

## Communication & soft skill

---

### ➤ **What are communication soft skill**

Communication soft skill are the tools you use to clearly and effectively converse with others. Set expectations and work with others on projects.

Whether you are a CEO or an entry-level employee, communication skills are of utmost importance. Verbal and written communication come into play every day at the workplace. Make sure you are communicating to the benefit of the forward movement of both your company and career. Here are some of the most important communication soft skills and how to apply them no matter what your role is.

### ➤ **AUDIO COMMUNICATION SKILL**

Always have a sufficient knowledge of the issue that we are dealing with in the audio communication and the key point that we have to discuss. Always remember that the person on the other side can only hear us and respond to our details.

### ➤ **Video communication skill**

In a video communication to one or many person one should always keep in mind that audio is integrated with video .hence most point mentioned above are relevant .

Dressing up for the occasion is also a part of the communication since many times video conference are formal in nature.

### ➤ **Soft skill for communication**

- Channel

Message are conveyed through channels which may be verbal,

Including face –to –face meeting telephone and video conferencing and written ,including letter e-mail memos and report , different channel have different strengths and weaknesses,for example it is not effective to give a long list of direction verbally .

- Decoding

Just as successful encoding is a skill so is successful decoding for example talking the to read a message carefully or listen actively .confusion can arise From errors in encoding as well as decoding .

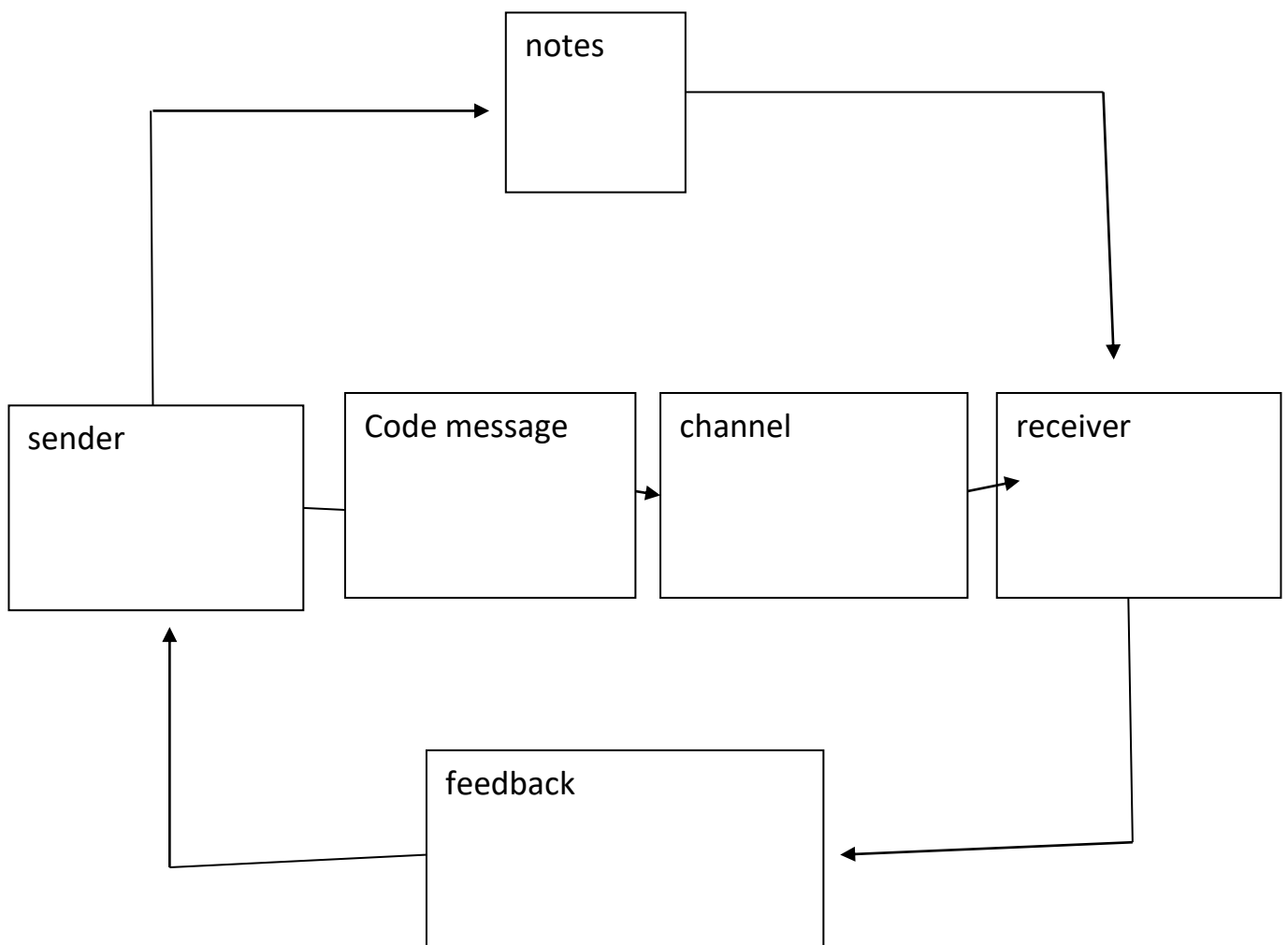
This particularly the case if the decoder does not have enough knowledge to understand the message .

## ➤ Communication models

Verbose communication models have been proposed for the communication process. The simple of these the sender –receiver models are discussed here.

### ➤ Basic communication models

This model is useful when the movement of information across space and through time is a central challenge since model looked at communication frame a message point –of –view its useful mesas limited when the units.



## ➤ **Communication**

we know that is go to get our message across to others clearly and unambiguously and it is most important for our progress. for this ,we must understand what our message is who the audience is and how it will be perceived is and how it will be perceived .we must also weight in the circumstances surrounding our communication ,such as the situational and cultural context .

## ➤ **Investive communication**

effective communication and interpersonal skills are crucial to the success of an academician as they help him in dealing with people at the emotional level effective communication and soft skill not only improve relationships ,but also improve efficiency ,communication effectively is characterised by such things as active listening using self for message content amendment , positive body language and asking the right question .

## ➤ **soft skill**

soft skill are a combination of people skill, emotional skill communication skill and interpersonal skill typically ,soft skill are inherent to a particular person and are not exactly teachable.

## ➤ Effective communication

Effective communication

Productive relationship

- we communicate to
- get information
- motivate
- get feedback
- sell
- greet

## NOTICE

### Writing a notice

Meetings are a frame of formal interaction and are held in all. Organization

there are three major components of a meeting -

Notice

Agenda

Meeting

Notices are written information about the

date

time and venue of a meeting

notice are sent to all those who nacre entailed to attend the meeting

they are sent a few Alay before the meeting.

notice

the seventh meeting of the executive committee will be held as per the following schedule-

date- July 2020

day – Friday

venue- seminar hall , hotel Anaya, divide

to the members of the executive committee

the acronym aids stands for-

- Attention
- Interest
- Desire
- Action

➤ Types of business

- Sales letter / business letters
- letter of inquiry
- letter of quotation
- letter of order
- letter of complaint / chain
- letter of adjustment /settlement.

➤ video call etiquettes

## Test the equipments

- Camera
- Speaker
- Microphone

- Interview

## Types of interview

- walk -in - interview
- general interview
- On – line- interview

exit interview

- other interview

by doctor , police , etc.