

## Communication skills

**Communication** is the imparting or exchanging of information by speaking, writing or using some other medium and means of sending or receiving information.

Types of communication :

Based on Channels

1. Non Verbal
2. Verbal
  - a. Oral->Face to Face ,Distant
  - b. Wiritten

Based on Style and Purpose:

1. Formal
2. Informal

## Writing

- Writing is a form of communication
- Allows to put feelings and ideas on paper
- Organize knowledge and beliefs into convincing arguments,
- Convey meaning through well-constructed text.

## 1. Phrases

Phrases are a group of words that work together to communicate an element of speech.

**Types:Prepositional,Appositive,Participal,Gerund,Infinitive**

Type of Phrase	Use	Cue	Punctuation Rules
Prepositional	Adjective or adverb	Begins with a preposition	Use a comma after an introductory phrase: <ul style="list-style-type: none"><li>• If the phrase is long</li><li>• If two or more words appear together</li></ul>
Participal	Adjective	Verb form ending in -ed or -ing	Use a comma after an introductory phrase
Gerund	Noun	Verb form ending in -ing	None
Infinitive	Noun, adjective or adverb	Starts with "to" + verb	Use a comma after an introductory phrase when <b>NOT</b> used as the subject
Appositive	Adjective	<ul style="list-style-type: none"><li>• Next to pronoun/noun</li><li>• Is a noun/pronoun</li></ul>	Use a comma to set off <u>nonessential</u> appositive phrases

Sentence:

A set of words that is complete in itself, typically containing a subject and predicate, conveying a statement, question, exclamation, or command, and consisting of a main clause and sometimes one or more subordinate clause

There are four kinds of sentences in the English language.

1. Imperative- gives a command (.)
2. Declarative- makes a statement (.)
3. Interrogative- asks a question (?)
4. Exclamatory- expresses strong feeling (!)

**3. Parts of speech-** A category to which a word is assigned in accordance with its syntactic functions. In English the main parts of speech are **noun, pronoun, adjective, determiner, verb, adverb, preposition, conjunction, and interjection**

**NOUN** - (Naming word)

A noun is the name of a person, place, thing or idea.

Examples of nouns: Daniel, London, table, dog, teacher, pen, city, happiness, hope

Example sentences: Steve lives in Sydney. Mary uses pen and paper to write letters.

Learn more about the different types of nouns.

**PRONOUN** - (Replaces a Noun)

A pronoun is used in place of a noun or noun phrase to avoid repetition.

Examples of pronouns: I, you, we, they, he, she, it, me, us, them, him, her, this, those

Example sentences: Mary is tired. She wants to sleep. I want her to dance with me.

**ADJECTIVE** - (Describing word)

An adjective describes, modifies or gives more information about a noun or pronoun.

Examples: big, happy, green, young, fun, crazy, three  
Example sentences: The little girl had a pink hat.

**VERB** - (Action Word)

A verb shows an action or state of being. A verb shows what someone or something is doing.

Examples: go, speak, run, eat, play, live, walk, have, like, are, is

Example sentences: I like Woodward English. I study their charts and play their games.

**ADVERB** - (Describes a verb)

An adverb describes/modifies a verb, an adjective or another adverb. It tells how, where, when, how often or to what extent. Many adverbs end in -LY

Examples: slowly, quietly, very, always, never, too, well, tomorrow, here

Example sentences: I am usually busy. Yesterday, I ate my lunch quickly.

**PREPOSITION** - (Shows relationship)

A preposition shows the relationship of a noun or pronoun to another word. They can indicate time, place, or relationship.

Examples: at, on, in, from, with, near, between, about, under

Example sentences: I left my keys on the table for you.

**CONJUNCTION** - (Joining word)

A conjunction joins two words, ideas, phrases or clauses together in a sentence and shows how they are connected.

Examples: and, or, but, because, so, yet, unless, since, if.

Example sentences: I was hot and exhausted but I still finished the marathon.

**INTERJECTION** - (Expressive word)

An interjection is a word or phrase that expresses a strong feeling or emotion. It is a short exclamation.

Examples: Ouch! Wow! Great! Help! Oh! Hey! Hi!

Example sentences: Wow! I passed my English test. Great! – Ouch! That hurt.

#### 4. Article writing

### Format of Article Writing

<u>Topic of Article</u> (By: XYZ)
(1.) Introduction of the topic (Meaning + Present Status)
(2.) Causes of the topic (If it is a problem)
(3.) Statistics of the topic (Problem) (If Known)
(4.) Advantages/Disadvantages of the topic (Problem)
(5.) Conclusion with warning/message/advice/Steps Required

**Article writing is the process of creating a non-fiction text about current or recent news, items of general interest or Construction of the Paragraph**

What is a paragraph?

A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic

.Parts of paragraph:Topic Sentence,Supporting Content,Concluding sentence.

