



Shivam Computer Education | 9909256268



Communication Skills Seminar

Presented By Nitesh Bhavsar

Shivam Computer Education ☎ 9909256268

What is Communication ?

संचार वार्तालाप सम्पर्क बनाना सूचनाओं का आदान प्रदान करना





**If You want to be a
Doctor
Which Degree is Required?**



**If You want to be an
Engineer
Which Degree is Required?**



**If You want to be a
Layer
Which Degree is Required?**

If You want to be a Netaji Which Degree is Required?



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No Degree is Required ?



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**This Lecture
is not for You
You are Already
Master of
Communication**

CONVEYANCE





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Communication

- What is Communication ?
- What is Communication Skill?
- Advantage of Good Communication Skill.
- Demand of Communication Skill ?
- Effective Communication Skill ?
- Why Communication Skill Required ?
- Barrier of Communication Skill ?
- 7 C of Communication.
- Examples
- Activates



जो जानते हैं, वो मांगते नहीं

और

जो मांगते हैं, वो जानते नहीं



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2. Sales Coordinator

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♦ Branch Managers ♦ Prayer Intercessors
♦ Media Professionals (Editing, Production)

THIS IS YOUR CHANCE TO BUILD THE KINGDOM OF GOD!

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If you think you have good communication skills, you may want to consider these jobs.

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- Counselling psychologists.
- Customer service representatives.
- Doctors.
- Financial advisers.
- Human services assistants.
- Lawyers.
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What is Communication ?

Communication implies(means) *sharing* or *exchange* of thoughts, ideas, and information between two or more people.

The exchange of thoughts, messages, or the like, as by speech, signals or writing.

To express oneself in such a way that one is readily and clearly understood.

Top 10 Most In-Demand Soft Skills

(Based on % of members with skill who were hired into a new job)

1	Communication	57.9%
2	Organization	56.5%
3	Teamwork	56.4%
4	Always Punctual	55.9%
5	Critical Thinking	55.8%
6	Social Skills	55.8%
7	Creativity	55.0%
8	Interpersonal Communication	55.0%
9	Adaptability	54.9%
10	Friendly Personality	54.6%

Definition:

The word communication has been derived from a Latin word “communis” which means to share something or hold in common.

Following are some definitions of Communication.

➤ “Communication is the process by which information is transmitted between individual or organization also that an understanding response result.....(Peter little)”.

➤ Definition:

➤ “Communication is a process of exchanging information, ideas, thoughts, feelings and emotions through speech, signals, writing, or behavior”.



The Benefits of Communication Skills

- *Communication increases your happiness.*
- You attract the people in your life.
- *Communication increases love.*
- *Communication makes you more popular.*
- *Communication increases your success.*
- *Communication makes you relaxed.*
- *Communication makes you satisfied.*
- *Communication gives you self-control.*
- *Communication helps self-understanding.*
- *Communication helps you understand people.*

