



Communication & Soft Skills

CCA
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CCA-103: Communication & Soft Skills

Assignment

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

Here are a few common interpretations you might mean:

- Communication process and its elements

If you're referring to the communication process, here's a detailed explanation:

1. Communication Process and Its Elements (with Examples)

Definition:

The communication process refers to the steps by which a message is transmitted and understood between a sender and a receiver. It ensures that information is shared effectively.

Elements of the Communication Process

1.1 Sender (Communicator):

The person or entity who initiates the message.

Example: A teacher explaining a concept to students.

1.2 Message:

The information, idea, or thought that is being communicated.

Example: The lecture content being delivered.

1.3 Encoding:

The process of converting the idea into a form that can be transmitted (e.g., words, gestures, symbols).

Example: The teacher uses spoken language and PowerPoint slides.

1.4 Channel (Medium):

The medium through which the message is sent.

Example: Spoken words, video call, email, text message.

1.5 Receiver:

The person or group who receives and interprets the message.

Example: Students listening to the lecture.

1.6 Decoding:

The process of interpreting or making sense of the message.

Example: Students trying to understand the topic taught.

1.7 Feedback:

The response given by the receiver back to the sender.

Example: Students asking questions or submitting assignments.

1.8 Noise:

Any interference that distorts or interrupts the message.

Example: Background noise, technical issues, language barriers.

Example Scenario: Workplace Communication

- **Scenario:** A manager sends an email to employees about a new policy.
- **Sender:** Manager
- **Message:** New work-from-home policy
- **Encoding:** The manager writes a formal email
- **Channel:** Email platform (e.g., Outlook)
- **Receiver:** Employees
- **Decoding:** Employees read and interpret the policy
- **Feedback:** Employees reply with questions or acknowledgement
- **Noise:** Misinterpretation due to vague wording or not reading the full email

