



K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

1. INTRODUCTION TO COMMUNICATION SKILLS

Objective

At the end of the lesson, you shall be able to

- Define communication
- Understand the necessity and importance of communication

INTRODUCTION

Take a quick look around your classroom and observe what your classmates are doing! Some of them are talking, some

are observing, some are relaxing on their chairs, some are laughing, some are reading and some might be sitting quietly not doing anything.





What do they all do?

After observing share what you observed to your friend, then ask yourself the following:

- Did your friend understand what you explained?
- Did he have doubts and misunderstood your thoughts and information?
- Was the information conveyed effectively?

WHAT IS COMMUNICATION?

Have you heard people talking about communication often .You probably did! Everyone needs it and wants it, but what exactly is communication? Let us try to understand it. The word ‘Communication’ comes from the Latin word *commūnicāre*, which means ‘to share’. Communication skills are those skills which are needed to speak and write properly.

In the present time, a thorough knowledge of language with communication skills is very important in any occupation or business. As a student, you may know and learn many languages, but it is important that you are able to read, write, speak and listen well in order to communicate properly.

Communication skills are needed to:

- Inform :You may be required to give facts or information to someone. For example, communicating the timetable of an exam to a friend.
- Influence: You may be required to influence or change someone in an indirect but usually important way. For

example, negotiating with a shopkeeper to reduce the price or helping a friend to overcome stress due to exams or any other reason.

- Express feelings: Talking about your feelings is a healthy way to express them. For example, sharing your excitement about doing well in your exams or sharing your feelings with your parents and friends.

Importance of communication in personal life:

It is indeed necessary to develop your ability to communicate clearly so that you can share your thoughts, feelings and ideas which in turn will help you to maintain healthy relationships. For example, you can just inform someone about something or communicate effectively.

Importance of communication in professional life:

Being a good communicator at a job, lets you to improve confidence, to get appreciation, to be a good team player.

You need to listen to other people’s ideas, while being able to clearly and effectively communicate your own. Good communication can also help to build a positive working relationship, so your team works more effectively and productively together. When it comes to developing your professional communication skills, there are several things you can try.

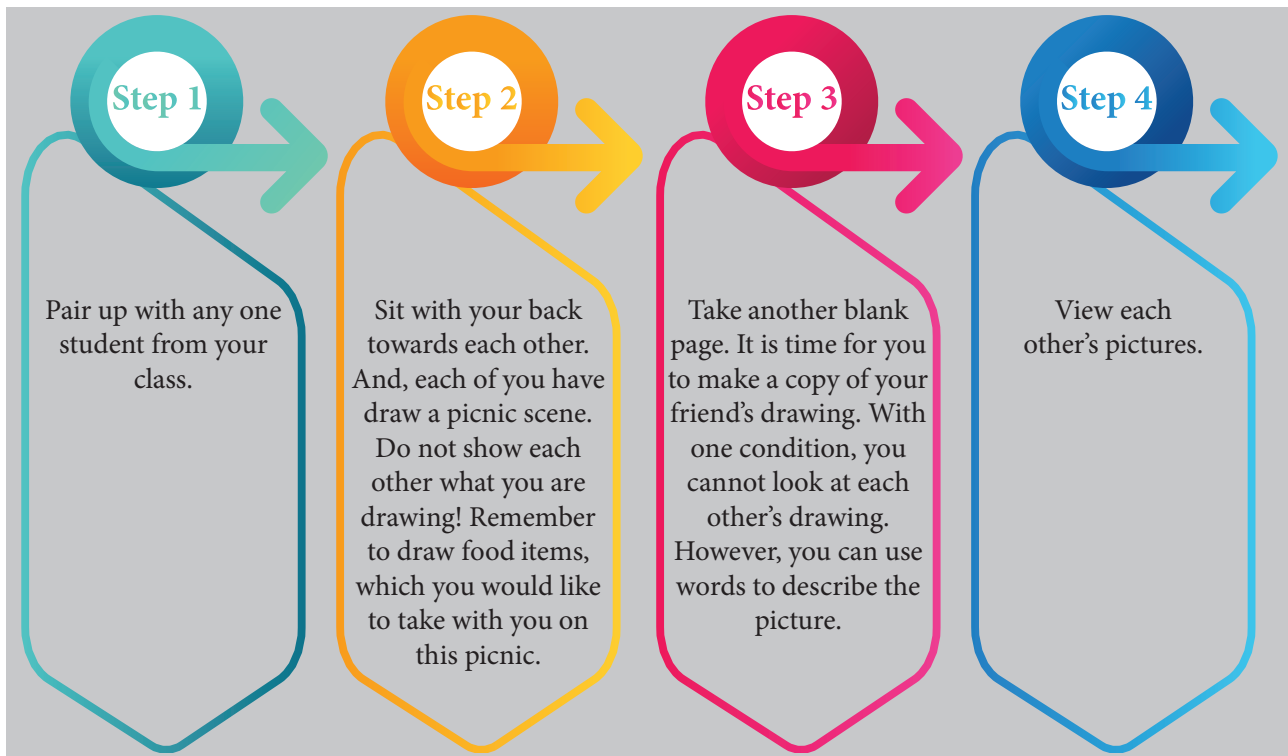
- Ask for feedback
- Learn from others
- Work on your active listening skill





