

Unit-1

RASPUT

→ Meaning, Definitions, Process of Communication, Barriers to Communications, Oral Presentation, Oral and Written form of Communication, non-verbal communication, LSRW skills, Phonetics, Language, Linguistics

* Q. Define the term communication? Or Explain the word communication? (A short question on 2M and long question 4M).

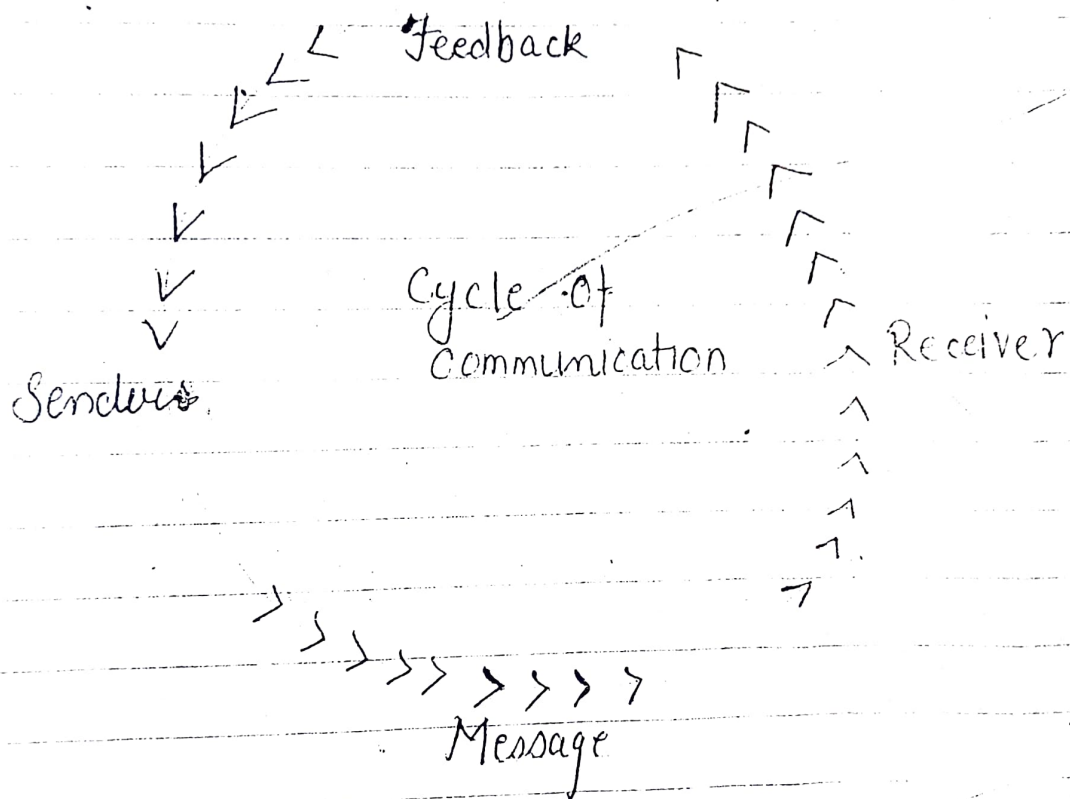
Ans

Comm The word communication is a latin derived from a latin word ~~communicatus~~ or "communicare". It means to share how share means sharing of ideas, thoughts, views, emotions, feelings, expressions and so on... Communication should be shared between two or more than two persons with proper understanding.

Definitions

- ① Prof Peter Little - "Communication is a process of sharing information from one person to another person."
- ② Prof. Newman Summer - "Communication is a two way process of exchanging information or knowledge between individuals or among many with proper understanding."

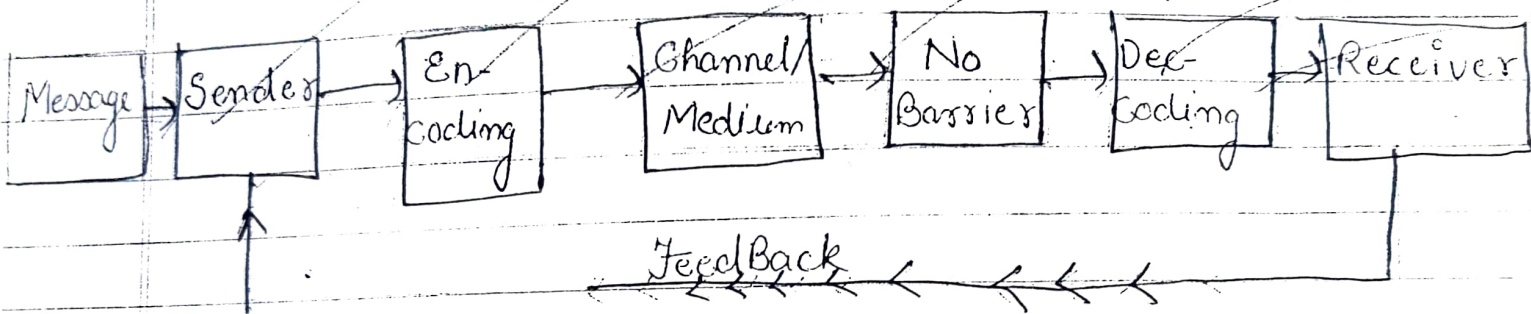
To sum up we can say that comm. is a two way process of sharing information knowledge from one person to another in proper understanding and feedback or reply. So we can draw a cycle of comm. on the basis of above definitions.



