

Department of Electrical Engineering

Assignment

Date: 14/04/2020

Course Details

Course Title: Communications skills
Instructor: Miss. Rizwana iqbal

Module: 2
Total Marks: 30

Student Details

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Note: **Plagiarized work is not acceptable.**

Q1	Traditionally, public relations have been portrayed as a simple communication' function and various communication theories in public relations or communication have been proposed but how do you investigate the barriers of Communication and its consequences on efficiency of Public institutions.	Marks 10 CLO 1
Q2	The digital age has brought many new ways to communicate such as email, Twitter, and Facebook. Does the process of communication change? Justify the answer.	Marks 10 CLO 1
Q3	How does some valid Principles assess the communication skills in different age group of people and what does the impact of that	Marks 10 CLO 1

	assessment in different communities (education community, business community and Sports community)?	
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Ans no .(1) Barriers in communication:

Introduction:

The way of communication is blocked by different ways. These known as barriers. These occur by different ways.

Types of barriers:

There are three main barriers or problem communication which are

1. Intra personal
2. Inter personal
3. Organization

1. Intra personal:

Those barriers which comes due to one person or individually and background is called intra personal. These type of barrier include.

I. Difference imperceptions and viewpoints:

Working or living in a specific place every person has own perception and thinking ability. Not all the people have same thought which effect the communication very badly.

II. Fact inference confusion:

Some people consider their own thoughts as a fact and do not listen to any one else which also effect the communication and public relation.

III. Poor listening:

The most comman barrier to reception is simply lake of attention on the receiver path. This is done when the information is over load or people are likely to lose their focus. When the information is difficult to understand.

IV. Rigidity:

Showing ridge behaviour or being unchangeable. It is purly related with intra personal barrier.

2. Inter personal:

The barrier which are made due to mutual connection is known as inter personal barrier. Which are given below

i. Use of jargons:

Jargons are a specific words used by professional to simplify a particular concept. Jargons act as a barrier when someone is unaware of the word they will likely lose the concentration.

ii. Cultural difference:

Cultural deference also act as a barrier in communication. This include thinking, behaviour,

norms, etc. This is because for people of different culture is difficult to understand each other custom.

iii. In effective information:

We gather information through reading, listening etc. if a person gathered in effective information and tried to express it so he is become a barrier. Because one will takes interest in it.

iv. In effective timing of message:

Incorrect timing will also effect the communication process. In this the receiver's ignore the message due to bad timing.

3.Organizational barrier:

The process of communication can also be effected in organization this is due to various factor. Given below

I. Negative attitude:

The negative attitude toward the workers leads to miss communication. This also divides community into groups.

II. Information over load:

Information over load also effect the process of communication, in this when to take over work from the worker.

Conclusion:

From the above of the discussion we concluded that for effective communication we must go through proper process and to avoid these barrier as much as possible or other wise our communication will not bring a desired result.

Ans no.2:Communication process:

Introduction:

Communication is the process of exchanging of verbal and non-verbal messages. It is basically the connection between two parties. It is a chain of events that has seven steps. And we have to follow every step. If any is missing our idea will not be communicated.

Digital age and process of communication:

Digital age has brought many new ways to communicate such as email, Facebook, and twitter. But still we have to go through the seven steps.

Component of communication process:

The communication process consist of these seven steps.

- Sender
- Encoding
- Message
- Channels
- Receiver
- Decoding
- Feed back

1) Sender:

the sender has an idea. He wants to share it with others. The sender may be a sender or speaker. The sender may send a message in written or in a speech. For this he selects a proper channel timing of the message. He is also known as the encoder.

2) Encoding:

Encoding means putting an idea into a message. The sender gives an idea a physical form of giving it a code in order to get a desired response. In the process of encoding an idea may take the form of words, facial expression etc.

3) Message

Message is the main part of the whole communication. The idea, information we want to pass. It consists of both verbal (written, spoken) and non-verbal (facial expression, eye contact). When we write writing is a message. When we use body language gestures is message.

4) Channel OR Medium:

The medium we choose to put the message across. This is a path through which the message is sent. The channel or medium may be telephone, computer, letter, etc. the choice of channel depends on various things like message, distance, receiver, etc.

5) Receiver:

The receiver gets the message. He may be reader or listener. The receiver decodes the message to get the idea from the message. That's why he is known as the decoder.

6) Decoding:

Decoding means taking an idea from the message when the receiver decodes our message he understands it. He responds in the same way.

7) Feedback:

The response we get from the receiver is called feedback. It can be an oral or a written message, an action or simply silence. Actually feedback is the key element in the communication process because it enables us to judge the success of our message.

Conclusion:

We concluded that the digital world changes communication with respect to cost and speed but the process remains the same which is to be followed. The process is not so simple as it seems. Our idea cannot be communicated if we ignore any step in that process. That's why the digital world has no effect on the process of communication.

Ans no.3: Principle of effective communication:

Introduction:

Seven C's of communication are the 7 basic principles of communication. We must apply certain communication principles. And in every type of age group and communities like as business line, educational institution, sports sector or the communities around us in which we face daily with a lot of professional and non-professional persons.

7 C's:

Following are the seven C's or the basic principles of effective communication.

1. completeness ,
2. Conciseness ,
3. Consideration,
4. Concreteness,
5. Clarity

6. courtesy , 7. correctness

1. completeness:

A message or communication is complete when it contains all facts that the reader or listener need for reaction we desire. Following points are necessary for completeness.

- Answer all question asked
- Providing all necessary information
- Giving some things extra when desirable

2. Conciseness:

To make things brief and to the point but must be complete. This save time, money and efforts of both parties.

- include only relevant material
- make negative positive
- avoid unnecessary repetition

3. consideration:

it is basically thoughtfulness. In this we prepare a message with the receiver in mind. We try to put our self in his place. This to aware of the receiver problems, desire, emotion, etc. Consideration comes in message though these ways:

- we mostly focus on 'you' instead of 'I' and 'we'.
- Showing audience benefit or interest in the receiver.
- Emphasis positive pleasant facts

4. Clarity:

Everything must be clear in the message. This help the receiver to understand the message. A clear message is easy to understand and save time and effort. Clarity comes in message through this ways.

- To choose precise, concrete, and familiar words
- Construct effective sentences
- Avoid needless jargons

5. Concreteness:

It includes solidness and clarity. Means we must choose words that show definitely what you mean. Concreteness comes in the message through this way

- Using specific facts and figure
- Put action into verb(e.g the function of clerk is the collection of free)
- Choosing vivid (clear) image building words.

6. Courtesy:

Where courtesy regains every one gains. This means that courtesy show love and respect to the receiver. These 'thank you' and 'please' are the coutesy word. Courtesy comes in message through these ways

- Use expression that show respect

- Be sincerely thoughtful and appreciated

7. Correctness:

Correctness is the greatest quality of a message. Everything in the message must be correct or otherwise it will make confusion for the receiver. This is why the choose of incorrect words, information, punctuation etc make the message useless. Correctness comes in a message in this ways

- Use a right level of language
- Check the accuracy of fact, figure and words

Conclusion:

We concluded that practicing and learning communication skills help the students in the future to handle such kind of professional and social tention.