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SUBJECT

COMMUNICATION SKILLS

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Q1 Discuss the barriers in communication!

BARRIERS IN COMMUNICATION

The way of communication is blocked by different factors these are known as barriers in communication some of these are as follows

1) Lack of planning

Planning is the soul of communication too often people start writing or speaking without planning if cost channel or time of the message is not planned communication would nearly bring desired results.

2) Language problem

When we choose the words for our message we indicate that we are member of a particular group our language and vocabulary may impose its own barriers in our message for example the language of an accountant differs from that of a doctor

3) Information overload

Too much information is very bad because in this case the important message are buried people facing information overload sometimes tend to ignore some of the message they have less time to cope with each message

4) Inefficient communication

Producing worthless message wastes time and resources it contributes to the communication overload reduce the number of message by thinking twice before sending one then speed up the process be clear about the writing assignments you accept as well as the ones you assign

5) Complex message

When we send a message we communicate both as an individual and as representative of an organization so we must adjust our ideas and style so that they are acceptable to our receiver

6) Incorrect choice of medium

If we an incorrect communication medium our message can be distorted we can choose a medium keeping in view the receiver and the nature of the message

7) Poor listening

Perhaps the most common barriers to reception is simply lack of attention on the receivers part too few of us listen well we all let our minds wander now and then

8) Physical distractions

Communication barriers are often physical bad connection poor sound system, illegible copy noise can completely block an effective message

Q2 Describe in detail principles of effective communication

The Seven C's of Effective Business Communication

These Seven C's are also known by the name of the "Principles of Effective Communication (EBC)". And called Seven C's because the every letter begins with the name of C and they are seven in number. Although they are just seven small words beginning with a letter "C".

Importance of the Seven C's

The Seven C's can be applicable for the both sort of Communication i.e. Oral and Written. To compose an effective Written or Oral messages these Principles provide us the guide lines.

1. Completeness
2. Conciseness
3. Consideration
4. Concreteness
5. Clarity
6. Courtesy

7. Correctness

1. Completeness:

By completeness means “the message must bear all the necessary information to bring the response you desire”. One of the most famous terms use under this title is the “5’w’s”. 5’w’s includes Who, What, When, Where and Why. The five question method is useful when you write requests or other informative messages. For instance, to order (request) merchandise, make clear WHAT you want, WHEN u need it, WHERE it is to be sent. While composing an effective message we have to bear the following points in mind.

Provide all necessary information.

Answer all questions asked.

Give something extra, when desire.

Benefits of Completeness

- Complete messages are more likely to produce desired results.
- They can do a better job of building goodwill.
- Complete messages help to avert the costly lawsuits.

2. Conciseness:

Conciseness means “The message only contains the information only relating to the topic. And writer also strives to make the small and simple sentence which are easily understandable by receiver. While composing a conciseness in message we have to bear following points in mind.

- Eliminate wordy expressions.
- Include only relevant stuff.
- Avoid unnecessary repetition.

Benefits of Conciseness

- Conciseness saves time of both the sender and receiver.
- Concise communication provides short and essential message in limited.
- Concise message is non-repetitive in nature.

3. Consideration:

“Consideration demands to put oneself in the place of receiver while composing a message”. It refers to the use of “**You Attitude**”, emphasizes positive and pleasant facts, visualizing reader’s problems, desires, emotions and his/her response.

Example of You Attitude:

We-Attitude: I am delighted to announce that we will be extending our hour to make shopping more convenient.

You-Attitude: You will be able to shop evening with the extended hours.

While composing a Consideration in message we have to bear following points in mind.

- During the process of Consideration we have to understand the level of receiver.
- Focus only on the related stuff.
- Emphasize on the positive facts.
- Avoid from the negative facts as much as we can.

Benefits of Consideration

- Pose the good and pleasant effect.
- Whenever next time same reader read this, he will read like a word view.
- Length of the message is short which saves time both sender and receiver.

4. Concreteness:

Communicating concretely means being specific, definite, and vivid rather than vague and general.

