

## CCA-103: Communication & Soft Skills

### Assignment

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

examples.

**Ans:**

- **Sender:** The person who initiates the communication.
- **Message:** The information or idea that the sender wants to convey.
- **Encoding:** The process of converting the message into a form that can be transmitted, such as words, symbols, gestures, etc.
- **Channel:** The medium through which the message is sent, such as voice, text, email, video, etc.
- **Receiver:** The person who receives the message.
- **Decoding:** The process of interpreting the message by the receiver.
- **Feedback:** The response or reaction of the receiver to the message, which indicates whether the message was understood or not.
- **Context:** The situation or environment in which the communication takes place, which affects the meaning and interpretation of the message.
- **Interference:** The factors that hinder or distort the communication process, such as noise, distractions, biases, emotions, etc.

**Example:** Suppose you want to invite your friend to a party. You are the sender and your friend is the receiver. You encode your message into a text message and send it through your phone, which is the channel. Your friend receives and decodes your message on their phone. They reply with a feedback message saying they will come. The context of the communication is casual and friendly. The interference could be anything that prevents your friend from receiving or understanding your message, such as low battery, poor network, misinterpretation, etc.