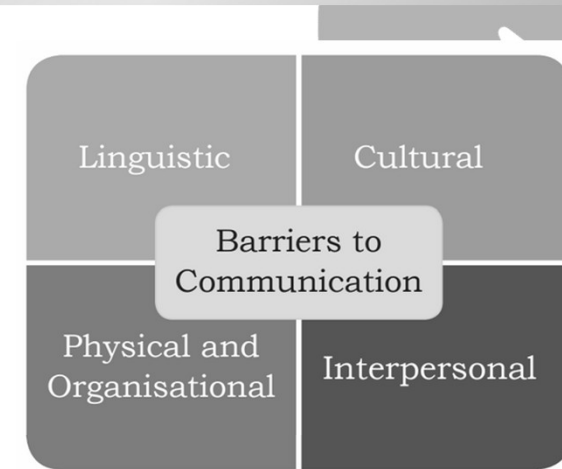
- when people of different cultures are unable to understand each other's customs,
- People sometimes make stereotypical assumptions about others based on their cultural background, this leads to difference in opinions

Organizational Barrier

- Superior-subordinate relationships in a formal organisational structure can be a barrier to free flow of communication.
- Also, sometimes due to the stringent rules, the employees find it difficult to communicate with their peers too.

Interpersonal Barrier

- communicate with someone who is not willing to talk or express
- Stage fear, lack of will to communicate, personal differences
- the sender's message is received differently from how it was intended.



Ways to overcome Barriers of Communication

- Use simple language
- Try to communicate in person as much as possible
- Do not form assumptions on culture, religion or geography
- Take help of a translator to overcome differences in language
- Use visuals
- Be respectful of other's opinions

Session 6:

Writing Skills I - Parts of Speech

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Writing Skill

- ✓ It is a part of Verbal Communication. Examples - E-mails, letters, notes, articles, SMS/chat, blogs etc.
- ✓ In all these forms of written communication, we use sentences or phrases to express ourselves. Sentences are important because they help to clearly present the message.

➤ **Sentence** - *group of words that communicates a complete thought*

Example – They bought a bunch of flowers.

A sentence always begins with a Capital letter and always ends with full stop(.), question mark(?) or exclamation mark (!)

➤ **Phrase** - *group of words that does not make complete sense*

Example - a bunch of flowers

Capitalisation

'TINS' is a set of rules that help to capitalise the letter correctly in a sentence

T	Titles	Dr Malik, Mr. Pandey
I	'I'	He said that I should accompany
N	Names of people, places, days and months	Suresh is planning to visit London next year
S	starting letter of a sentence	The little girl lost her book.