Body language is a type of a nonverbal communication in which physical behaviors, as opposed to words, are used to express or convey the information. Such behavior includes facial expressions, body posture, gestures, eye movement, touch and the use of space. Body language exists in both animals and humans, but this article focuses on interpretations of human body language. It is also known as kinesics.

Positive Body Language Positive body gestures are a sign of confidence and security. They are a sign of active participation and leave a good impression	Negative Body Language negative gestures are a sign of insecurity and restlessness. Such gestures show a lack of confidence.
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Body language plays an essential role in communicating with people. Body language comprises of the gestures and movements we make of the different parts of our body when communicating with people. Many a times, body language speaks more than words. Certainly, the body language must be in synch with the words.

Points to remember:

- Never be up tied or stiff while making movements.
- Avoid body language that may be misunderstood or look unprofessional. E.g. Winking
- A consistent eye contact is a positive sign and must be used
- Avoid fiddling with things around. It may distract the attention
- Each body part movement signifies something and helps in interpreting. E.g. Standing with hands on hips signifies aggressions, nodding signifies agreement and active listening, biting nails signifies nervousness.

- Unlike emails, body language does not give time to think. Hence they must be used appropriately.

Why body language

- Body language can instantly help to evaluate the interest of people
- It is a personal way of expressing emotions when words don't help
- It can communication interesting and non monotonous

s.n	Element/Features of Body Language	Do's	Don'ts
1	a)_____contact	make appropriate eye contact -	j)_____away-shifty prolonged eye contact
2	_b)_____ Expression	f) _____ facial expression _	poker/k)_____ face
3	c)_____	keep g)_____ uncrossed,using meaningful and appropriate gesture	cross arms,l)_____ or exaggerate
4	_d)_____	head up and alert,h)____ leaning forward	turn your m)_____ on someone,arm crossing,leg crossing
5	e)_____ distance	not too i)____ and not too close	make listener uncomfortable with your n)_____

### Barriers to Effective Communication

Types of Barriers to Effective Communication

Communication means sharing meaning. With no sharing, there is no communication. Effective communication requires an understanding that A message is conveyed clearly between communicators in order that it is effective and serves the desired purpose.

**A communication barrier is thus anything that prevents us from receiving and understanding the messages others use to convey their information, ideas and thoughts.**

Some barriers to effective communication you should be aware of are:

**Physical Barriers** – Physical barriers separate people from each other and mark territories.

Physical barriers can stop you from being comfortable communicating with a person

**Language Barriers** – Not using words another can understand will certainly stop your message from being conveyed.

This applies to:

- Language differences
- Using buzz words as slangs
- The accents and dialect (use of words) of people belonging to different places

**Gender Barriers** – Variation exists among masculine and feminine styles of communication.

While women often emphasize politeness, empathy, and rapport building, male communication is often more direct.

This means that a man talks in a linear, logical and compartmentalised way, a woman talks more freely mixing logic and emotion, features of both sides of the brain.

**Attitudinal Barriers** - Certain people like to be left alone. They are the introverts or just people who are not very social. Others like to be social or sometimes extra clingy! Both these cases could become a barrier to communication. Some people have attitude issues, like huge ego and inconsiderate behaviours.

**Perceptual Barriers** – Different world views can create misunderstanding. People tend to interpret messages from their own point of view or ideologies. .

For example: You might ask someone an innocent question based on a previous experience but it is quite likely for them to perceive it with suspicion.

**Cultural Barriers** – Ethnic, religious, and social differences can often create misunderstandings when trying to communicate. These differences can also affect one's perception and create confusion in getting a message.

**Emotional Barriers** – If one is consumed with emotion he will have difficulty in understanding what is communicated. Hostility, anger, fear, and other emotions make it hard to hear outside one's own self.

While some caution may be wise in certain relationships, excessive fear of what others might think of us can stunt our development as effective communicators.

### Handling Barriers to Communication

Following are some practical ideas for dealing with barriers to communication so that all of your exchanges as a small business owner or part of a team in an office are as productive as they can be:

**Engage in face-to-face interactions** whenever possible.

In case you have no choice but to send a quick text or email, be sure to follow up later to seek questions and to ensure that your message was understood

**Reduce or eliminate distractions around you.**

Noise from other people and office machines can sink even the most pleasant interactions, dooming them to a rough start.

**Try to assess the needs of the receiver.**

develop an empathetic stance and, if possible, tailor your message according to actors such as age, culture, education, experience, gender and race lifestyle and upbringing.

**Hone your active listening skills.** The University of Maine suggests a five-step approach to this alert and engaged listening style:

- a) Acknowledge the other person's ideas, thoughts or feelings. Paraphrase the other person's words to ensure understanding.
- b) Ask questions without judging. Summarize and clarify what you hear. Offer your opinion if it's requested.
- c) Organize your thoughts. Many communications go haywire because the purpose is hazy in the mind of the sender. And if it's hazy in the mind of the sender, it might be a complete blur to the recipient.

