

1. Fundamentals of Communication Skills:-

* It's the Process of expressing ideas and feelings or of giving people information.

Effective Communication:-

* It communicates, Get information, motivate, Persuade, Sell, Greet, etc...

Purpose of Communication:-

- * Information
- * Regulations or Policies
- * motive
- * Advice
- * Negotiation
- * Warnings
- * Accomplishment of functions of management.

Qy

Do's and Don'ts of Communication:-

- * use of familiar and easy words
- * use of clear sentences
- * use of active voice
- * Avoid redundant & repetition

Levels of Communication

Based on communication channel

1. Non-Verbal

2. Verbal → oral, written

oral → face to face / Distance

Based on Style and Purpose

1. Formal
2. Informal

Formal Communication:-

* It involves the transfer of information, instruction, advice, request, feedback, and ideas.

* It is classified into 3 types

1. downward
2. upward
3. horizontal

Levels of communication:-

1. Intrapersonal Level
2. Intrapersonal Level
3. Interpersonal Level
4. Organization Level
5. Mass Level.

Ingredients of Professional communication:-

7Cs like,

1. clarity
2. completeness
3. correctness
4. conciseness
5. consideration
6. courtesy
7. credibility

correctness:-

Nb. Grammatical Errors

conciseness:- convey in least possible words.

credibility :- Trustworthy & Reliable.

Writing a Notice:-

* meetings are a form of formal interaction and are held in all organization.



* notice are written information about the

* Day

* DATE, time, venue.

Types of Business Letter:-

Sales Letter / Business Letter:-

* Business letters are written to generate business by selling the products or the service.

Letters of Inquiry:-

* Inquiry letters are written by the customers clients to company for inquiring about the products services, their features, prices and other things.

Letters of Quotation:-

* Letters of Quotation are written to the customer by the company for showing the prices and the features of the product / service.

Letter off order:-

* order letters are written by the customer to the company when they feel satisfied with the quotations.

Letter off Complaints:-

* Complaint letters are written by the customers to the company when they are not satisfied with the quality or features of delivered product.

Resume writing:-Types:-

1. chronological resume
2. functional resume
3. combination resume

* A personalized or tailored combination resume is preferable.

Do's & Don't of resume writing

- * A resume should not be hand-written.
- * Durable, good quality, Do not be wavy
- * coloured Paper should be avoided.
- * Font size should not be less than 12 and more than 14.

Personal Grooming Habits:-

- * Hair
- * Nails
- * Dress
- * make-up
- * overall cleanliness.

Reason to SMILE;

You are not completely dressed
until your face wears a smile.

- Mahatma Gandhi

Video call Etiquettes:-* Test the equipments

- Camera
- Speaker
- microphone

Don't delay start timings:-

* Don't keep others waiting -

Appearance:-

- * See how you look
- * Dress as if you are in office.
- * mind your language
- * Be Patient, with newbies
- * No spamming please
- * Avoid overuse of emoticons

Group discussion:-

* The term "Group discussion" is meant to a scene in which a few persons sit together and exchange their views and information.

Types:-

1. moderated GD
2. Non-moderated GD