

ASSIGNMENT-3RD

COMMUNICATION & SOFT
SKILLS

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COURSE : - CCA

Assignment

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

Ans. Communication is the process of exchanging information, ideas, thoughts, and feelings between two or more individuals. It involves the transmission of messages through different channels such as verbal, nonverbal, written, or visual means. Effective communication requires the sender to encode the message in a way that the receiver can understand and decode it accurately. The following are the elements of communication:

1. Sender: The sender is the person who initiates the communication process by encoding and transmitting the message. The sender's role is to ensure that the message is clear, concise, and relevant to the receiver.

Example: A manager sending an email to his team members about a new project.

2. Message: The message is the information or content that is being transmitted from the sender to the receiver. It can be verbal or nonverbal, written or visual.

Example: The message in an email could be about a new project that needs to be completed within a specific timeframe.

3. Channel: The channel is the medium through which the message is transmitted from sender to receiver. It can be face-to-face, over the phone,

email, text message, video conferencing, etc.

Example: An email channel used by a manager to communicate with his team members.

4. Receiver: The receiver is the person who receives and decodes the message sent by the sender. The receiver's role is to interpret and understand the message accurately.

Example: Team members who receive an email from their manager about a new project.

5. Feedback: Feedback is the response or reaction of the receiver to the message sent by the sender. It helps in ensuring that both parties have understood each other correctly.

Example: Team members responding to their manager's email with questions or concerns about the new project.

6. Context: Context refers to the situation or circumstances in which communication takes place. It includes factors such as time, place, culture, and social norms.

Example: A manager communicating with team members from different countries and cultures, requiring the use of appropriate language and cultural sensitivity.

In conclusion, communication is a complex process that involves multiple elements that must work together to ensure effective transmission of information. By understanding these elements, individuals can improve their communication skills and create more productive and positive interactions.