

UNIT 1 : COMMUNICATION SKILLS

Session 1 : Introduction to Communication

EMPLOYABILITY SKILLS

(Class IX)

Common to All Sectors



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Session Objectives

The students will be able to:

- ❑ Describe the meaning and importance of communication;
- ❑ Identify the elements of communication;
- ❑ Describe the factors influencing perspectives in communication; and
- ❑ Apply 7 Cs for effective communication.

Introduction

- ❑ The word '**Communication**' comes from the Latin word *commūnicāre*, meaning 'to share'. Thus, communication is the 'sharing' of information between two or more individuals or within a group to reach a common understanding.
- ❑ **Communication skills** are those skills which are needed to speak and write properly.
- ❑ Good reading, writing, speaking and listening skills are essential for effective communication.

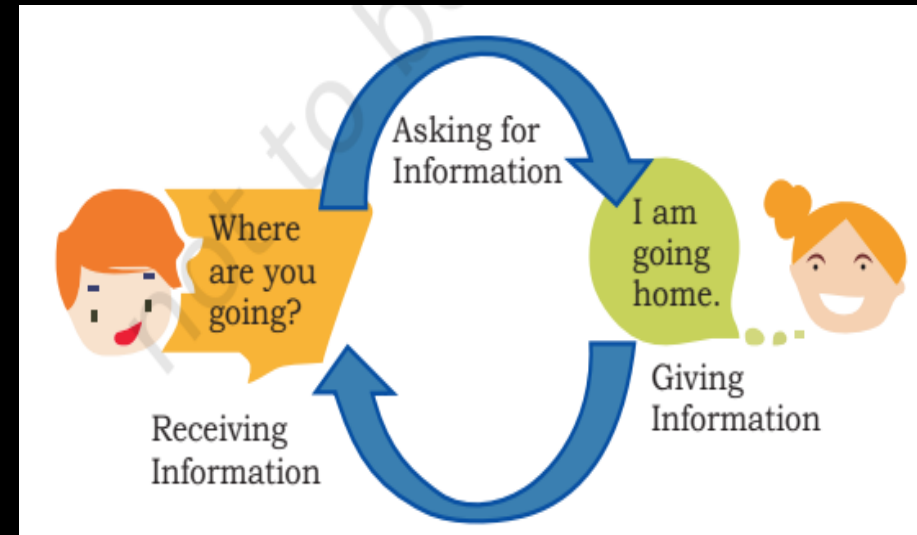
Importance of Communication

Communication skills are needed to:

- ❑ **Inform:** You may provide facts or information to someone.
- ❑ **Influence:** You may influence or change someone in an indirect but usually important way.
- ❑ **Express feelings:** You may talk about your feelings for someone or something.

Elements of Communication

- ❑ Communication is a **two-way exchange of information**, i.e., giving and receiving.
- ❑ **Speaking and writing** to someone are examples of **giving** information.
- ❑ **Reading and listening** to someone are examples of **receiving** information.



Perspectives in Communication

Perspectives are ideas, views, or fixed ways of thinking. These sometimes affect our communication.

Factors affecting perspectives in communication

Language: In case of use of incorrect words, unfamiliar language and lack of detail, language can act as a barrier to communicate. For example, an Indian who knows Hindi only and a Chinese who has the **knowledge of Mandarin only wants to interact with each other.**

Visual Perception: It is the brain's ability to make sense of what we see through our eyes.

Perspectives in Communication

Factors affecting perspectives in communication

Past Experience: Letting our earlier experience stop us from understanding or communicating clearly.

Prejudice: Fixed ideas, such as thinking “No one in my class likes me” may stop a student from communicating openly in the class.

Feelings: Our feelings and emotions, such as lack of interest or not trusting the other person affect communication. For example, “I am not feeling well, therefore, I don’t want to talk.”

Perspectives in Communication

Factors affecting perspectives in communication

Environment: Noise or disturbance in the surroundings may make communication difficult.

Personal Factors: These include your own feelings, habits and ways of thinking.

Culture Signs: These have a different meaning in different cultures, such as showing a thumb may mean 'good job' done for some people but may be insulting to others.

Effective Communication

Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as **7 Cs**, i.e., **Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous**.

Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

Summary

In this session, you have learnt about the meaning and importance of communication, elements of communication, factors that influence perspectives in communication and the 7 Cs of effective communication i.e. Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.

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