

CCA-103

ASSIGNMENT

ON

COMMUNICATION

AND

SOFT SKILLS.

Q1. Elaborate the process and elements of communication in detail through suitable examples.
Ans ⇒ The process and elements of communication are:

The process of communication:



Barriers to communication:

Classification of Barriers are:

1. Physical Barriers.
2. Psychological Barriers.
3. Organizational Barriers.

1. Physical Barriers:

a) Faulty Organizational Structure:

- Large working area.
- Closed office doors.
- Separated areas for people of different status.
- It forbids team member from effective interaction with each other.

b) Noise:

- Physical noise (outside disturbance).
- Psychological noise (in attentiveness).
- Written noise (bad handwriting/typing).
- Visual noise (late arrival of employees).

c) Time and Distance:

- Improper time.
- Defects in medium of communication.
- Network facilities.
- Mechanical Breakdowns.

d) Information Overload:

- Piling up of tasks due to improper time management.
- Excess number of people assigned for same task.
- Work overload/Information duplication.

e) Language Barriers:

- Different languages.
- No clarity in speech.
- Using Jargons.
- Not being specific.

2. Psychological Barriers: Psychological barriers can be described as the cause of distorted communication because of human psychology problems.

Psychological Barriers:

- Attitude and opinions.
- Emotions.
- Filtering and distortion of messages.
- Status differences.
- In attention.
- Closed mind.
- Fields of experience.

Others include:

- Group identifications.
- Self-image.
- Premature evaluation.
- Distract.
- Poor retention.

Cross Culture Communication:

- Meaning of Cross Culture Communication.
- Understanding different culture facilitates cross culture communications.

Different Cross Cultural Barriers:

- Languages.
- Values.
- Social Relation.
- Concept of time.
- Concept of space.
- Gestures.

3: Organisational Barriers:

- Listening
- Speaking
- Writing
- Reading.

Barriers to Active Listening

Inadequate Language Base

- Insufficient technical vocabulary combined with fear or shyness to ask clarifications.

Partial listening

- Distracted with objects on the computer over the phone.
- Reading something during a conversation.

Disinterestedness

- Lack of interest in the subject.
- Paying attention to other subject.
- Students recall better than data shown on educational video.

Prejudging the speaker/speech.

- Forming conclusions just by looking at the speaker dress, appearance, posture etc.
- Gender and colour preferences.
- Status and stereotyping affecting critical thinking.

Over-enthusiasm / Intolerance:

- Over-enthusiasm to supply gaps in speaker ideas.
- Intolerant to wait till the end of the speech.
- Advanced questions and interposes quickly.

Five Keys to Effective Writing.

- Put the reader first
- Use simple words and short sentences.
- Use jargon only when necessary.
- Write with verbs and nouns.
- Formed to improve readability.

Plan, Organize, Write:

- Before you begin.
- Who is the audience ("My audience is ____.")
- Purpose of the message ("My purpose is ____.")
- How will the reader use the information ("So that the reader will ____.")

Tips for effective writing:

- Develop an outline.
- Write the easiest part first.
- Develop major sections one at a time.
- Introduction for main ideas.
- Main point in first paragraph.
- Turn off your internal editor.
- 90% of writing is re-writing and editing.
- Let the document cool.

- Run a Fog Test.
- Aim to cut first draft by at least 10%.

Reading Strategies:

- Predict.
- Visualize
- Connect
- Question
- Clarify
- Evaluate.

Non-Verbal Communication:

1. Body Language:

Body language = kinesics = the physical movement.
Kinesics: the way body communicates without words through various movements of its parts.

A presenter should pay attention to his body language under the following guidelines:

1. Maintain Eye Contact - an effective means of developing rapport.
2. Keep a pleasant face - face is the index of mind.
3. Wear a natural smile.

2. Gestures and Posture:

Gestures: Movements of body parts to convey meaning.
Gestures should be co-ordinated with proper intensity of speech.

- The quieter the gesture the louder the speech.
- Keep positive posture.

- If sitting in chair, push your body to the back.
- Keep your legs stationed on the ground.

