

Q1 Elaborate the process & elements of communication in detail through suitable examples.

communication process

The communication process is a systematic approach to convey information, ideas, or messages from information, one entity to another. It involves several elements that work together to process can be broken down into the following step:

- ① Sender: The person or entity that initiates the communication process by conveying a message.
- ② Message: The information idea, or thought that the sender wants to convey to the receiver.
- ③ Receiver: The person or entity that receives the message and interprets its meaning.

Elements of communication -

Effective communication involves several key elements that work together to ensure the message is conveyed successfully. These elements include:

- ① Verbal communication: The use of words, tone, and language to convey a message. Examples include face-to-face conversation, phone calls, and video conferencing.
- ② Nonverbal communication: The use of body language, facial expressions, and tone of voice to convey a message. Examples include gestures, posture and eye contact.
- ③ Written communication: The use of images, videos, and graphics to convey a message. Examples include presentations, infographics, and social media posts.

Examples -

- ① face-to-face conversation: A manager (sender) conveys a new project deadline to an employee during a meeting. The manager uses verbal and nonverbal communication (tone, body language) to convey the message. and the employee provides feedback by asking clarifying questions.
- ②. Email communication :
A customer service representative sends an email to a customer regarding a product refund. The representative uses written communication to convey the message, and the customer responds with feedback via email.