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(CSC ACADEMY)

ASSIGNMENT-3

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ASSIGNMENT - 3

COMMUNICATION AND SOFT SKILL

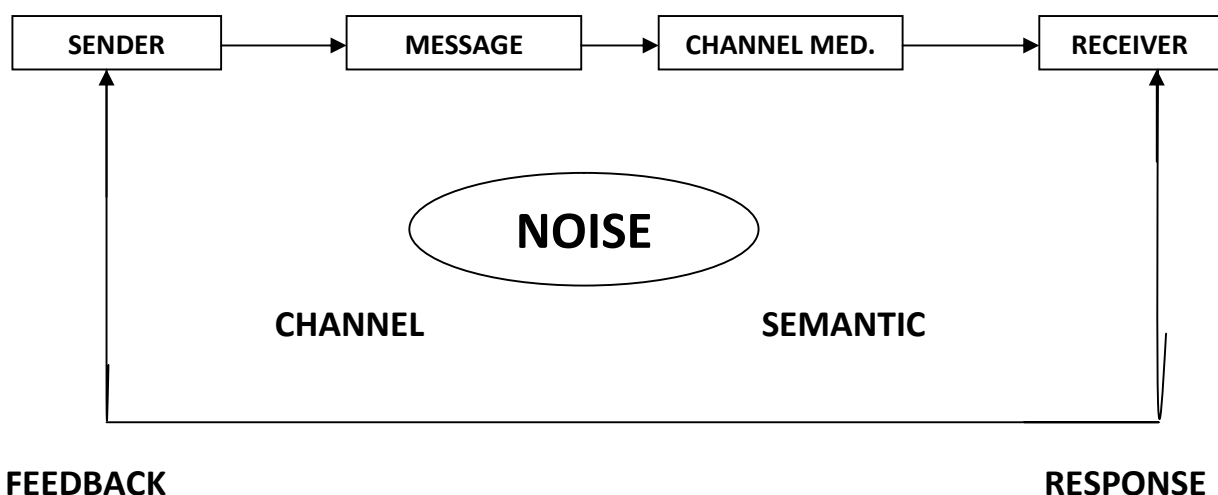
Ques.1- Elaborate the process & elements of Communication in detail through suitable examples.

Ans. - COMMUNICATION: -Communication refers to the process of expressing ideas and feelings or of giving people information.

In this modern world communication has become a medium to express and to spread various ideas and thoughts.

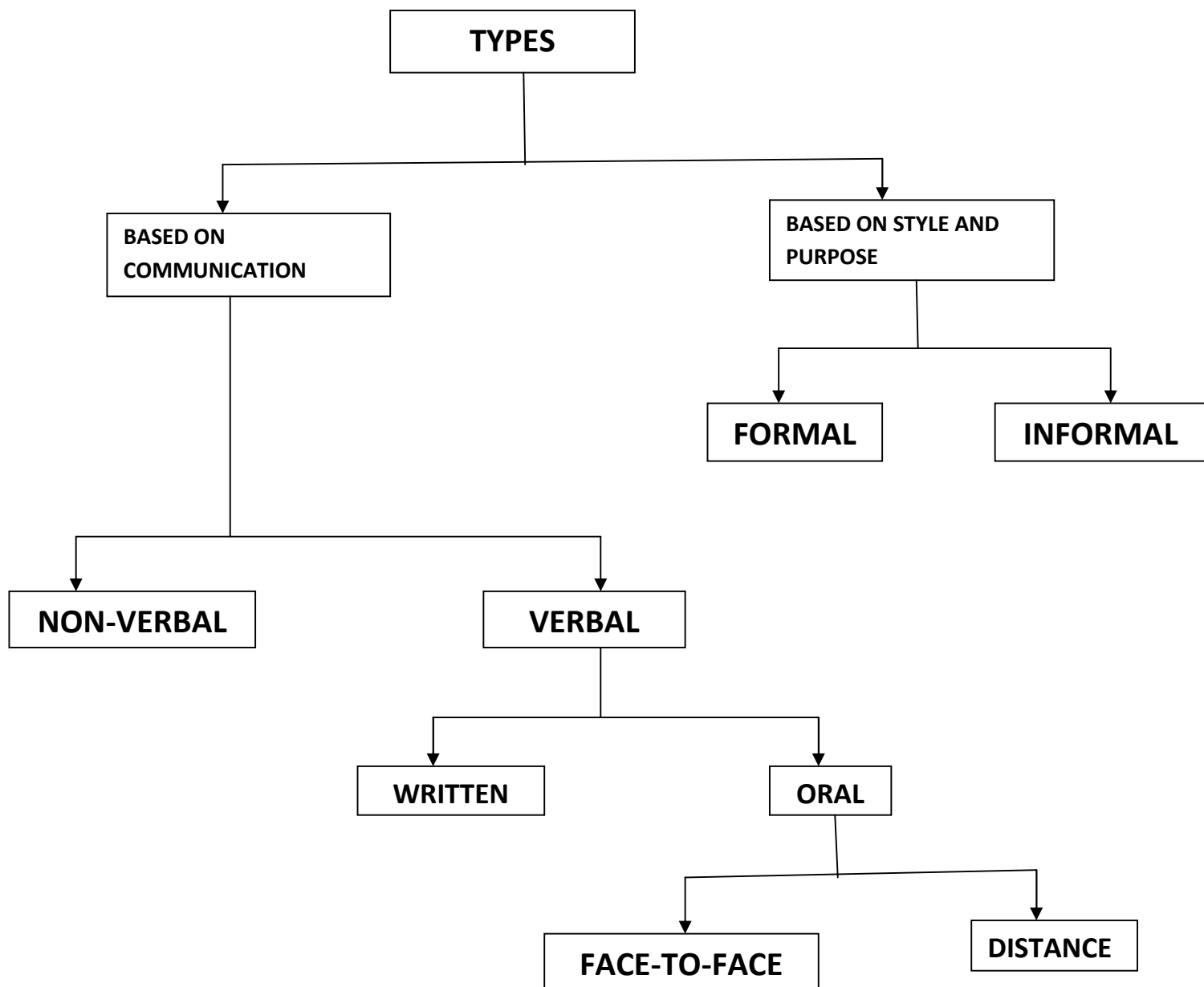
PROCESS OF COMMUNICATION: -Communication process contains the following elements –

- Sender
- Message
- Channel Medium
- Receiver
- Noise
- Feedback
- Response
- Semantic
- Channel



ELEMENTS OF COMMUNICATION: -There are two types of communication elements: -

1. Based on communication channel
2. Based on style and purpose



BASED ON COMMUNICATION CHANNEL: -

- **NON-VERBAL COMMUNICATION** –It refers to the transmission of messages or signals through a non verbal platform such as eye contact, facial expressions, gestures, postures and the distance between two individuals.
- **VERBAL COMMUNICATION**: -It is the use of sounds and words to express you, especially in contrast to using gestures or mannerisms. It has two types –

1. Written
2. Oral

Oral type of verbal communication is further divided into two types:

1. Face-to-Face
2. Distance

BASED ON STYLE AND PURPOSE:-

- **FORMAL COMMUNICATION:** -It refers to the flow of official through proper, predefined channels and routes. The flow of information is controlled and needs deliberate effort to be properly communicated. It follows a hierarchical structure and chain of command.
- **INFORMAL COMMUNICATION:** - It is a casual and unofficial form of communication wherein the information is exchanged spontaneously between two or more persons without conforming the prescribed official rules, processes, system, formalities and chain of command.

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