

COMMUNICATION & SOFT SKILLS

MONISHA M

CCA

CCA- 103: COMMUNICATION & SOFT SKILLS

ASSIGNMENT

1. Elaborate the process & elements of Communication in detail through suitable examples.

Communication is the process of exchanging information, ideas, thoughts, feelings, and emotions between individuals or groups. It is essential in all aspects of life—personal, professional, and social. To understand communication effectively, it's important to break it down into its elements and analyze the process step by step.

1. Elements of Communication

The key elements of the communication process include:

1.1 Sender (Communicator/Encoder)

The sender is the person who initiates the communication. They have an idea or message to convey.

Example: A teacher explaining a math concept in class.

1.2 Message

The message is the content of the communication—what the sender wants to convey.

Example: “The formula for the area of a circle is πr^2 .”

1.3 Encoding

Encoding is the process of converting the message into symbols, words, gestures, or other forms that the receiver can understand.

Example: A manager using a PowerPoint presentation to explain a new project.

1.4 Channel (Medium)

The channel is the medium through which the message travels from sender to receiver. It can be verbal, written, visual, or non-verbal.

Example: Telephone, email, face-to-face conversation, video call.

1.5 Receiver (Decoder)

The receiver is the person for whom the message is intended. They receive and interpret the message.

Example: A student listening to a lecture.

1.6 Decoding

Decoding is the process of interpreting and making sense of the message.

Example: An employee reading and understanding a company memo.

1.7 Feedback

Feedback is the response given by the receiver back to the sender. It indicates whether the message has been understood correctly.

Example: A nod, question, reply email, or completed task.

1.8 Noise

Noise refers to any interference or barrier that distorts or disrupts the communication process.

Types of Noise:

- physical: Background sounds, poor connection.
- Psychological: Prejudices, emotions.
- Semantic: Language differences or jargon.
- Technical: Faulty equipment.
- Example: A poor internet connection during a Zoom meeting.

2. The Communication Process

Below is a step-by-step explanation of how communication takes place:

1. Idea Generation: The sender has an idea to communicate.

Example: A doctor wants to inform a patient about test results.

2. Encoding: The sender converts the idea into words, gestures, or symbols.

Example: The doctor prepares a report in simple language.

3. Transmission: The message is sent through a chosen medium.

Example: The report is emailed to the patient.

4. Reception: The receiver gets the message.

Example: The patient opens and reads the email.

5. Decoding: The receiver interprets the message.

Example: The patient understands that the results are normal.

6. Feedback: The receiver responds.

Example: The patient thanks the doctor via a reply email.

7. Noise Handling: Any disruption is identified and managed.

Example: If the email didn't arrive, the doctor resends it or follows up by phone.

Example in a Real-life Context

- Scenario: A team leader informs the team about a deadline extension.
- Sender: Team Leader
- Message: "The deadline for the project has been extended by one week."
- Encoding: Leader writes an email.
- Channel: Email system
- Receiver: Team members
- Decoding: Team reads and understands the email.
- Feedback: Team replies or asks questions.
- Noise: One member didn't receive the email due to server issues (technical noise).