

Certificate in Computer Applications (CCA)

103 : COMMUNICATIONS & SOFT SKILLS

ASSIGNMENT

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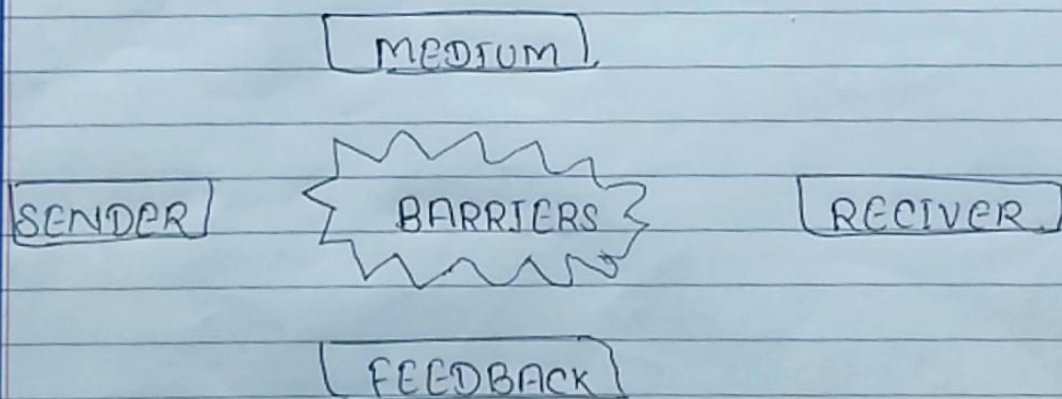
Anjali Kumari
Signature -

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

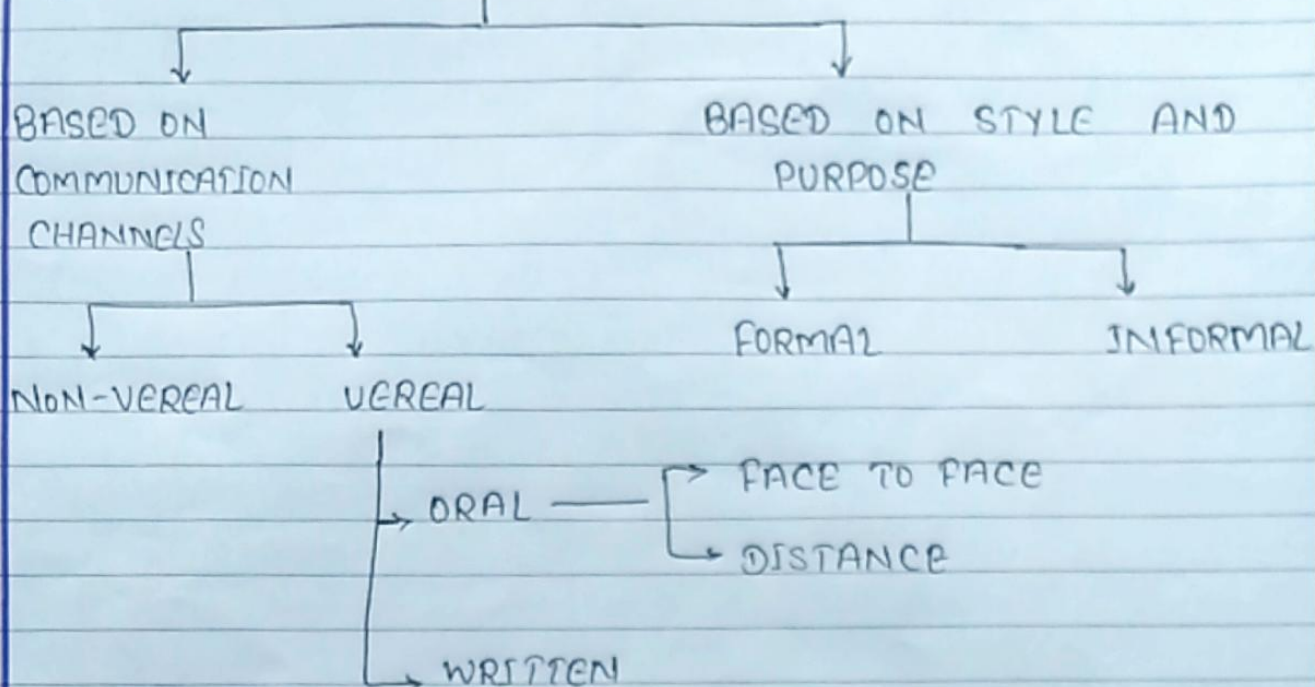
Ans → Communication is the art of transmitting knowledge, ideas, information and thoughts from one person to another.

The transfer should be such that the receiver understands the meaning and the intent of the message and give proper feedback.

Process of Communication



Types of Communication



Forms of Communication

Formal

Downward Communication

Upward Communication

Horizontal Communication

Informal

Grapevine

Casual Greeting

Lunch time Greeting

For Diagonal Communication occurs between Sub Ordinate of one department with the Senior person of another department.

Formal Vs Informal communication

Formal Communication

1. purely practical Motives
2. Involve intellect
3. precise and direct
4. Always Impersonal
5. Deals with facts
6. Objective Style
7. Related to Specific purpose

E.g: Report, personal, novel etc.

E.g: poetry, novel, short story etc.

Informal communication

1. Artistic, aesthetic aim
2. Can be an affair of heart
3. Inflated and roundabout
4. Can be personal
5. Deals with emotions & fancy
6. Subjective Style
7. Related to file in general

Levels of Communication

Human Communication takes place at Various Levels :

- Extrapersonal level
- Interpersonal level
- Intrapersonal level
- Mass level
- Organization level

