

CCA-103: COMMUNICATIONS & SOFT
SKILLS

ASSIGNMENT

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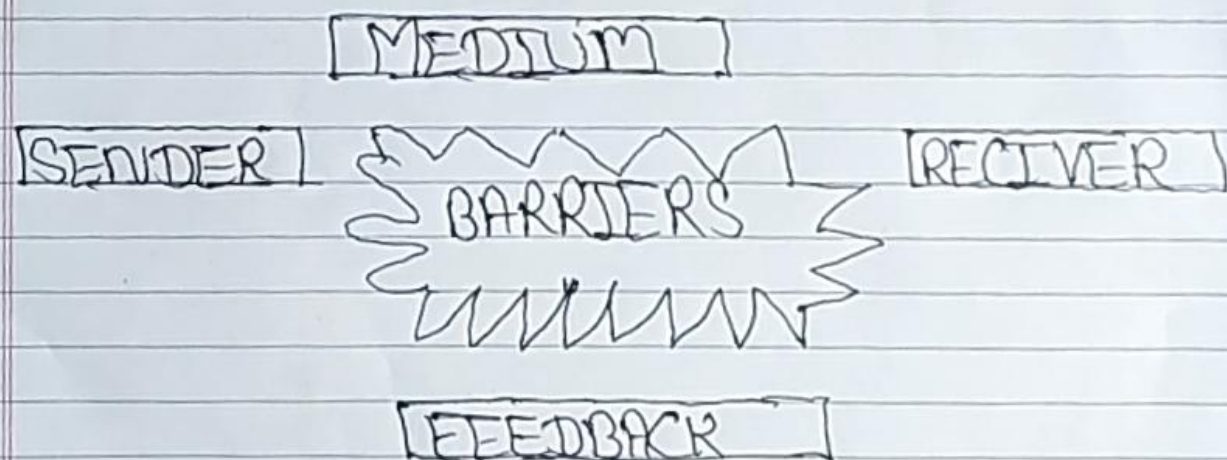
Minakshi Kumari
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Q.1. > Elaborate the process & elements of communication in detail through suitable examples.

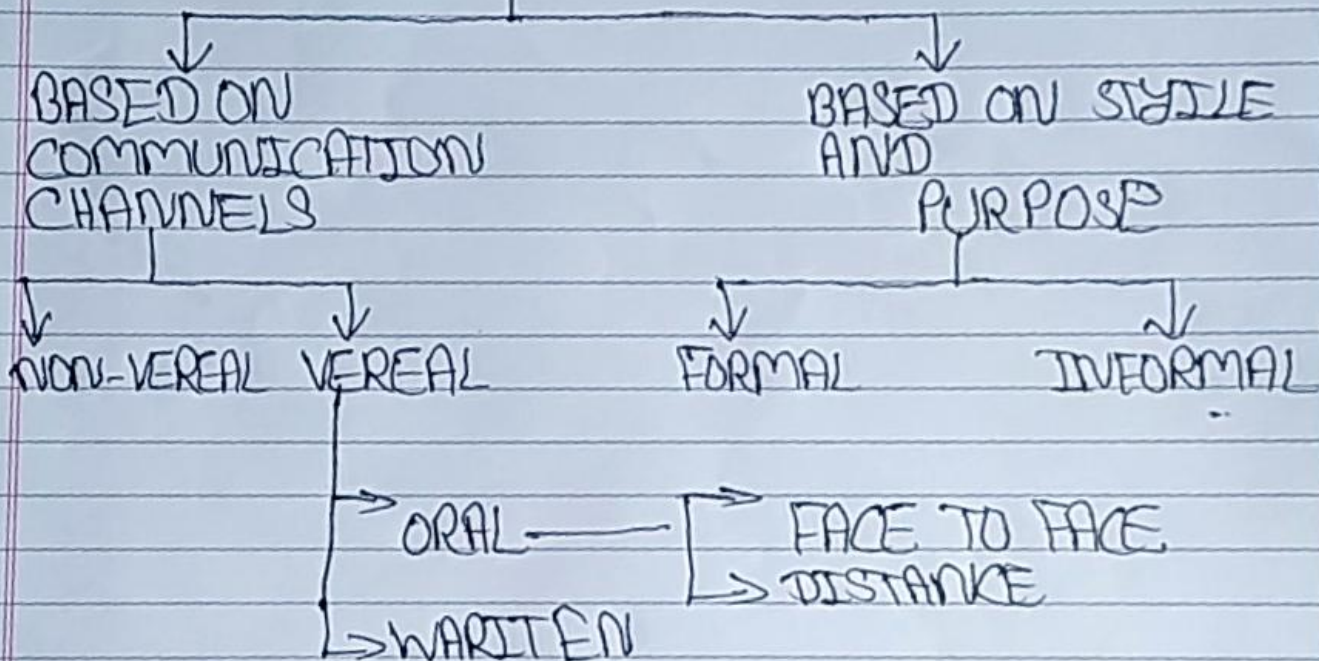
Ans. > Communication is the art of transmitting knowledge, ideas, information and thoughts from one person to another.

The transfer should be such that the receiver understands the meaning and the intent of the message and give proper feedback.

Process of communication



Types of communication



Forms of communication

Formal

Downward communication

Upward communication

Horizontal communication

Informal

breaktime

Casual gathering

Lunch time gathering

Diagonal communication occurs between sub ordinate of one department with the senior person of another department.

Formal vs Informal Communication

Formal Communication Informal "

1. Purely Pastical motives

1. Artistic, aesthetic aim

2. Involve intellect

2. Can be an affair of heart

3. Precise and direct

3. Inflated and roundabout

4. Always impersonal

4. Can be personal

5. Deals with facts

5. Deals with emotions & fancy

6. Objective style

6. Subjective style

7. Related to specific purpose

7. Related to file in general

E.g: Report, Personal, novel etc.

E.g: Poetry, novel, short story etc.

Levels of Communication

Human Communication takes place of various levels:

- ▶ Extrapersonal level
- ▶ Interpersonal))
- ▶ Intra))))
- ▶ Mass))
- ▶ Organization))