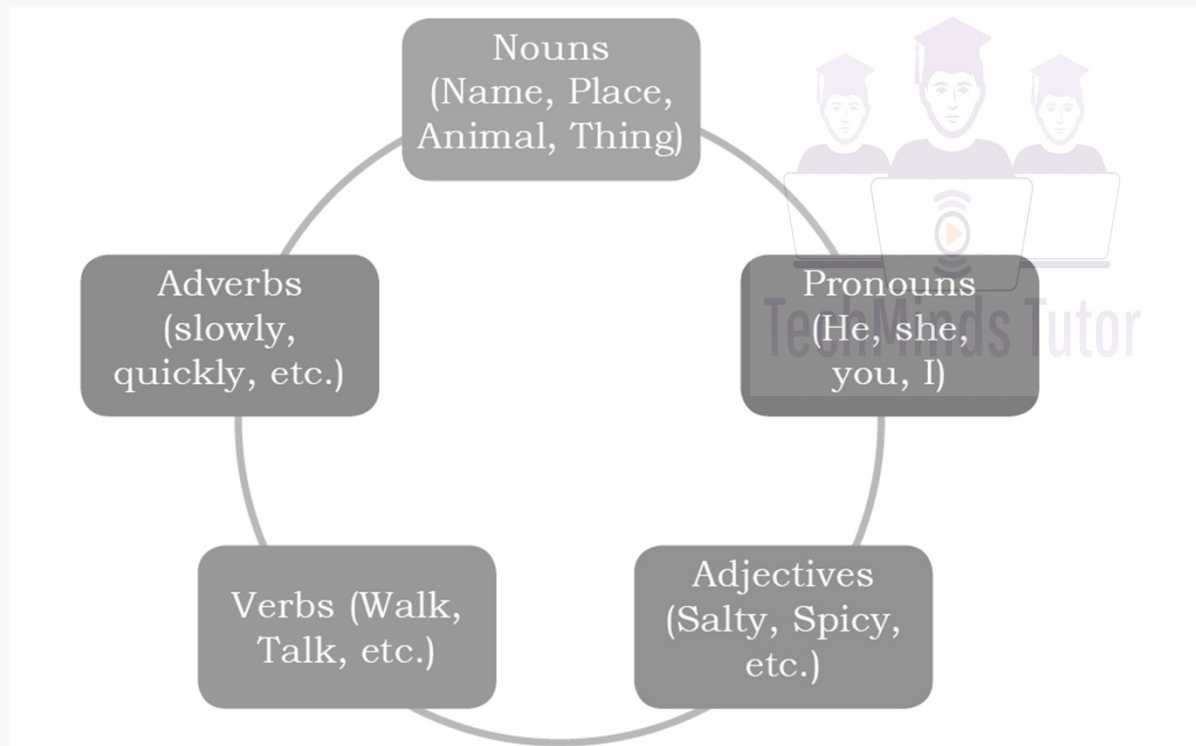
Punctuation

Certain set of marks, such as full stop, comma, question mark, exclamation mark and apostrophe are used in communication to separate parts of a sentence for better clarity of message.

PUNCTUATION		USE	EXAMPLE
Full stop	.	<ul style="list-style-type: none"> at the end of sentence with short form of long words 	<ul style="list-style-type: none"> Omar is a professor. His students call him Prof. Omar.
Comma	,	<ul style="list-style-type: none"> to indicate pause in a sentence to separate two or more items 	<ul style="list-style-type: none"> After getting down from the bus, I walked towards my school. The grocery store had fresh kiwis, strawberries and mangoes.
Question mark	?	<ul style="list-style-type: none"> at the end of a question 	<ul style="list-style-type: none"> Where is your book?
Exclamation Mark	!	<ul style="list-style-type: none"> at the end of a word or a sentence to indicate strong feelings 	<ul style="list-style-type: none"> What a beautiful dress! Hooray ! We won the match.
Apostrophe	'	<ul style="list-style-type: none"> Used followed by an 's' to show possession or belonging. Used with shortened form of words in informal speech. 	<ul style="list-style-type: none"> That is Shobha's cat She isn't coming to school today.

Parts of Speech

**Kavita bought a best-selling book.
She quickly read the book.**



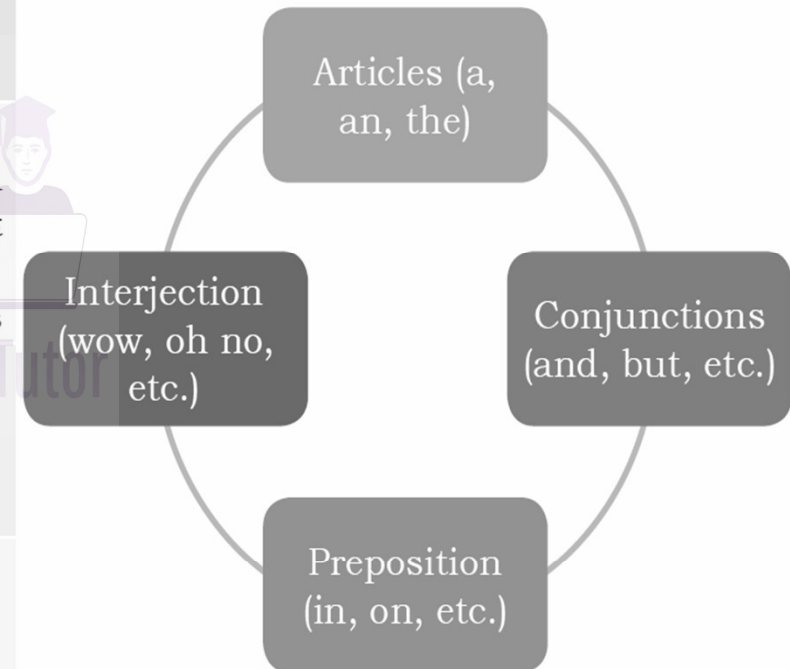
Parts of speech	What they do	Example sentence	Example words
Noun	Words (naming words) that refer to a person, place, thing or idea.	Kavita bought a book. 'Kavita' and 'book' are nouns.	Tiger Truth India Raj January
Pronoun	Words used in place of a noun	Kavita bought a book. She has a great book collection. 'She' is used in place of the noun Kavita.	I You They Us She He
Adjectives	Words that describe other words.	Kavita bought a best-selling book. Best-selling is an adjective that describes the noun book.	Large Red Naughty Weak One-foot
Verbs	Words that show action	Kavita buys a new book every month. Buys is the verb that tells about Kavita's actions.	Run Eat Think Sit
Adverbs	Words that add meaning to verbs by answering How? How often? When? and Where?	Kavita quickly read her book. 'Quickly' tells us how Kavita did the action.	Easily Always Before Fast Carefully

