

## COMMUNICATION & SOFT SKILLS

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

Communication is the fundamental uses of human being. Without communication no one is not to share their feeling emotions etc... this is a basic need of human being most of the time communication confused with conversation the word of communication derived from Latin word 'communicare' the oxford university explain about communication is process of expressing ideas and feelings.

The effective communication is very important one if someone give a effective communication to you those are maintain a productive relationship with you in that conversation they can talk about greeting praising each other that time they got a good relationship between them.

There are many purpose of communication they are

- Information
- Motivate
- Advice
- Order
- Instruction
- Warning
- Pleasing etc...

When we are in communication with other there is some rules must be followed by you those are

- Do not use redunent and repetition words
- Avoid indirect reference to caste and religion
- Use a familiar and easy words
- Use a clear sentence
- Use a active voice

The process of communication is if a sender convey one message to a receiver means the receiver must be understand that news then who will give a feedback about that news.

Types of communication based on communication channel and based on style and purpose in communication channel there is nonverbal and verbal communication in verbal communication have two parts are oral and written, then oral have face to face and distance communication. Then based on style and purpose communication is formal and informal communication.

In formal communication many forms of communication was there those are upward communication and downward communication and horizontal communication in informal communication have a grapevine casual gathering and lunch time gathering

Downward Communication: It involves the transfer of information, instruction, advice, request, feedback and ideas to subordinate staff.

2. Upward Communication: Communication from subordinate to superiors. Its main purpose is to provide feedback on several areas of Organizational functioning.

3. Horizontal or Lateral Communication: It takes place between professional peer or group of people working on the same level of hierarchy.

There are some level of communication are

- Extra personal level
- Intra personal level
- Interpersonal level
- Organizational level
- Mass level

Extra personal Level: Communication between human being and non-human entities. For e.g.: Your pet dogs come to you wagging its tail.

Intrapersonal Level: Within the individual. For e.g.: You come home annoyed after a meeting with your boss.

Interpersonal Level: Sharing of information among two or more people.

The communication is the art of transmitting knowledge ideas information and thoughts from one person to another. The transfer should be that the receiver understands the meaning and the intent of the message and give a proper feedback.

There is some classification of barriers

- Physical barriers
- Psychological barriers
- organizational barriers

In physical barriers the large working area, closed office doors, separate area for different status of peoples these are the faculty organizational structure noise also important those are physical noise, psychological noise, written noise visual noise. Time and distance also important and information overload

Psychological barriers can be described as the cause of distorted communication because of human psychology problems.

Attitude and opinions:

- Emotions
- Filtering and distortion of message
- Status difference
- In attention
- Closed mind
- Fields of experience

In communication there is four thing are very important those are reading, writing, listening and speaking

The professional communication is very important for good professionals there the professionals are selected by company of their knowledge and experience and ideas and way of talking their dressing sense and their way of presentation their way of presentation etc...

The most important quality of a good professionals this is only decide their carrier they must have a good leadership quality and a being a good faculty members etc

In a private company they are interviewed by a good know ledged person in that interview they are going to check their CV and bio data what they are include about their knowledge

Here they can know how to write a resume and how to present their presentation.

In this topic of communication and soft skills there is notice agenda and minutes are very important if you are inviting some important peoples to your meeting means you must prepare a good notice to invite them

In that notice **day, venue, time, date** are very important

Agenda provides structure and focus and clearly indicates the purpose of the meeting.

The agenda serves as the road map for the meeting.

An Agenda is the list of topics to be addressed in the meeting.

Minutes are the written proceedings of the business transacted during a meeting. Minutes serve as an official record of what took place during a meeting. The minutes are generally recorded sequentially

Minutes, thus, are a written record of meeting times, attendance, topics covered, discussions and topics approved. Minutes of a meeting form the basis of future actions such as promotion of staff, determining the incentive, procedural changes etc.

These are the process and elements of communication and soft skills.