

Name..

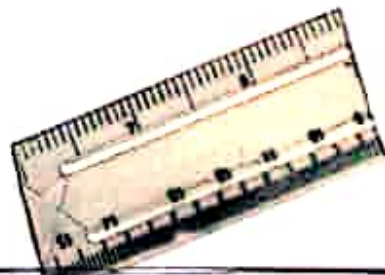
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Assignment:-

Communication skills.



ORAL Messages:-

- Immediate Feedback
- Shorter Sentence n shorter words
- Conventional n OK
- Focus on interpersonal relations
- Less detailed technical info
- More colloquial lang
- Simple construction n words.
- Focus more on non verbal actions

Written message:-

- Delayed feedback
- Longer sentence n longer words.
- More formal.
- Focus on content.
- More detailed technical information.
- Direct speech.
- More complex construction.
- Possibility of review
- Delayed action.

Non-Verbal Communication:-

- Facial Expression
- Gestures (expressions through face)
- Postures
- Movement
- Voice quality
- Silence
- Time
- Space.
- Smell n touch.



Concrete:-

The communication should be concrete, which means the message should be clear and particular such that no room for misinterpretation is left. All facts and figures should be clearly mentioned in a message so as to substantiate whatever the sender is saying.

Concise:-

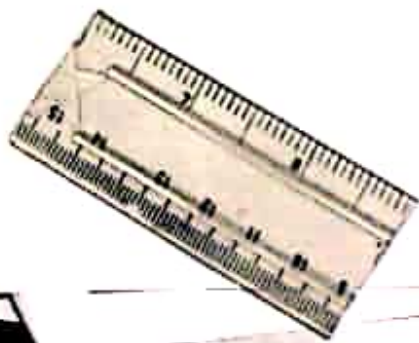
The message should be precise and to the point. The sender should avoid the lengthy sentence and try to convey the subject matter in the least possible number of words.



DF C

Consideration:- The sender must take into consideration the receiver's opinions, knowledge, mindset, background etc. in order to have an effective communication. In order to communicate the sender must relate to the target recipient and be involved.

Courteous:- It implies that the sender must take into consideration both the feelings and viewpoint of receiver such that the message is positive and focused at the audience.



Q. What is 7 C's of Communication
Explain all of them?

Ans:- 7 C's Communication:-

The 7 C's
Communication is a checklist that
helps to improve the professional
Communication skills and increase
the chance that the message will
be understood in exactly the same
way as it was intended.

7 C's Communication:-

Clear:-

The message should be clear
and easily understandable to the
recipient. The purpose of the communication
should be clear to sender then
only the receiver will be sure
about it. The message should emphasize
on a single goal at a time and
shall not cover several ideas in a
single sentence.

Q: Give a brief definition of vocabulary. also explain the types of vocabulary?

Answer: Vocabulary:-

Vocabulary is commonly defined as "all the words known and used by particular person."
• OR.

A vocabulary also known as a wordstock or wordstock is a set of familiar words within a person's language. A vocabulary usually developed with age. Serves as useful and fundamental tool for communication and acquiring knowledge. Acquiring an extensive vocabulary is one of the largest challenges in learning a language.

TYPES OF VOCABULARY:-

- Listening
- Speaking
- Reading.
- Writing.

Q2- What is skimming and scanning explain in detail?

Ans. SKIMMING:-

The type of reading technique in which we quickly read the passage or any kind of text in order to get the general idea of that particular text.

HOW TO SKIM:-

- Read the title.
- Read the first sentence of each paragraph.
- Read the subtitle or introduction.
- Read the summary or last paragraph if there is one.

WHEN SKIMMING:-

- Don't try to read everything in detail but just try to skip the text.
- Read the introduction and summary.
- Read the first and last sentence of each paragraph.

2. Correct:-

The message should be correct i.e. a correct language should be used and the sender must ensure that there is no grammatical and spelling mistakes. Also, the message should be exact and well timed. The correct has a great impact on the receiver and at the same time the morale of the sender increases with the accurate message.

3. Complete:-

The message should be complete i.e. must include all the relevant information as required by the intended audience. The complete information gives answer to all the questions from the receivers and help in better decision making by the recipient.



Types of letter:-

Formal letter:-

These letter pursue a certain pattern and formality

Information letter:-

These are personal letter.

Business:-

This letter scripted among business correspondents generally contains such as quotations orders.

Official letter:-

The short of letter to inform is written to inform officers information.

Conclusion:-

The memo is used to transmit particular information to many individuals working in the same organization. It has an important part to play in recording day to day business information.

Comparison Chart:-

Memo

The memo relates to a short message written in an informal tone for intraoffice circulation of the information

Letter:-

The letter is a type of verbal communication that contains a compressed message conveyed to the party external to the business

Exchanged among

Departments, Unit or Superior Subordinate Under the organization Informal and concise

The business houses or among the company and the client. formal and informative

Contents:

Utilization of technical and personal pronoun is permitted as allowed.

Simple words are used and written in their plain.

Length.

Short

Comparatively long.

One to many

One to one.

Communication

Scanning:-

The type of reading technique in which we read in order to find out and locate what we are searching for. We quickly skip the text and run rapidly through the text until we find out specific details.

IN Scanning We Search FOR KEY WORDS:-

- Particular's name
- Number
- Telephone number
- Program
- Date.

Scanning.. Get only what you need.

Three steps for scanning include-

- Search for key words.
- Move quickly over the page.
- Less reading and more searching.

Reading Vocabulary:-

The words we understand when read text. We can read and understand many words that we do not use in our speaking vocabulary.

Writing Vocabulary:-

The words we can select when we write to express ourselves. We generally find it easier to explain ourselves only using facial expressions and intonation to help get our ideas across, than to find just the right words to communicate the same ideas in writing. Our writing vocabulary is strongly influenced by the words we can spell.



Scope Of Communication:-

- Project future in the present
- Raise awareness, meet info. needs
- Team Motivation raises
- Proper planning and Coordination
- Com skills represents ability & position of a person
- Executive Success is based
- A valuable job requirement
- Develop the right attitude to do the nail aright
- An essential task for promotion through the life.

How to Overcome Barriers of Communication:-

- Taking the receiver more seriously.
- Crystal clear message.
- Delivering messages skillfully.
- Focus on the receiver.
- Use multiple channels to communicate instead of relying on one channel.
- Ensuring appropriate feedback
- Be aware of your own state of mind/emotions attitude.

Purposes Of Communication:-

- To express our thoughts or feeling e.t.c.
- To ensure communication.
- To enhance understanding.
- To solve issues.
- To overcome anxiety through counseling e.t.c.

Process of Communication:-

• Components of Communication.

- 1 Context
- 2 Sender
- 3 Encoding
- 4 Message
- 5 Medium
- 6 Receiver
- 7 Decoding
- 8 Feedback

9 Noise.



Q1:- What is Communication. Explain detail all the types?

Answer:- Communication:- It is the way to express your ideas thoughts, expression, feelings or emotions through verbal or non-verbal signs or symbols

OR

Communication is a process of transmitting & receiving verbal or non verbal msgs.

Process Of Communication