C. Non-verbal Messages.

Let me speak:

- Finger tapping
- Foot tapping
- Staring

Evaluating:

- Sucks pencil
- Strokes chin
- Looks up and right
- Legs crossed
- Ankle on knee

Listening:

- Head tilted
- Lots of eye contact.
- Nodding
- High blink rate.

Lying:

- Touches face
- Hand over mouth
- Pulls ear
- Eyes down.

Ingredients of Professional Communication (7Cs):

Clarity: Complete clarity of thoughts and ideas.

Completeness: Messages must be completed.
⇒ Convey all the facts.

Correctness: No grammatical errors.

Conciseness: Convey in least possible words.

Consideration: Audience.

⇒ Analysis.

Courtesy: Respect full, polite and non biased.

Credibility: Trust worthy and reliable.

Notice, Agenda and Minutes:1. Notice: Writing A Notice:

- Meetings are a form of formal interaction and are held in all organization.
- There are three major components of a meeting.

2. Agenda: Writing An Agenda:

- Agenda provides structure and focus and clearly indicates the purpose of the meeting.
- Agenda serves as the road map for the meeting.
- An agenda is the list of topics to be addressed in the meeting.

3. Minutes of Meeting (MOM): Writing MOM:

- Minutes are the written proceedings of the business transacted during a meeting.
- Minutes serve as an official record of what took place during a meeting.
- The minutes are generally recorded sequentially.
- Minutes, thus, are a written record of a meeting times, attendance, topics covered, discussions and topics approved.
- Minutes of a meeting form the basis of future action such as promotion of staff, determining the incentive, procedural changes etc.

Business letters:AIDA approach of writing Business letters

The acronym AIDA stands for:-

Attention

Interest

Desire

Action

These are the stages that a receiver/consumer goes through when reading a business letter. Remember the purpose of a business letter is to create business.

The first and foremost, the letter should grab the attention of the reader. The subject-line, therefore, must be crisp and precise with strong key-words.

The initial few lines of the letter must be such as they invoke interest in the mind of the receiver.

After creating an interest, the letter has to bring desire in receiver's/consumer's mind to use the product and finally the consumer has to take a favorable action towards the product by ultimately purchasing the products.

Resume Writing:

- Resume v/s CV
- Chronological and Functional Resume.
- Preparing a resume.

Difference between CV and Resume.CV or Curriculum Vitae is -

- Over all summary of educational and experience.
- Used for academic teaching or academic administration.
- Also used for grants of fellow ships.
- Can be of 10-12 pages sometimes.

A Resume is -

- A customized/personalized or tailored information.
- Includes educational and experience.
- Used when applying for jobs - public or private.
- A Job-specific document.
- Generally 1 to 2 pages.

Types of Resume

- Chronological Resume: A detailed history of education and experience.
- Functional Resume: Talent and skills are emphasized.
- Combination Resume: A combination of both. A personalized or tailored combination resume is preferable.

Do and Don't's of Resume Writing.

- A resume should not be hand-written.
- Durable, good quality and fresh piece of paper should be used.
- Coloured paper should be avoided. Color print-out is acceptable.
- Do not be wordy, write point, wise using bullets.
- Writing hobbies/interests is not a must. They should be relevant to job.
- Do not write references will be provided if requested.
- Name on the bottom of second page is a must.
- Do not print on both sides of the paper.
- Font size should not be less than 12 and more than 14.
- Artistic or over-sized fonts should be avoided.
- Use same font and font-size for complete resume.
- Times New Roman, Arial, Calibri and Cambria are formal and standard fonts.

Personal Grooming Habits.

Grooming involves all the aspects of your body:

- Hair
- Nails
- Dress
- Make-up
- Over all Cleanliness.

Video Call Etiquettes:

→ Test the equipments:

- Camera
- Speaker
- Microphone

Video Call Etiquettes:

- Don't delay start timings
 - Don't keep others waiting.
- Beware of 'Candid Camera'.
 - It may result in embarrassment and humiliation.
- Camera positioning
 - Check in advance.
 - Also check background and surroundings.
- Appearance.
 - See how you look.
 - Dress as if you are in office.
- Don't do multi-tasking.
 - See how you look!
 - Dress as if you are in office.