Supporting Parts of Speech

Example:

Hooray! Shyam and his team won the exciting match yesterday.

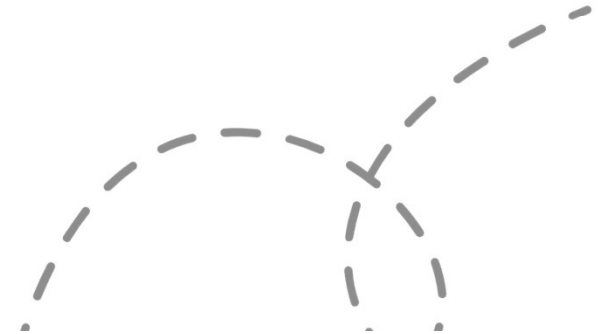
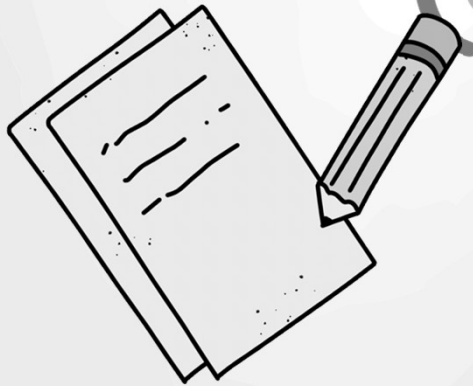
Supporting Parts of Speech	Use
Articles (a, an, the)	Generally used before nouns. An—used before words with a vowel sound A—used before nouns with a consonant sound The—Refers to specific or particular words
Conjunctions (and, but, because)	Joins two nouns, phrases or sentences
Prepositions (on, over, in, under)	Connects one word with another to usually answer the questions 'where', 'when' and 'how'.
Interjections (Wow!, Help!)	Expresses strong emotions, such as happiness, surprise, anger or pain.



Session 7:

Writing Skills II - Sentences

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Sentences

Sonia drives a car.

Verb - describes the action

Object - Person or thing that receives an action.

Subject - Person or thing that performs an action.

Sentence	Subject	Verb	Object
He swam in the lake.	He	swam	the lake
She rode the bicycle.	She	rode	the bicycle
He threw the ball.	He	threw	the ball
The dog chased the cat.	Dog	chased	the cat

Subject + verb + **object** direct
indirect

She bought a **bicycle** → Direct object

She bought a **bicycle** for **her son** → Indirect object

Ravi repaired his car.

The children played football.

The parents sent him a postcard.

He bought his daughter a computer.



Active and Passive Sentences

In a sentence, **Subject** - does the action, and **Object** - receives the action

Active Voice Radha is reading a book.

Passive Voice A book is being read by Radha

Object does the action

→ Subject receives the action

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Active Voice

Passive Voice

Ali changed the flat tire.

The flat tire was changed by Ali.

I will clean the house every Saturday.

The house will be cleaned by me every Saturday.

Ravi painted the entire house.

The entire house was painted by Ravi.

Types of Sentences

Declarative

- give information, fact and always ends with a full stop

Statement → **Blue is my favourite colour.**

Interrogative

- ask questions and always ends with question mark (?)

Questions → **Is it raining?**

Exclamatory

- strong emotions and always ends with exclamation mark (!)

Emotions, Reactions → **Oh, my goodness, we won!**

Imperative

- order, command, request or advice and can end with full stop and exclamation mark.

Request → **Please lower your voice.**