One Secret things for Boys



**Girls also like to talk
with such boys
who has
Good
Communication Skill**



**And talk funny and comedy
talk with Enthusiasm**



But Afsos!
I knew that things
after finished my Collage

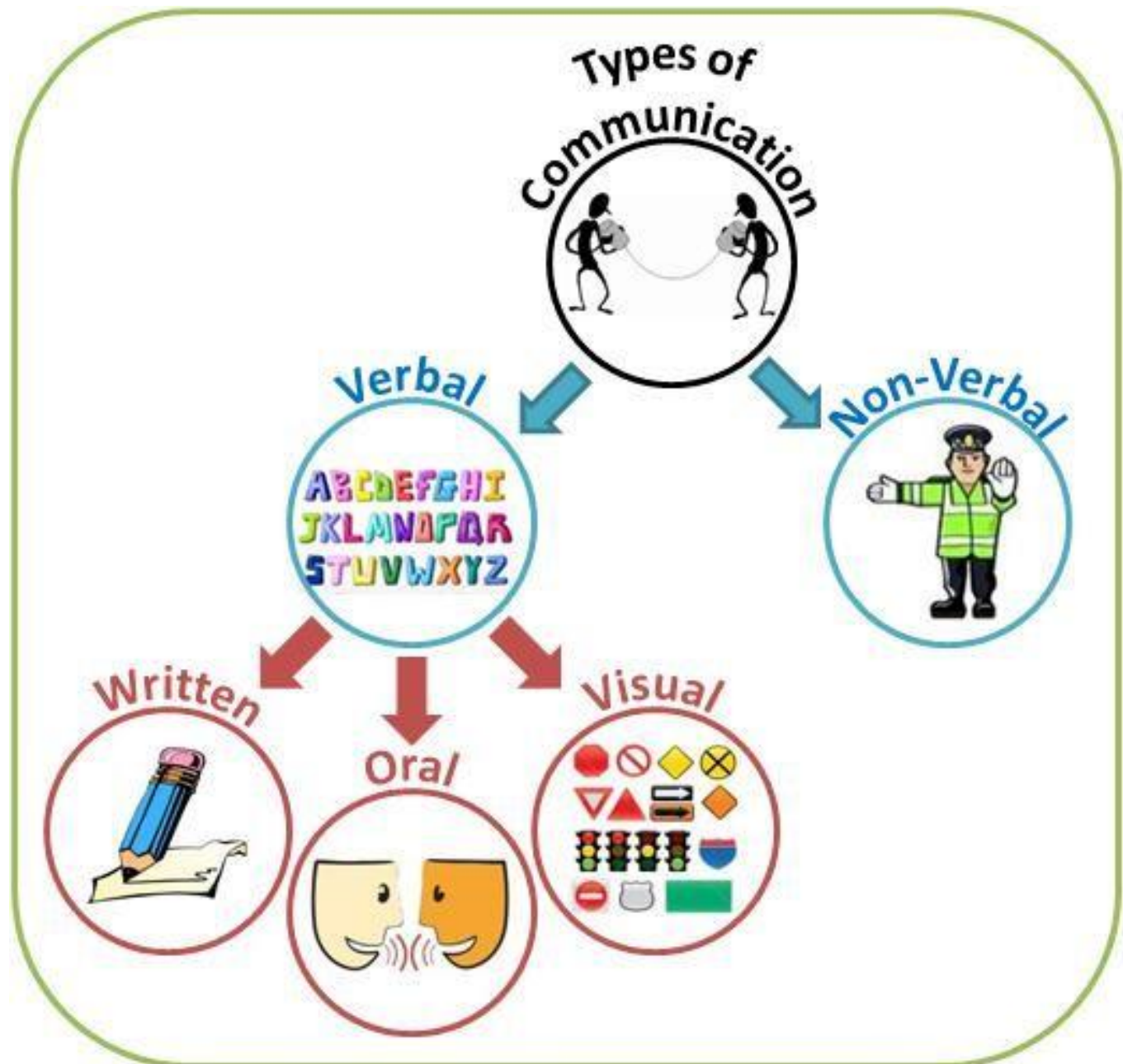
TYPES OF COMMUNICATION

People communicate with each other in a number of ways that depends upon the message and its context in which it is being sent. Choice of communication channel and style of communicating also affects communication. So, there are variety of types of communication.

Types of communication based on the communication channels used.

A. Verbal Communication

B. Non-verbal Communication



A)- Verbal Communication

Verbal communication refers to the form of communication in which message is transmitted verbally;

Communication is done by word of mouth or a piece of writing.

Objective of every communication is to have people understand what we are trying to convey.

Verbal Communication is further divided into:

- i. **Oral Communication**
- ii. **Written Communication**

Oral Communication



Oral Communication:

In oral communication, Spoken words are used. It includes face-to-face conversations, speech, telephonic conversation, video, radio, television. It brings quick feedback. But In face-to-face Communication, user is unable to deeply think about what he is delivering.



ORAL COMMUNICATION

article-junction.blogspot.com

Oral Communication Example Narendra Modi

https://www.youtube.com/watch?v=_11b8ISKoEI

https://www.youtube.com/watch?v=_11b8ISKoEI

https://www.youtube.com/watch?v=_11b8ISKoEI



Oral Communication Example Rahul Gandhi

Rahul Gandhi की 10 Funny Speeches, सुनने के बाद हंस-हंस कर फूल जाएगा पेट | वनइंडिया हिंदी

<https://www.youtube.com/watch?v=4fXarBOzWPc>
|



<https://www.youtube.com/watch?v=4fXarBOzWPc>



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Written Communication:

Written Communication is most common form of communication being used in business. In written communication, written signs or symbols are used to communicate. A written message may be printed or hand written. In written communication message can be transmitted via email, letter, report, memo etc.

