

Communication and soft skills

Communication plays an important role for humans and organization. Communication process very helpful to sharing ideas, information and feeling etc. from one person to another or one place to another.

Process of Communication

Following steps are involves in communication process.

1. Sender

Source of message or who sent the information.

2. Message

Information, idea or data contain in a message.

3. Encoding

The message generated by the sender is encoded symbolically such as in the form of words, pictures.

4. Media

Media is a way through which message is transmitted.

5. Decoding

It is the process of converting the symbols encoded by the sender.

6. Receiver

Person who is last in the chain and for whom the message was sent by the sender.

7. Feedback

Confirmation by received that he/ she received the message.

8. Noise

Amy obstruction that is caused by the sender, message or receiver during the process of communication

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