The following guidelines should help you compose concrete, convincing messages:

- Use specific facts and figures.
- Put actions in our verbs.
- Choose vivid, image-building words.

Benefits of Concreteness

- Concreteness reinforces confidence.
- It is supported with specific facts and figures.
- It makes use of words that are clear and that build the reputation.
- It creates positive and pleasure affect on reader.

5. Clarity:

“Clarity demands the simple language and easy sentence structure in composing the messages.

When we have a choice between a long word and a short one, always use the short, familiar words that our reader or listener will frequently understand.

e.g.

Familiar

About
After
Home

Pretentious

Cirea (L)
Subsequent
Domicile

Pay

Remuneration

While Composing the Clarity in message we have to bear following points in our mind.

- Choose precise, concrete, and familiar words.
- Construct effective sentence and paragraphs.
- Use the simple words rather than jargon words.

Benefit of the Clarity

- Clarity makes comprehension easier.
- Complete clarity of thoughts and ideas enhances the meaning of message.
- Clear message makes use of exact, appropriate and concrete words.
- Clarity in message stimulates the receiver/buyer for an action.

6. Courtesy:

“Doing well with good intentions” called Courtesy. In business, almost everything starts and ends in courtesy. Courtesy means not only thinking about receiver but also valuing his feelings, emotions & attitudes.

Here the following suggestions for generating a courteous tone.

- Be sincerely tactful, thoughtful and appreciative.
- Use expressions that show respect.
- Choose nondiscriminatory expressions.
- Omit questionable Humor.

Here’s the example of the courtesy.

Contrary to Your inference	You are delinquent
I don’t agree with you	The fact that
If you care	You claim that
I’m sure you must realize	You didn’t tell us

Obnoxious	You have to
We take issue	You neglect
Simply nonsense	You should know
We don't believe	Previous request leaves us

Benefits of Courtesy

- Courtesy creates goodwill.
- Courtesy strengthen relations.
- Courtesy implies taking into consideration both viewpoints as well as feelings of the receiver of the message.
- Courteous message is positive and focused at the receiver/audience.
- It makes use of terms showing respect for the receiver of message.
- It is not at all biased.

7. Correctness:

The core of Correctness means “sentence ought to be proper grammatical, punctuation, and well spell” or free from any sort of errors.

the following three characteristics.

- ❖ Use the right level of language.
- ❖ Check accuracy of figures, facts and words.
- ❖ Maintain acceptable writing mechanics.

While composing the Correctness in message we have to bear the following points in mind.

- Eradicates the confusing words like, accept, except, affect, effect, farther, further, lay, laid, lain etc.
- Sometimes informal words are to use than formal words.

e.g.

Participate	Join
Procure	Get
Deem	Think (Believe)
Endeavor	Try

Benefits of Correctness

- Correctness in message helps in building confidence.
- The message is exact, correct and well-timed.
- If the communication is correct, it boosts up the confidence level.
- It checks for the precision and accurateness of facts and figures used in the message.

Q3 Describe in detail non verbal communication

NONVERBAL COMMUNICATION

Non verbal communication is the process of communication without words it communicates through appearances posture facial expressions gestures movement smell touch silence time space etc it is estimated that 85% of our information comes through nonverbal communication

Types of Non Verbal Communication (NVC)

Proxemics: physical space in communication

Movement and body position

* Kinesics

* Posture

* Gesture

* Haptics: touching in communication

Facial Expression

Eye contact

Paralanguage: nonverbal cues of the voice

Proxemics

Study of how people use and perceive the physical space around them - space between sender and receiver of a message influences how message is interpreted.

<http://www.youtube.com/watch?v=AeNGSZK01Hs&feature=related>
Comfortable personal distances also depend on the culture, social situation, gender, and individual preference. Hall notes that different cultures maintain different standards of personal space e.g. - Latin cultures: relative distances smaller, and people tend to be more comfortable standing close to each other; - Nordic cultures the opposite is true. Space in NVC may be divided into four main categories: intimate, social, personal, and public space.