Written Communication



STUDENTS ACTIVITY

Nice Vadodara

- ✓ વડોદરા એક સુંદર, શાંત શહેર છે.
- ✓ વડોદરામાં અનેક જગીયાઓ આવેલા છે.
- ✓ સરસ મજાનાં મોટા અને ચોંખા રસ્તા આવેલા છે.
- ✓ શહેરની વચ્ચે પવિત્ર વિશ્વામિત્રી નદી આવેલી છે.
- ✓ વડોદરામાં જઘા લોકો જહું જ શાંત અને મળતાવડા છે.
- ✓ વડોદરા મને જહું જ ગમે છે.

Student Activates

Nice Vadodara

- ✓ વડોદરા એક સુંદર, શાંત શહેર છે.
- ✓ વડોદરામાં અનેક બગીચાઓ આવેલા છે.
- ✓ સરસ મજાનાં મોટા અને ચોંખા રસ્તા આવેલા છે.
- ✓ શહેરની વચ્ચે પવિત્ર વિશ્વામિત્રી નદી આવેલી છે.
- ✓ વડોદરામાં બધા લોકો બહું જ શાંત અને મળતાવડા છે.
- ✓ વડોદરા મને બહું જ ગમે છે.

PRIZE

STUDENTS ACTIVITY

Nice Vadodara

- ✓ વડોદરા એક સુંદર, શાંત શહેર છે.
- ✓ વડોદરામાં અનેક જગીયાઓ આવેલા છે.
- ✓ સરસ મજાનાં મોટા અને ચોંખા રસ્તા આવેલા છે.
- ✓ શહેરની વચ્ચે પવિત્ર વિશ્વામિત્રી નદી આવેલી છે.
- ✓ વડોદરામાં જઘા લોકો જહું જ શાંત અને મળતાવડા છે.
- ✓ વડોદરા મને જહું જ ગમે છે.

Student Activates

Bad Vadodara

- ✓ વડોદરા અરે આ તો વડોદરા છે કે ખાડોદરા!!
- ✓ અને રસ્તાઓની વાત જ ના પુછો, રોડમાં ખાડા છે કે, ખાડા માં રોડ છે, એજ ખબર નથી પડતી.
- ✓ અને રસ્તા વચ્ચે ઢોરો , જાણે એમના બાપદાદા એમને રખડવાં માટે રોડ આપીને ગયા હોય !!!
- ✓ એમા આવેલી વિશ્વામિત્રી નદી કેવી ગંધારી.
- ✓ ત્યાં વાત કરવાં મો ખોલીએ તો એક સાથે પચાસ મ્હર મોટામાં ઘુસી જાય !!
- ✓ અરે અહીં ના લોકોની તો વાત જ ના પુછો બહું જ ખંડુસ લોકો છે.
- ✓ આવા શહેર માં તો રહેવાય !!! આના કરતા તો નર્ક સારુ!

Nice Vadodara

PRIZE

B)- Non-verbal Communication

Nonverbal communication is the sending or receiving of wordless messages.

We can say that communication other than oral and written, such as gesture, body language, posture, tone of voice or facial expressions, is called nonverbal communication

Types Of Non-Verbal Communication



Facial Expression



Gestures



Posture



Touching



Personal Space

Non Verbal Video Example

Priya Varrier Do you want to she video ?



According to a report in India TV, Priya is charging a whopping amount of money for her social media posts. It is believed that Priya is being offered as much as Rs 8 lakh per social media post.

○ Communication by Posture

Posture means the position of the body. The way we stand, sit or recline and walk reflect our attitude, thoughts and feelings

A person's posture tells us whether he is feeling diffident, confident or over-confident.