ACTIVITY 1

Draw and describe!



ACTIVITY 2

Get and Give

- Make students stand in a straight line with 1 feet distance between them.
- The teacher will convey a message to the person standing in the 1st place which may be an action, a dialogue or a line.
- The person in the first place will receive the message and convey the information to the second person.
- The process continues until the information reaches the last person. Make sure no one else listens while the information is transferring between 2 persons.

- The last student and the 1st student will now convey what message they received to the class.

Was the message by both students the same? What did you observe? What miscommunication took place here?

CONCLUSION

It is now clear what communication means, how important it is in our personal and work life. A good communication makes you express your ideas with much needed clarity to take it further to the next step.

QUESTIONS TO THE STUDENTS

1. Discuss – Were you able to draw each other's pictures with the help of words alone? What were the challenges in understanding what is made on a picture by listening to only the words? (Refer activity 1)
 2. How can you improve your communication? What words could your friend have used to clearly describe his/ her picnic scene? (Refer activity 1)
-
-
-
-
-
3. Discuss with your friends, and write why do you think this happened? What could the father or the children have done to prevent this? (refer activity 2)

2. COMPONENTS OF COMMUNICATION

Objective

At the end of the lesson, you shall be able to

- Explain the process of communication
- Identify the components and types of communication
- List out the barriers for effective communication

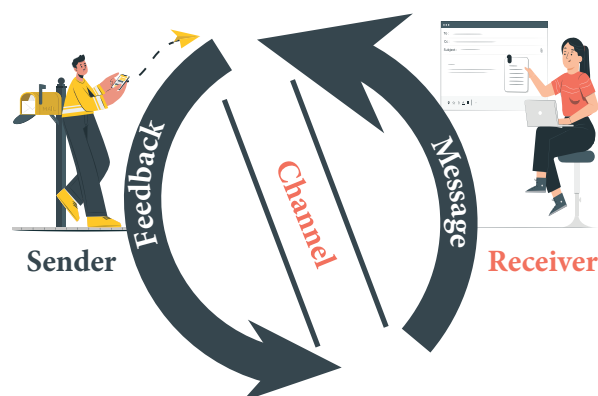
INTRODUCTION

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.

Similarly when you are having a conversation with your friend, the information you give or speak is sent and information you get or listen to is received.