Body Language

Body language is a form of non-verbal communication, consisting of body pose, gestures, and eye movements. Humans send and interpret such signals subconsciously. Study of body movement and expression is kinesics. Body language may provide cues as to the attitude or state of mind of a person. For example, it may indicate aggression, attentiveness, boredom, relaxed state, pleasure, amusement, besides many other cues. Gestures: getting it wrong:

<http://www.youtube.com/watch?v=xIUptjr3Xfo> A gesture is a non-vocal bodily movement intended to express meaning. They may be articulated with the hands, arms or body, and also include movements of the head, face and eyes, such as winking, nodding, or rolling ones' eyes.

Movement and body position Posture:

used to determine - degree of attention or involvement, - the difference in status between communicators, - the level of fondness a person has for the other communicator. Studies investigating the impact of posture on interpersonal relationships: mirror-image congruent postures, (one person's left side is parallel to the other's right side), leads to favorable perception of communicators and positive speech; forward lean or a decrease in a backwards lean also signify positive sentiment during communication. Posture is understood through such indicators as direction of lean, body orientation, arm position, and body openness.

Haptic communication

Means by which people and other animals communicate via touching. Touch is an extremely important sense for humans; as well as providing information about surfaces and textures it is a component of nonverbal communication in interpersonal relationships, and vital in conveying physical intimacy. Socially

acceptable levels of touching varies from one culture to another. In the Thai culture, touching someone's head may be thought rude. Remland and Jones (1995) studied groups of people communicating and found that in England (8%), France (5%) and the Netherlands (4%) touching was rare compared to Italy (14%) and Greece (12.5%)

Facial Expressions

Charles Darwin's book *The Expression of the Emotions in Man and Animals* (1872) argues that all mammals show emotion reliably in their faces. Studies now range across a number of fields, including linguistics, semiotics and social psychology. Paul Ekman's influential 1960s studies of facial expression determined that expressions of anger, disgust, fear, joy, sadness and surprise are universal (not, as had been thought, culturally determined)

Eye Contact

Eye contact and avoidance <http://www.youtube.com/watch?v=nwbUy3MHZGg>
Eye contact needs to be neither too little nor too much. Amount of eye contact is related to various things, such as personality type.

Natural Gesture Synthesis:

Gesture Modeling and Animation Based on a Probabilistic Recreation of Speaker Style DFKI and MPI Informatik generated and animated style-consistent manual gestures, modelled from TV material of human speakers using handcoded annotations, semantic tags and Markov models

Space in NVC

* Intimate distance for embracing, touching or whispering
o Close phase – less than 6 inches (15 cm)
o Far phase – 6 to 18 inches (15 to 46 cm)
* Personal distance for interactions among good friends or family members
o Close phase – 1.5 to 2.5 feet (46 to 76 cm)
o Far phase – 2.5 to 4 feet (76 to 120 cm)
* Social distance for interactions among acquaintances
o Close phase – 4 to 7 feet (1.2 to 2.1 m)
o Far phase – 7 to 12 feet (2.1 to 3.7 m)
* Public distance used for public

speaking o Close phase – 12 to 25 feet (3.7 to 7.6 m) o Far phase – 25 feet (7.6 m) or more

Q4 Define listening what are advantages of good listenin

Listening is the complex and selective process of receiving focusing deciphering accepting and storing what we hear listening does not occur without these five interrelated yet distinct processes Dumont and Lannon

ADVANTAGES

1: You'll Gather Critical Facts before Making Decisions

Spend most of your conversations listening and you'll absorb the information as it is given to you. If you collect all of the facts instead of jumping to assumptions, you're able to make a well-informed decision. When you stop worrying about what *you're going to say* and focus on *what's being said*, you will put more thought into what you want to communicate.

2: You Can Uncover Underlying Issues

Intuitive listeners are looking for the story behind the message, and the opportunity beyond the issue. Listening is about discovery, and discovery doesn't only impact the present, but it can also influence the future.

When someone is speaking to you, it's easy to zone out and just focus on bits and pieces of what they're saying. Listen carefully to what they are saying, how they are saying it, and what seems to be left out. There may be an underlying issue of which you weren't even aware. Hear them out completely.