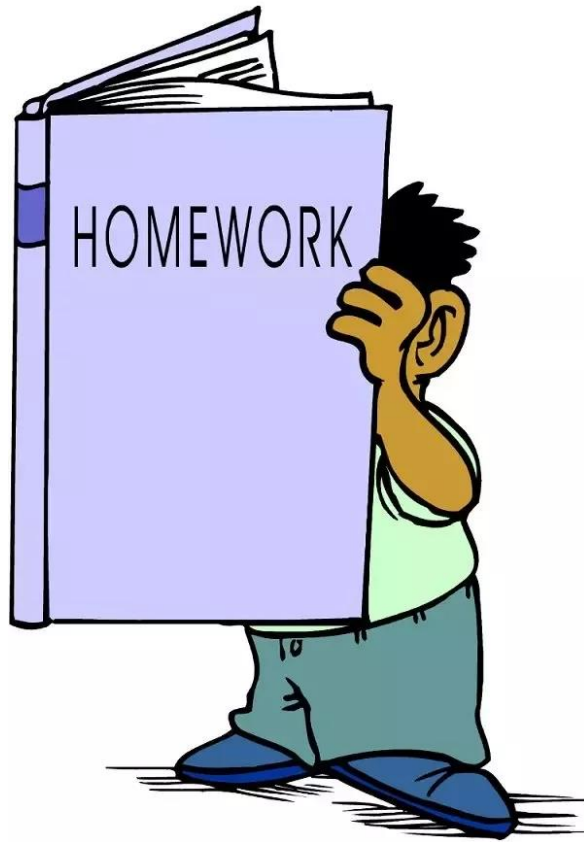


Example:-

His posture shows that he is in a tensed mood (may be waiting for his interview result)



His posture shows that he is in a relaxed mood. (may be done with his assignments)



IT'S WHAT YOU **DON'T SAY** THAT COUNTS!



LEARN TO **READ AND INFLUENCE** PEOPLE THROUGH
NONVERBAL COMMUNICATION.

B)- Non-verbal Communication

Nonverbal communication have the following three elements:

- Appearance: Speaker: clothing, hairstyle, neatness, use of cosmetics
- Surrounding: Room size, lighting, decorations, furnishings
- Body Language: facial expressions, gestures, postures
- Sounds: Voice Tone, Volume, Speech rate



Non verbal communication



PROCESS OF COMMUNICATION

- In communication process, a sender (encoder) encodes a message and then using a medium/channel sends it to the receiver (decoder) who decodes the message and after processing information, sends back appropriate feedback/reply using a medium/channel. The communication process includes the following components.

PROCESS OF COMMUNICATION

■ **Idea:** A thought or collection of thoughts that generate in the mind.

■ **Sender:** The sender is an individual, group, or organization who initiates (starts) the communication.

■ **Encoding:** Encoding means translating information into a message in the form of symbols that represent ideas or concepts.

■ **Message:** Idea encoded by the sender.

■ **Channel:** The medium used to convey the message.

■ **Decoding:** Decoding is the reverse of encoding, which is the process of transforming information from one format into another.

■ **Receiver:** The receiver is the individual or individuals to whom the message is directed.

■ **Feedback:** The response to a message or activity.



The Communication Process



Sender has idea



Sender encodes idea into message



Message travels over one or more channels



Receiver perceives & decodes message



Receiver provides verbal and nonverbal responses to sender

Sender's response to feedback may trigger additional feedback to receiver

BARRIERS IN COMMUNICATION

- **Barriers in communication means the causes or hurdles which leads to miscommunication or failure of communication. Following are some reasons which fail the process of communication to bring a positive response from the receiver.**

BARRIERS IN COMMUNICATION

- Lack of attention, interest, distractions, or irrelevance to the receiver.
- Differences in perception and viewpoint.
- Physical disabilities such as hearing problems or speech difficulties.
- Language differences.
- Expectations and prejudices which may lead to false assumptions.
- Cultural differences.
- Lack of Message Clarity.
- Information Overload.
- Wrong choice of channel.
- Gender differences

7 C's of Communication

- **Definition:** The **7 C's of Communication** is a checklist that helps to improve the professional communication skills and increases the chance that the message will be understood in exactly the same way as it was intended.
- **To have effective communication, one should keep the following 7 C's of communication in mind:**



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.

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 messages have a greater impact on the receiver and at the same time, the morale of the sender increases with the accurate message.

Complete:

- The message should be complete, i.e.
- it must include all the relevant information as required by the intended audience. The complete information gives answers to all the questions of the receivers and helps in better decision-making by the recipient.

Concrete:

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

Concise:

- The message should be precise and to the point.
- The sender should avoid the lengthy sentences and try to convey the subject matter in the least possible words.
- The short and brief message is more comprehensive and helps in retaining the receiver's attention.

Consideration:

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

Courteous: Polite: Well-mannered:

- It implies that the sender must take into consideration both the feelings and viewpoints of the receiver such that the message is positive and focused at the audience. The message should not be biased and must include the terms that show respect for the recipient.

**Thank you
Next Time
Practical Actives
on
Communication Skill**



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