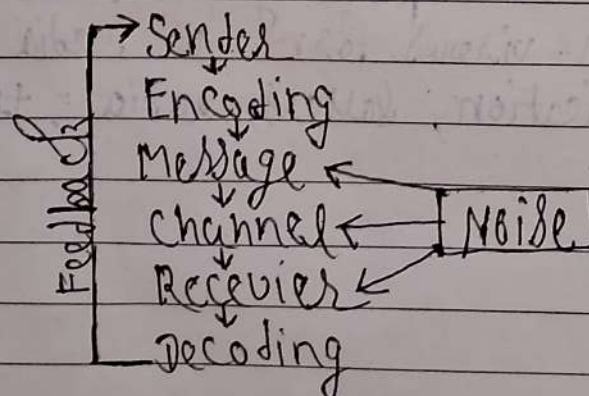


CCA-103: Communication & Soft Skills Assignment

The elements involved in the communication process are explained below in detail:

1. Sender. The sender or the communicator generates the message and conveys it to the receiver.
2. Message. It is an idea, information, view, fact, feeling etc.
3. Encoding. It is the process of converting the idea, thinking or any other component of message into symbols, words, actions, diagrams etc. For example, message is converted into words and actions.
4. Media. It is the medium, passage or route through which encoded message passes by the sender to the receiver. There are various forms of media like face to face communication, letters, radio, television, e-mail etc.

5. Decoding --- It means translating the encoded message into language understandable by the receiver.
6. Receiver --- He is the person to whom the message has been sent. For example, subordinates are receiver.
7. Feedback --- It is the response by the receiver. It marks the completion of the communication process.
8. Noise --- it is the hindrance in the process of communication. It can take place at any step in the entire process. It reduces the accuracy of communication e.g. 1) Disturbance in the telephone lines, 2) An inattentive receiver 3) Improper decoding of message etc.



communication process consists of following steps:

- (a) The sender formulates the message that he wants to convey to the receiver.
- (b) He encodes or translates his message. He may take the help of symbols, words, actions, diagrams, pictures etc.
- (c) He selects an appropriate channel or medium through which the message is to be transmitted. It can be face to face communication, letters, radio, television, e-mail etc.
- (d) The message is received by the receiver.
- (e) Received message is decoded by the receiver so that the receiver can draw the meaning of the message.
- (f) The receiver sends his response to the sender. In case of any confusion, the same is conveyed and any necessary clarification sought.