3: Active Listeners Have More Successful Interpersonal Relationships

Listening with active attention supports the speaker and helps build their confidence. People feel valued when they are listened to and this promotes feelings of trust and respect. In return, greater cooperation ensues. Active listeners have greater powers of persuasion because they encourage mutual feelings of respect. Active listening helps to glean additional information from the speaker and good listeners are able to initiate resolutions to misunderstandings more easily.

4: You Avoid "Trifling" Conversation

If you decide to listen more, and speak less than you normally would, you only say what needs to be said. Your opinions make a greater impact and your points are succinct. Benjamin Franklin said, "Speak not but what may benefit others or yourself; Avoid trifling Conversation."

5: You'll Recognize the Contributions of Others

When you listen more, you see how others contribute. You'll see how people contribute energy, ideas, actions or results. Few things go as far in building good will as recognizing others and you'll end up learning a thing or two that you didn't know.

We can all spout off endless rhetoric but listening? Great listeners are not so common. Try it this week. Listen more than you speak and see what happens. That's my goal for the week!

Q5 What are techniques to improve listening !

Even when we have the best of intentions, we can easily become distracted when trying to listen to others. If we can learn how to practice active listening, which involves not only offering attention but also [communicating our comprehension](#), we can look smarter, feel better, and [enhance all of our interpersonal relationships](#) at work and at home.

So, whether you're working to manifest [the job of your dreams](#), the ideal romantic partner or that active social life you've always wanted, keep in mind these 8 powerful tips that will help you be a good listener.

1. Demonstrate Your Listening Skills By Paraphrasing

Paraphrasing and summarizing are both fantastic communication skills that help you to make sense of a speaker's points and also allow you to demonstrate that you are listening closely.

For example, if your colleague talks for five minutes about her current difficulties on your shared project, you might try saying something like "So, you're feeling very frustrated that your feedback isn't being taken into account, and you're hoping to organize our team in a way that facilitates more frank discussion".

2. Make Consistent Eye Contact

Learning how to listen isn't just about what you say to others. Body language also has a major role to play.

Although it's off-putting if you stare at your interlocutor and refuse to blink until they've stopped speaking, it is important to hold their gaze at least most of the time. It is an encouraging way to communicate interest, understanding, and focus

3. Adopt An Open Posture

Another tool in your attentive listening skill set involves paying close attention to the way you're standing or sitting. For example, it's common knowledge that folding your arms, tapping your feet or pursing your lips are all ways of showing displeasure, impatience or disinterest. In contrast, effective listening can be communicated by a soft, open posture. Keep your body loose, and consider leaning forward to demonstrate that you're eagerly taking in information.

4. Ask Open Questions

Closed questions are one that can be answered with a simple "yes" or "no", while open questions are designed to promote longer, more thoughtful responses. When you ask closed questions it can seem like you just want to get specific information from the other person.

5. Remember Past Details

Take any opportunity you can to add a comment that proves you have listened and remembered something from a past conversation. This makes people feel valued and proves that you really do pay attention. For example, even something small like remembering that someone doesn't like a particular type of coffee or that they've once visited a specific country can help to cement a mutual bond.

6. Show You're A Good Listener By Nodding

As with eye contact, nodding and smiling can be easily overlooked when you're thinking about how to improve listening skills, as you might just take it for granted that you do this when you're talking.

7. Communicate Active Listening With Mirroring

Further to the above tips on body language, it can be useful to mirror the posture of the person you're speaking to. While this can be obvious if taken to extremes, it is an excellent interpersonal skill that works at a subconscious level to convince your conversation partner that you are empathizing with them. Try small mirroring tricks, such as crossing your legs in the same direction as the other person or folding your hands in the same way.

8. Listen To Understand

Finally, it's vital that you not only act like you're listening to the other person but that you also bring an authentic desire to listen to your conversations. Many people are just waiting to interject, change the subject to themselves or air their views, and this is obvious to others (even when the speaker thinks it isn't).