**Soften your tone and language..** To defeat any attitudinal barriers, it can help immensely to maintain a gentle, reassuring tone and use simple, non-confrontational language. **Keeping sentences short and direct** can also help to prevent any misunderstandings.

**Encourage feedback.** All you can do is ask the receiver if the message was understood as per intentions.

Described below are some common barriers to effective communication which we must avoid:

1 Second guessing the sender: We do this when we are impatient with the speaker and are in a hurry to finish the sentence for the speaker. It takes away from the speaker the opportunity to complete what was being said.

2 Stereotyping: We often form stereotypes about those whom we know the least! Once our mental sets are created, all our transactions are affected by that.

3 Halo effect: This is another form of stereotyping. Based on a single characteristic we make up our mind usually positively about the other person.

4 Not listening as a status or gender issue: Studies have shown that men listen much less than women do. Similarly those in positions listen less to those who are lower in hierarchy. How well do we listen to our children, or our subordinates? If a woman employee is speaking, are men colleagues as attentive as they would be when a male colleague speaks up?

In addition there are others which we are familiar with such as daydreaming, private planning or detouring, fatigue and exhaustion. Typical mannerisms like saying 'you know', 'well', or making gesticulations while talking also act as barriers. These can be observed in both the sender and the receiver. One can overcome these through seeking feedback on one's style of communication.

#### Lesson 4.1: Principles of Communication

We all wish to communicate our ideas and thoughts effectively. There are some principles that must be followed for communication to be successful.

##### **A Seek first to understand, then diagnose and prescribe:**

The most important principle of communication is that we should understand the other person with our mind, heart and soul, deeply, without judging, without censoring.

##### **B Face to Face Communication is most effective:**

A face to face discussion can give us much better results. **In a face to face interaction, we are able to observe and respond to verbal and non-verbal cues, the inconsistency between the two, offer feedback and seek clarifications.**

##### **C Communication becomes complex as the number of people we are communicating with increases:**

As the number of people increases, stimuli, feedback, channels also increase and communication becomes complex. Suppose you are talking to a group of 5 persons. Four of them are listening intently to you while the fifth one seems bored and uninterested. If you continue, you have lost the opportunity to understand the reason for his or her disinterest and modify your delivery. However, if you single this person out, she might feel cornered while others may become impatient.

Thus **in a group context, one has to manage several different aspects of communication in order to be effective.**

**D Communication across cultures differs:** Cultural differences must be respected and kept in mind while communicating. It is a good idea to find out about the culture, traditions and customs of another country or state you are visiting for the first time

**E Feedback** is the key to effective communication: Communication transactions continue to evolve effectively in the presence of feedback.

## Lesson 4.2: The 7 Cs of Communication

### 1. Be Clear

Begin every message by asking the question, “What is the purpose of this communication?” This will enable you to make the objective of your communication clear to the recipient.

Clarity is also about avoiding the use of complex words, sentences, and fuzzy language.

### 2. Be concise

Make your message brief and to the point. Being concise will save time for both you and the receiver of your message.

To help make your communications more concise, avoid going over the same point several times, and avoid the use of filler words, sentences, and over wordy expressions. Although we are trying to be concise, it is important to remember that we are not trying to lose completeness.

### 3. Be Concrete

Concrete communication is about being specific and clear rather than vague, obscure, and general. To be more concrete use sentences that cannot be misinterpreted.

### 4. Be Correct

Incorrect information doesn't help anyone and it does your credibility no good. Ensure that: Your message is typo-free; your facts and figures are correct and you are using the right level of language..

### 5. Be Coherent

Does your message make sense? Does it flow logically from one sentence to the next? To ensure that your communication is coherent: Check that each sentence flows logically from one to the next and check that you haven't tried to cover too many points or been distracted by side issues.

### 6. Be Complete

Your message must contain all the necessary information to achieve the desired response. To ensure that your message is complete think about questions the receiver might think of as they receive your message. Address these questions.

### 7. Be Courteous

Be polite. You're more likely to get what you want from your communication if you are courteous, as courtesy builds goodwill. Check that your message is polite, shows respect for the feelings of the receiver, and is tactful. Make your message brief and to the point.

## 7 Cs of Communication Checklist

Clear	Make objective clear. Avoid complex words & phrases.
Concise	Keep it clear and to the point. Avoid filler words & sentences.
Concrete	Be specific not vague. Use facts and figures to support your message.
Correct	Try to avoid typos. Use correct facts and figures. Use the right level of language.
Coherent	Does your message make sense? Ensure it flows logically. Avoid covering too much.
Complete	Does the message contain everything it needs to? Include a call-to-action.
Courteous	Being polite builds goodwill. Ensure message is tactful.