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TYBA (Compulsory English)
Topic-An Introduction to Communication Skills
An Introduction to Communication Skills

- Overview
- Introduction
- Defining Communication
- Features of Communication
- The Process of Communication
- Cycle of Communication
- Verbal and Non-verbal Communication
- Components of Non-Verbal Communication
- Tips for Effective Communication
Introduction

- Communication is a systematic way of sharing human thoughts, ideas, information, experiences and knowledge.

- The word ‘communication’ is derived from the Latin word ‘communis’ which means ‘to share’ or ‘belonging to all’.

- It is an attempt to share information and knowledge to make it known to all.

- Being social animals, we constantly communicate at home with our family members, at work with our co-workers and at leisure with our friends.

- We, thus, share a social space with others through verbal and non-verbal communication at local, national and international levels.
Definitions of Communication

1. ‘Communication is a process of exchanging ideas, thoughts, information, knowledge, etc. between sender and receiver through accepted codes.’

2. ‘Communicating is the activity or process of exchanging ideas and feelings or of giving people information.’ (Oxford University)

3. ‘…the act or an instance of communicating; the imparting or exchange of information, ideas, or feelings.’

4. ‘…a process by which information is exchanged between individuals through a common system of symbols, signs or behaviour.’
Features of Communication

- Communication involves a minimum of two people, the sender (source) and the receiver.
- The sender transmits/conveys/sends the message to establish common and shared knowledge.
- Knowledge can be shared only if the receiver understands the meaning of the message, which means that understanding of the message is very important.
- While communicating, there are chances of misunderstandings that may occur due to misinterpretation of the message.
The Process of Communication

- Here are the steps involved in communication process

1. Ideation/Source - Idea with the sender's idea
2. Encoding - Sender's idea is converted into a message
3. Channel - Message is transmitted through proper channel
4. Decoding - the receiver has to understand the original idea
5. Feedback - the sender has to receive a response from receiver (the receiver relays information back to the sender)
Cycle of Communication

The diagram below represents the entire cycle of communication.
Verbal and Non-Verbal Communication

Types of Communication

Verbal Communication (Use of Words)
- Spoken Communication
- Written Communication

Non-verbal Communication (No Use of Words)
- Body Language
Non-Verbal Communication

Non-verbal communication has 5 components

1. **Kinesics** - involves gestures, postures, facial expressions, body language etc.
2. **Proxemics** - refers to the distance we keep from others during communication process
3. **Chronemics** - deals with time (the way we structure and use time conveys our personality and attitude)
4. **Paralanguage** - deals with vocal qualities such as volume, pitch, rate, pronunciation, stress and intonation patterns
5. **Appearance** - reflects your personality during the course of communication
Components of Non-Verbal Communication

- Olfactics
  - Odours
  - Scents
- Haptics
  - Bodily Contact
  - Face & Skin
  - Physique
  - Clothes
  - Adornment
- Physical Appearance
  - Hair
- Chronemics
- Environmental Details
  - Artifacts
  - Physical Setting
  - Gaze Focus
  - Gaze Duration
  - Gaze Direction
- Occulesics
  - Eye Movement & Contact
  - Eye Contact
- Visual Orientation
- Paralanguage
  - Non-verbal aspects of speech
  - Disturbances
  - Voice Quality
  - Tempo
- Prosodic
  - Pitch
  - Loudness
- Paradigmatic
- Facial Expressions
  - Nostril Size
  - Mouth Shape
  - Skin
  - Eye Shape
- Kinesics
  - Gestures
  - Posture
  - Body Movement
- Spatial Behaviour
  - Orientation
  - Proximity
  - Distance
  - Positions
Tips for Effective Communication

- Speaker should choose his/her words carefully
- Sharpening one’s language skills is very important
- Master the various formats, styles and conventions used in formal as well as informal writing
- Make communication goal oriented
- You need to be an effective listener
- Communication should be creative process rather than as a regular chore
- Verbal expression should be followed by appropriate non-verbal codes
- Overcome physical and social-cultural barriers
- Develop interpersonal skills and positive attitude
THANK YOU VERY MUCH