Thus communication is a kind of cyclic process. In which at one end we have sender to send the information to another end where receiver receives information with understanding and provides feedback or reply. This cycle works on and on.

Q Describe process of communication (Long Answer 5M).

Communication is a two way process of sharing information from person to another person with proper understanding and feedback. From outside the process of communication looks very simple, but it is very complex in nature. It requires several stages to make communication effective and successful. Following are the stages or steps which are involved in the process of communication



1. Message - No message no communication.
Message is the most important element to being any form of communication. A message may be long or it may be too short. A message may be oral or written or audio or visual but a message should be there to start the process of communication.

2. Sender - Sender is the person to send the information to the other party.
Sender should have interest or desirability to exchange that information.

Encoding - A message has to be encoded. Therefore one should arrange one's words and thoughts in a systematic and meaningful manner.

Channel

- A message has to be transd. To transmit any information we require a suitable channel. Selection of channel is based on nature and importance of a message.

No Barriers

- There should not be any barrier in the process of comm.

A barrier may stop or put the problems before the process of communication. Barriers may be of any kind should always be avoided. Some of the barriers are :-

Language, Emotion, Culture, Status, Fee Poor Feedback and so on.

Decoding -

A Receiver's job is to decode the information in order to get meaning out of the information and also to understand the information.

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7. Receiver :- Receiver is the person who receive the information with interest and active participation. Receiver has to provide he's reply in form of feedback.

8. Feedback :- Feedback is the reply which is given by the receiver after understanding of that information. Feedback should be given to the right person, in right manner, right attitude, right place and on right time. Feedback helps to develop better understanding and healthy relationship.

Q 3 ✓ Explain 4 Basic skills of communication? OR
What are the 4 Basic skills of communication? OR
Explain LSRW skills of communication and discuss which one is the most important one?

Communication is all about developing skills, skills are the abilities to perform anything with perfection. Skills can be developed through practice and experience.

In communication there are 4 basic skills and which are known as LSRW { Listening, Speaking, Reading, Writing }.
Out of which listening and reading are receptive skills and speaking & writing are called productive skills.

1. Listening :- In a research, it is found that 90% of our daily communication is based upon our listening skills. So we

should try to speak less and listen more. Listening helps to understand and develop a better relation relationship. Listening helps to get success in meeting interviews, face to face interaction and so on. Good listening skills are very useful in remembering anything for a long period of time or forever. There are classically two types of listening. Active listening and passive listening.

Active listening: In active listening listeners are actively involved in the process of listening. They have to be alert and attentive in order to take active part in the process of listening. For Eg:- Interviews, meetings etc.

Passive listening:- In such type of listening listeners are expected to just listen and enjoy. For Eg:- listening songs to radio, watching a movie.

There is a big difference between listening and hearing. In hearing no attempt is made to understand the meaning of sound. Sound comes and goes out like chirruping of birds. In listening an attempt is made to understand meaning of each and every word. Sometimes between the lines or sometimes beyond lines.

Q. What are the qualities of good listeners?

1. A good listener should be having a high level of concentration.

2. Don't interrupt others, while they speak.
3. Try to understand body language of your speaker, so a good speaker should have sound knowledge about body language.
4. Keep a diary and open to note down important points.
5. Ask questions towards the end of discussion to clarify your doubts.

(2) Speaking: Speaking is an art. It can be learnt by practice and having confidence to face the public, a good speaker should have complete knowledge about his audience. A good speech can bring a big change in the society and motivate others easily. A good speaker should also be a good reader. A speaker should have knowledge about body language, speaking requires good knowledge or information about the topic, regular practice, good planning, a good script and convincing conclusion.

(3) Reading Skills: - It is rightly said that reading makes a man perfect. Reading helps to develop a sound personality. Reading enables to gain information and knowledge from all the corners of the world. Reading brings radical changes in a person's personality. A good book is a really lived long and forever. Reading helps to develop all other skills. There are two types of reading.

