CCA-103: Communication & soft skills

Assignment

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

Ans. Communication is a process, and if the process breaks down, communication will fail. In this lesson, you'll learn about the communication process. We'll also discuss how the concept of noise can disrupt this process.

Communication Defined

Lindsey is the supervisor of a team of employees in a research and development department for a small tech company that focuses its research on new apps. Her boss wants Lindsey to work on a new project. But Lindsey can't successfully manage her team in order to complete the project unless she is able to effectively communicate with them. **Communication** is the process of conveying information between two or more people. The **communication process** is the steps we take in order to achieve a successful communication.
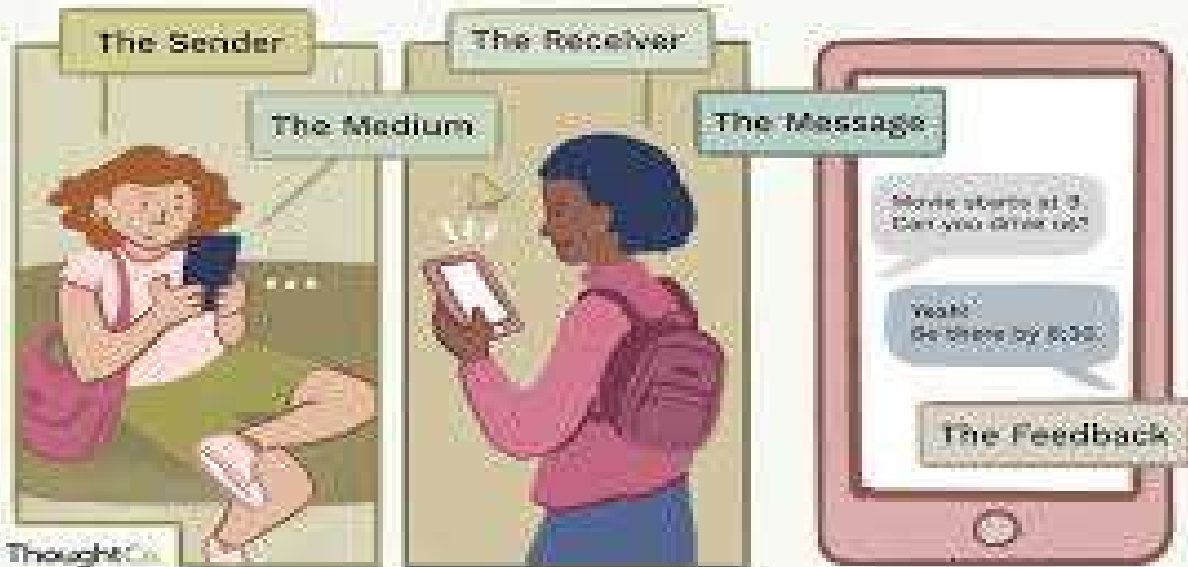
Communication Process

The communication process consists of several components. Let's take a look.

A **sender** is the party that sends a message. Lindsey, of course, will be the sender. She'll also need the **message**, which is the information to be conveyed. Lindsey will also need to **encode** her message, which is transforming her thoughts of the information to be conveyed into a form that can be sent, such as words.

A **channel of communication** must also be selected, which is the manner in which the message is sent. Channels of communication include speaking, writing, video transmission, audio transmission, electronic transmission through emails, text messages and faxes and even nonverbal communication, such as body language. Lindsey also needs to know the target of her communication. This party is called the **receiver**.

Elements of the Communication Process

The Sender — The Receiver

The Medium — The Message

The Feedback

The receiver must be able to **decode** the message, which means mentally processing the message into understanding. If you can't decode, the message fails. For example, sending a message in a foreign language that is not understood by the receiver probably will result in decoding failure.

Sometimes, a receiver will give the sender **feedback**, which is a message sent by the receiver back to the sender. For example, a member of Lindsey's team may provide feedback in the form of a question to clarify some information received in Lindsey's message.