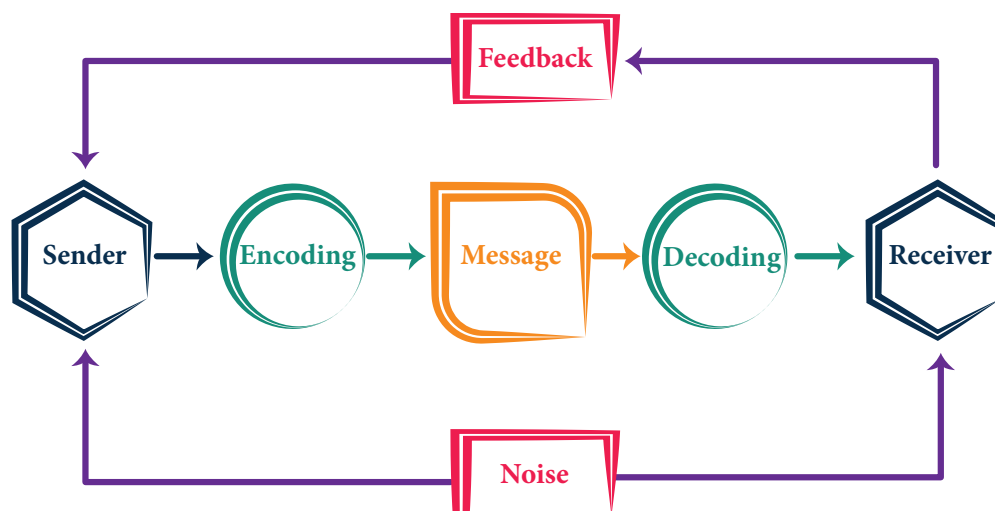
PROCESS OF COMMUNICATION



Key Components

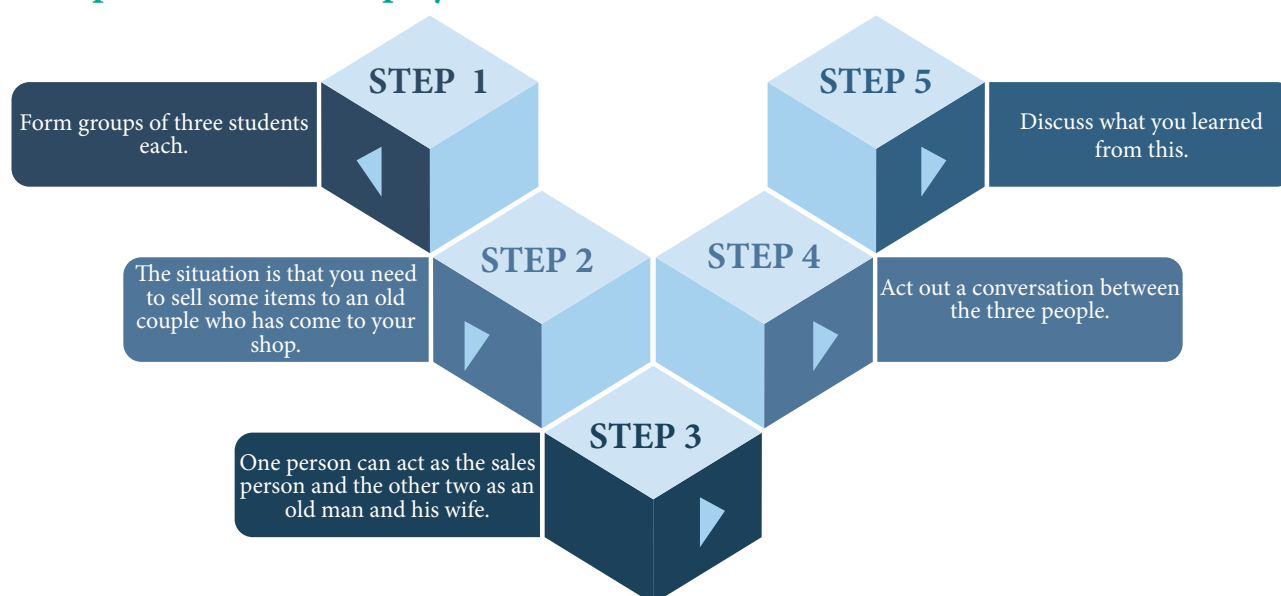
The communication process is made up of six key components. Those components include

- **Sender-** The process starts here. Sender sends the message.
- **Encoding-** The message is converted for security purposes.
- **Medium of transmission-** It is the channel or path through which information passes.
- **Decoding-** The message is converted again to its original form.
- **Receiver-** The information intended for the receiver is reached. The process ends here.
- **Feedback-** It is the confirmation from receiver whether the message is received or not.



