

COMMUNICATION & SOFT SKILLS

Communication:

* Most of the time communication gets confused with conversation

* Latin word 'communicare' means sharing

Communication process

* The communication process refers to the way of sharing information verbally or non-verbally between the sender and receiver

Communication elements:

* communication elements refer to essential tools of communication on which the communication process is conducted

Elements of communication

process are

* The 9 elements of the communication

* context

* Decoder

* Sender

* Receiver

* Encoder

* feedback

* message

* Noise

* channel

Example of communication elements:

* Lakshmi requested her husband Sekar deposit 10,000 for electricity bill while talking to Sekar on a smartphone at the same time, her son Hari watching a cartoon video on television with the volume on high. Therefore, Sekar could not understand exactly how much needs to pay for the electricity bill, so she repeated the same words to confirm him, consequently, Sekar asked about the due date of paying the last date to pay the electricity bill without penalty. In the meantime, she showed her an angry face to Hari to reduce tv volume. Instantly Hari reduced the volume.

2.
* Based on the example the context is the social context
Lakshmi is the sender and encoder at the same time
receiver and decoder. In similar Sekar is also a sender
and encoder at the same time receiver and decoder.
Turning the thought into the message is the act of
encoding. In contrast, translating the message into thought
is the process of decoding. The smart-phone is the medium
channel of the environmental noise that hampers the communica-
tion process.

context:

* context refers to the environment of communication
in which the interaction happens or takes place.

The context may be physical, historical,
psychological, social, chronological or cultural.

Example:

* Lakshmi is talking to her husband internally,
so she feels very comfortable, therefore the social
context has been designed from communication process.

sender:

* A sender is a person who sends the message to
the receiver.

* The sender is also known as the encoder of the
message.

Example:

* Lakshmi is the sender and encoder who sends
message to communicate with Sekar.

Encoding:

* Encoding means transforming abstract opinions and
ideas into symbols such as words, pictures, signs
and marks.

* The encoding process is related to the sender
and receiver.

Example:

* Lakshmi converted his thought into words to con-
vey the message to her husband called encoding.

~~Communication Process~~
message:

- * The message refers to the information, ideas, feeling, opinion, thought, attitude and view that the sender wants to deliver to the receiver
- * message may convey through verbal and non-verbal uses
- * verbal uses are the spoken language of the speaker for instance, spoken words

Example:

- * Lakshmi was speaking to convey a message that indicate verbal communication, she also showed her angry face to her son to reduce the volume of TV called non-verbal communication

channel:

- * channel is the way or tool of transmitting the message
- * communication use different channels to communicate in a distinct context of communication

Example:

- * Lakshmi has transmitted the message through a smartphone so the smartphone in the channel of the communication process. channel is TV, Radio, Newspapers, social media and five human senses

Decoding:

- * Decoding is "the process of translating an encoded symbol into the ordinary understandable language in contrast to the encoder"
- * Decoding is the opposite process of encoding to get the meaning of the message

Example

Lakshmi has transformed his thought into words to convey the message to her husband called Decoding

Receiver:

- * A receiver is a person for whom the message is targeted in contrast to the sender
- * Receiver can be one person or a group of people or a big amount of population

Example: Lakshmi has sent the message forgetting to whom she wants to communicate.

feedback:

- * feedback in communication refers to the response of the receiver or audience
- * feedback may be verbal or non-verbal (in the form of smiles, sighs etc)
- * feedback is also one of the important elements of the transactional communication process

Example: Lakshmi's husband asked about the due date of paying the electricity bill

Noise:

- * Noise refers to the communication barrier or obstacles to effective communication
- * Noise is an unwanted element of the communication process that communication always want to avoid during the interaction

Example:

Lakshmi's son watches a cartoon videos on television with the volume on high, when talking to her husband. The sound of the cartoon video bars Lakshmi from listening to her husband's speech. So it is an example of a communication barrier or noise

conclusion:

In conclusion, these nine elements of the communication process are context, sender, encoder, message, channel, decoder, receiver, feedback, and noise. These components are essential in the transactional communication process.