Net Etiquettes:

- Avoid Plagiarism
 - Scan before you post.
- Use proper quotes.
 - Use the full quotes.

- Don't gossip.
 - Keep personal information personal.
- Don't steal copyrighted stuff.
 - Pictures
 - Videos etc.
- Mind your languages.
 - No slangs
 - No obscenity please
- Be patient with newbies.
 - Internet newbies may take more times to read, comprehend and respond.
 - Don't demoralize them.
- No spamming please.
 - This is irritating and may put you in trouble.
- Avoid overuse of emoticons.
 - Avoid overuse them completely in formal communication.
- Avoid using internet for personal interests in office.
 - This is objectionable
 - You are being watched.

Employability Skills: Group Discussion:

The term 'Group Discussion' is meant to a scene in which a few person sit together and exchanges in their views or information.

In other words, a Group Discussion is an evaluation of the total personality of a candidate. his

Communication skills, knowledge, attitude and his ability to succeed in a group.

For an effective and meaningful group discussion, the ideal number of participants is 5-7.

Types of Group Discussions:

Moderated GD: A GD where the co-ordinator instructs the group and asks the candidates to speak or to stop.

Non-moderated GD: A GD where the topic is announced and the participants are left free to carry the discussions in whatever direction they like.

Do's and Don'ts of GD:

- Keep your hands on the table.
- Sit straight and comfortable.
- Maintain eye contact (with participants)
- Initiate the GD.
- Do elaborate the topic in your own words.
- Speak clear and audible.
- Make sure to bring discussion on track.
- Show a positive attitude.
- Do not speak more than 6-7 sentences in one attempt.
- Listen carefully to others.
- Don't interrupt anyone unless he/she has spoken at least 4-5 sentences.

- Follow a formal dressing.
- Have good general awareness.
- Don't end up just by saying 'I agree with him/her'.
- Conclude the Group Discussion.

Interview:

Interview can be defined as a purposeful inter-personal communication between two individuals.

More specifically, an interview is an oral examination of an applicant for job.

Types of Interview:

- Walk-in-interview.
- General interview.
- Telephonic interview.
- On-line-interview
- Exit interview.
- Other interview.

Important Guidelines for Interview:

- Reach the venue one hour before the appointed time.
- You may have to fill forms and complete formalities.
- Keep the factors of jam, fog, agitations, processions and conveyance in mind especially for outstations interviews.
- On reaching the venue, do go to the reception or

the fixed table/person.

- Get your arrival recorded.
- Now, ask for the way to wash room, comb your hair, get fresh and mind your dress.
- Carry three copies of your resume, even if you have already sent them by mail or email.
- First impression is the last impression.
- Your first impression starts right from your entry.
- The moment your name is announced for the interview, take a deep breath once or twice.
- Ask 'May I come in Sir?' before entry, and look confident.
- Close the door after your entry.
- Walk enthusiastically, straight and confident.
- Stop near your chair and wish the chairperson first.
- Now wish others, from left to right.
- Keep standing till they ask or indicate you to sit.
- Sit with back support.
- Look happy and confident.
- Carry a good quality file/folder.
- Have excess baggage at the reception.
- Also carry a good quality pen and 2-3 blank sheets of paper.
- Carry your documents in order.

- When the interview is over, thank everyone in the same sequence as you had wished in the beginning.

- Leave the room confidently and slightly slow.
- Do not look back while leaving the room.
- Make sure to close the door after you exit.

Some more DOs and DON'Ts.

During the interview:

- You may drink water if you really need.
- Do not keep your hands in pocket.
- This shows insecurity and lack of confidence.
- Maintain eye contact mainly with that member of interview board who has asked the question.
- Do not propose to shake hand from your side, but if they do, shake hands confidently, properly and with a firm grip.
- Wipe wet or sweaty hands in advance.
- Maintain eye contact while shaking hands.
- Do not take your hand to your chest after shaking hands.

Be what you are

- Take the interview as if you are going to have a conversation with one of your learned relatives.