ACTIVITY 1

Group Exercise – Role-play on Communication Process



Identify the following:

Sender _____

Receiver _____

Channel _____

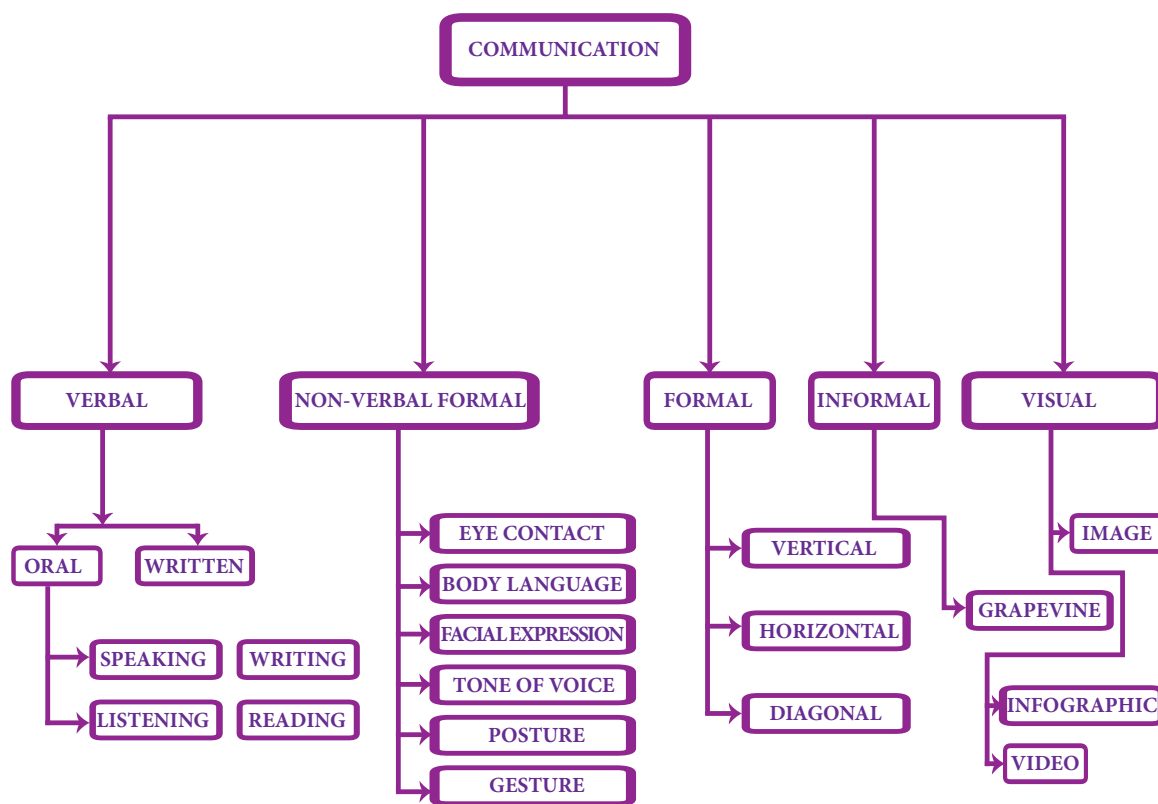
TYPES OF COMMUNICATION

Do you think communication is done only by words? Have you done mischief against your sister or brother and realised they are angry with you just by looking at their expression, we do not need to ask them!



In our everyday life, we communicate more without the use of words (via body language, tone of our voice, expressions, etc.) than we do using words.

There are numerous types of communication. The major categories are:



Communication is broadly classified under 5 categories:

Verbal communication: It includes the oral and written form of communication, which involves speaking, listening, reading and writing.

Non Verbal Communication: These are the unspoken unwritten expression a human makes during a conversation that mostly includes body language.

Formal and Informal Communication: These are the ways in which certain formats or rules are involved while delivering a message. This type of communication is formal like conveying information to a higher authority. Where as the information conveyed casually to a friend in informal.

Visual communication: These are signs and notifications that are placed everywhere to convey a information

ACTIVITY 1

Dialogue delivery!