(4) Intensive and (11) Extensive

Intensive Reading Intensive reading is done for deep understanding of any topic.

Extensive Reading Extensive reading is done for pleasure or happiness.

One should follow formula of PSQ5R of Reading (Purpose, Surveying, Questioning, 5R,

R = Recite,

R = Review.

R = Read.

R = Reflect.

R = Retrospection.

(4)

Writing Skills:- Writing is considered a very typical skill. It requires practice and fluency for writing. Writing requires good knowledge, holdover grammar, mastery in language and good memory. One has to recollect all his ideas and thoughts in a logical and proper manner to put them down on a piece of paper.

Discuss Barriers / Impediments / Hurdles / Obstacles / Infringement to communication.

Explain measures to ~~up~~ remove / repair these Barriers?

[OR]

Explain Psycho-social Barrier to Communication.

[OR]

Explain social, psychological Barriers to communication.

Process of Communication is a two way process that requires transmission of any information from sender to receiver in a very smooth manner. But if there is any barrier in between sender and receiver then this process stops at that very point. It disturbs the whole process of communication. A barrier hampers effectiveness of communication. It is better to avoid such barriers:-

Following are the main barriers to communication:-

Poor Listening: Listening must be good in communication. Both the parties should listen to each other in a very careful manner. Listening helps in better understanding of any information. But if a person has poor listening skills or lacks concentration, then there may be problems in understanding of any message.

It can be improve by developing listening skills and by regular practice.

(2) Poor Feedback: In communication feedback should be given on time, to the right person, right manner, right place and with right attitude but if feedback is not given in right manner or there may be delay in providing feedback than it means that a barrier has arrived. One should try to provide feedback of promptly and positively.

③ Poor Transmission:- In communication, a message has to be transmitted. But if there is any technical fault or any other problem in relay of any information than it means that a barrier has arrived. It can be removed by improving quality of transmission.

④ Poor Body Language:- In communication body language plays a very important role a person has to be very careful while making eye contact, making postures, gestures, touches, ~~and~~ ~~crossing~~ ~~sense~~, colors colours and so...
 So it is very necessary for both the parties to understand non-verbal cues. If a person has little or less knowledge about body language than it may result into a barrier to communication. Both the parties should understand and master body language.

⑤ Poor Source of Information:- Communication requires a reliable source of information this source of information should be honest and trustworthy.
 But if source of information is corrupted or misleading then communication may lose its importance and meaning. So source of information should always be genuine or authentic.

⑥ Status Consciousness / Awareness:- If a person is highly occupied / associated / concerned with his / her status then there may be a barrier to communication. Sometimes, we care very much aware about our social / official rank, then it may

be difficult for others to approach to us and communicate with us. People have awareness about their junior / senior / superior or inferior position. All these feelings block our communication, so one should not be so careful about social status while making communication.

⑦ Emotion As A Barrier:- In communication a person should have control over emotions and feelings. If a person is emotionally charged up or loses his/her control over emotions then it becomes very difficult to establish communication. A person should remain stable in dealing with emotions and feelings.

⑧ Tradition And Culture As A Barrier:- In communication both the parties should know, respect and understand culture and tradition of each other. Less over-lake of knowledge about others' culture and tradition may appear as a barrier. So better to have knowledge information about others' culture.

⑨ Physical Barrier:- Physical barriers are of two types:-

(a) Noise:- Noise may be a very challenging barrier. A noisy environment may not be positive for healthy communication. Noises should be avoided or better not to communicate in a noisy environment.

(b) Distance:- Factor of distance should be kept while making communication.

(10) Language As A Barrier:- In com both the parties should have a common language but if they do not know languages of each other than there may be barrier to communication. So both the parties should have a common language to share their experience and information.

V. IMP
Q5

✓ Discuss principles of communication? OR Explain 6 C's of communication.

Communication is guided by certain rules and principles. These principles are quite essential for successful and effective form of communication. Following are the 6 C's or principles of comm.

(1) Clarity:- Communication should be crystal clear. One should master the rules of 5W and 1H (What, where, when, why, who/whom and How), one should be clear about one idea and thoughts etc. To bring clarity, one should try to use simple words and short sentences. Use familiar words or known words. Do not use ambiguous & double meaning words or sentences. Prepare yourself well in advance and plan out your strategy etc. before any kind of communication.

(2) Conciseness:- In communication people like information in short. Brevity is the soul of communication, a message should not be too long nor too short. It should be compact or moderate in length. It should cover all the necessary information in it. It should keep aside all the irrelevant (unnecessary).