

ASSIGNMENT

**COURSE: CERTIFICATE IN COMPUTER
APPLICATION (CCA)**

COURSE CODE: CCA-103

TOPIC: COMMUNICATION & SOFT SKILLS

**CENTRE: UNIFY CSC ACADEMY, DEMTHRING,
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Q. Elaborate the communication skills both Verbal and Non Verbal.

Ans

Verbal - is the literal sense, verbal communication skill is oral with words that you or other speak out loud. on the other hand, non-verbal communication is about what's not said out loud: gestures, facial expression, and body language. Verbal communication is the use of words to share information with other people. It can therefore include the spoken and written communication.

Non Verbal - communication is the transmission of message or signals through a non-verbal platform such as eye contact, facial expression, gestures, posture, use of object and body language. It includes the use of social cues, kinesics, distance and physical environment/appearance, of voice and of touch. It is the conveying information without using words. This might involve using certain facial expression or hand.