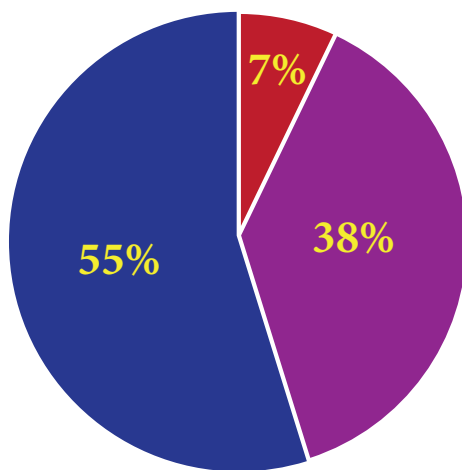
Procedure

1. Team up with any 3 trainees from your class.
2. In your notebooks, make a list of your favourite movie dialogues. Do not show the list to your friends.
3. Take turns delivering the dialogue in front of your friends! Take care to deliver it in the same style and tone in which it was delivered by the actors in the film.

4. Applaud the best dialogues! You can also rate each other's dialogues out of 5. All 5 star dialogues deserve a huge round of applause.
5. Now, attempt this dialogue delivery with a twist. Deliver the dialogue in the opposite emotion. So, for instance, say 'I have topped the class this year!' in a sad and miserable tone.
6. Discuss – Identify the importance of your words here. Check after changing the emotions of your dialogues, whether the dialogue meant the same?

In life, is it possible that sometimes we fail to express our enthusiasm or sorrow through our words? What effect does it have on the effectiveness of our communication? That's the role of communication.

When people speak to us we observe,



- 7% spoken words
- 38% voice and tone
- 55% body language

From the above Albert Mehrabian pie chart model, we can understand that non verbal methods involve the major part of our communication but you

should understand that it is important to practise both verbal and non verbal communication to improve our ability to communicate effectively with others.

Barriers for Effective Communication

Sometimes, the information we try to convey gets lost or misinterpreted not only since we are unable to communicate clearly but because of barriers that stop us from sharing and understanding messages. Some of these barriers are summarised below:



CONCLUSION

Not just the words but our expressions also form a part of our communication, only then the information conveyed is successful. Now you are able to understand the terms in the communication process and the types

of communication. As there is a side effect to every process, even communication has some barriers and it has been listed. The process of overcoming it will be discussed in the lessons to come.

QUESTIONS TO THE STUDENTS

1. Is it possible that sometimes in life, our body communicates something that we do not intend to? Can we appear bored and sleepy in a classroom without intending to? How can we control this?
2. Discuss how barriers affect good communication with family, friends, in school or at a retail store(from activity 2).
3. How can effective communication help us?

3. VERBAL COMMUNICATION- SPEAKING

Objectives

At the end of this lesson, you shall be able to:

- Understand the importance of verbal communication
- Identify the types of verbal communication
- Practice making telephone calls

INTRODUCTION

Often we fail to articulate our thoughts properly and our words and actions are

misinterpreted many times. Powerful words are sometimes more effective than actions. That is why it is necessary to understand and implement verbal communication in our daily life and to build a successful business relationship.

VERBAL COMMUNICATION

Verbal communication is the use of words to share information with other people. It can therefore include both spoken and written communication.

However, many people use the term to describe only spoken communication. The verbal element of communication is all about the words that you choose, and how they are heard and interpreted.




Verbal communication includes sounds, words, language, and speech. Speaking is one of the most effective and commonly used ways of communicating. It helps in expressing our emotions in words.

Advantages of Verbal Communication

- It is an easy mode of communication.
- Enables you to keep changing your interaction as per the other person's response.

Types of Verbal Communication

- Oral communication
- Written communication

Types of Verbal Communication	Examples	
Oral or Spoken Communication: Communication which involves talking	<ul style="list-style-type: none">● Face-to-face conversation● Talking on a phone● Classroom conversation● Business discussion● Public speeches	

HOW TO IMPROVE VERBAL COMMUNICATION

To improve the effectiveness of verbal communication many tools and techniques can be used. They are

- Reinforcement
- Questioning
- Reflection

Reinforcement

In order to strengthen the words we speak, the use of nonverbal gestures like head nods, a warm facial expression and maintaining eye contact to build rapport and are more likely to reinforce openness in others.

Questioning

Questioning is an essential way to clarify areas that are unclear and to test our understanding. It can also enable us to seek support from others.

On a more social level, questioning is also a useful technique to start conversations, draw someone into a conversation, or simply show interest. