

COMPUTER ASSISTED LESSON ON COMMUNICATION SKILLS.

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Various methods of communication:

What is communication?

- ▶ *Communication means exchanging ideas, opinions, or information among people.*
- ▶ *People use different methods of communication to express themselves.*
- ▶ *The choice of the method depends on various factors, such as the urgency of the message, the time availability, the expenditure involved, the intellectual and emotional level of the sender and the receiver.*

Methods of Communication:

There are 3 basic methods of communication;

- 1. Verbal*
- 2. Non-verbal*
- 3. Visual.*

Verbal Communication:

Verbal communication involves the use of words in delivering the intended message.

Words are the most accurate and powerful tools to express and share ideas.

There are two primary forms of verbal communication.

- 1. Oral Communication*
- 2. Written Communication*

Oral Communication:

- ▶ The process of expressing information or ideas through spoken words is known as Oral Communication.
- ▶ Oral communication is a more natural form of communication than the written form.
- ▶ The most significant advantage of oral communication is that it provides immediate feedback and clarification.
- ▶ It is the time saving and useful tool.
- ▶ Telephone conversation, Video conferencing, voice mails etc. come under the category of oral communication.

Factors that determine the effectiveness of oral communication:

PACE. It means how fast or slow you speak. If the speaker talks too fast, the receiver may not be able to absorb and interpret the message correctly. On the other hand, if the speaker talks too slow, the receiver might lose interest.

CLARITY IN PRONOUNCIATION: It refers to speaking words clearly and correctly, including the correct sounds of the letters with proper emphasis.

FLUENCY: It refers to the ability to speak with ease and accuracy in a language. To talk with fluency means that your speech flows well and there are not many interruptions to that flow. It keeps the receiver engaged. For ex; um, ah, you know etc. used by the Speaker may distract the receiver and break the flow of communication.

Advantages of Oral Communication:

- ▶ It is interpersonal and helps in building relationships.
- ▶ It encourages involvement in team work and decision making process.
- ▶ Oral message provides prompt feedback.
- ▶ It is a preferred mode of communication for private or confidential matters.

Disadvantages of Oral Communication:

- ▶ In the form of communication, emotions are visible and can lead to mis communication.
- ▶ It has no legal validity.
- ▶ It does not provide a permanent record and the message can easily be forgotten.
- ▶ It may be difficult for certain people to understand speech due to various accents and pace used in oral communication.
- ▶ This form of communication is not suitable for lengthy messages.

Written Communication:

- ▶ It involves sending messages in the form of written words to convey information.
- ▶ Written communication is the most formal form of communication.
- ▶ It is an innovative activity of the mind that involves a careful choice of words and their placement in the correct order.
- ▶ Examples of communication include letters, reports, resumes, brochures, circulars, contracts, notices etc.
- ▶ Nowadays written communication has become shorter and faster. SMS and messengers like WhatsApp, e-mails, social media, etc. are some of the standard mediums of written communication.

Continuation...

For effective written communication, the message should be meaningful, concise and complete.



Advantages of Written Communication:

✓ Written communication allows the sender to thoughtfully draft clear and comprehensive message.

ADVANTAGES OF WRITTEN COMMUNICATION

- ✓ Written content has legal validity.
- ✓ It is a suitable mode of communication for lengthy message.

Non-verbal Communication:

Non-verbal communication means communicating without the use of words, oral or written.

NON-VERBAL COMMUNICATION

It includes our body language, gestures, facial expressions, eye contact, pointing fingers etc.

Non-verbal signs can convey thoughts and feelings in the absence of verbal communication.



ifferent elements on non verbal ommunication are:

Facial Expression:

is the most noticeable aspect of nonverbal communication. The look on a person's face is often the first thing we see, even before we hear what he has to say.



Gestures:

- Conscious hand and body movements and signals are essential way to communicate without words.
- However, some unconscious gestures also convey one's state of mind.
- For example, glancing at the watch is interpreted as a sign of disinterest or a desire to leave the conversation.
- Some of the common gestures include waving, pointing and using fingers to indicate numbers.



oice:

Non-verbal speech such as tone, pitch, volume, modulation, rhythm and rate are essential elements of communication.

When we speak, other people read our voices in addition to listening to our words. These non-verbal sounds provide subtle but powerful clues into our true feelings and what we mean.

Body language:

We communicate numerous messages through body language.

Body language includes facial expressions, eye movements, hand gestures, posture, etc.

For example, in a declamation contest, if your body language reflects confidence, your speech will have a greater impact on the audience as well as on the judges.



Eye Gaze:

The movement of eyes like looking, staring and blinking is an essential form of non-verbal communication.

Eye gaze also determines if someone is being honest or not.

Study eye contact may be interpreted as the person being truthful and trustworthy



Physical Contact:

- Communicative through physical contact is another essential non-verbal behaviour.
- Sometimes, a touch may be able to express the feelings more effectively than the words.
- For example, a warm hug from a mother consoles a child, whereas a firm grip of a mother shows her control to prevent the child from doing something wrong.

Dress and Appearance:

In oral forms of communication, the appearance of both the speaker and the surroundings play a vital role in creating an impact on the audience or receiver.

For example, a well-dressed person gives an impression of position and power, thus generating respect from others.

ADVANTAGES OF NON-VERBAL COMMUNICATION:

Non-verbal communication complements a verbal message.

Physically gestures greatly help handicapped people, especially deaf people.



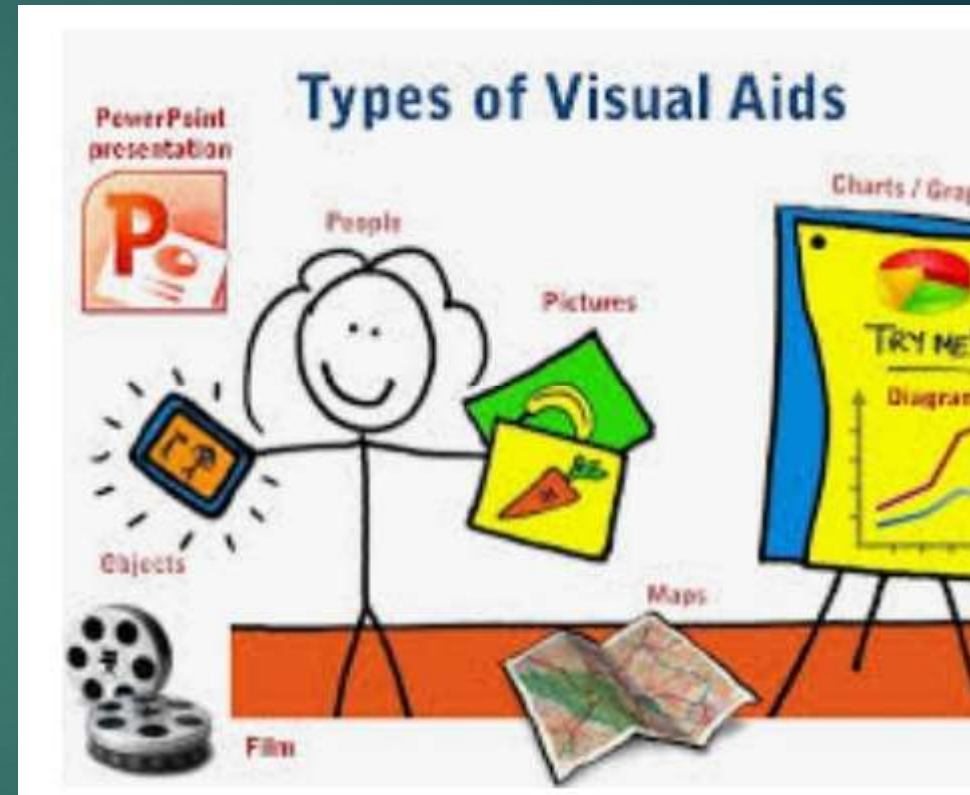
DISADVANTAGES OF NON-VERBAL COMMUNICATION:

- ▶ It is difficult to analyse a non-verbal message, thus leaving a greater possibility of distortion of information.
- ▶ In non-verbal communication, long conversation and necessary explanations are not possible.

VISUAL COMMUNICATION:

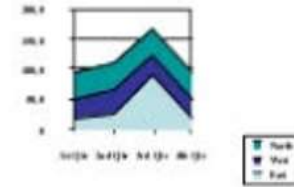
Any verbal or non-verbal communication using the sense of sight is known as Visual Communication.

Visual communication skills involve the judicious use of visual aids to make a penetrative and lasting impact on a receiver's mind.

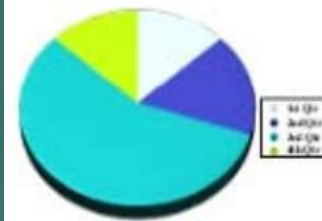


Types of Visual

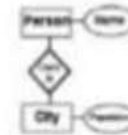
Graphs, charts, maps, PowerPoint presentations, projectors, smart-boards, white and black boards, models, paper handouts, etc. are the different types of visual aids that help in conveying a message effectively



Graphs



Charts



Diagrams

ADVANTAGES OF VISUAL COMMUNICATION:

- ✓ Visual aids like graphs, diagrams, models etc., make oral communication more meaningful.
- ✓ Use of visual aids makes complex data easy to comprehend.
- ✓ Visual aids make the communication more interesting.

DISADVANTAGES OF VISUAL COMMUNICATION:

Some of the aids used in visual method of communication are costly.

Sometimes visual presentation of information becomes complex.

Sometimes visual techniques take much time to communicate.