

103-CCA: COMMUNICATION AND SOFT SKILLS

1.Elaborate the process and elements of communication in detail with suitable examples

Communication is the fundamental use of a human being. Without communication, no one will be able to share their feelings and thoughts with others. Communication is confused with conversation, communication is derived from the Latin word 'communicare' which means expressing ideas and feelings.

Effective communication is very important to maintain a productive relationship with each other in a conversation that they can speak about greeting and praising each other to develop their relationship even more stronger.

There are many purposes of communication,

- Information
- motive
- 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 in which a sender convey one message to a receiver . The receiver must understand that news and will be able to give a feedback about that news.

Types of communication based on communication channel and based on style and purpose.

COMMUNICATION BASED ON COMMUNICATION CHANNEL,

- nonverbal and
- verbal communication

In verbal communication have two parts are

- oral and
- written.

Oral Communion have face to face and distance communication.

COMMUNICATION BASED ON STYLE AND PURPOSE

- formal and

- informal communication.

In formal communication many forms of communication are there they are,

- upward communication
- downward communication
- horizontal communication.

In informal communication have

- grapevine casual gathering and
- lunch time gathering

1.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.

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 ARE SOME BARRIERS OF COMMUNICATION

- 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
- Inattention
- Closed mind
- Fields of experience

In communication there are four things that are very important, they are

- reading,
- writing,
- listening and speaking

Professional communication is very important for good professionals. There, the professionals are selected by companies based on their knowledge, experience, ideas, way of talking, dressing sense, and their way of presentation, etc...

The most important quality of a good professional is to decide their career. They must have a good leadership quality and be a good faculty member, etc.

In a private company, they are interviewed by a knowledgeable person. In that interview, they are going to check their CV and bio data, what they 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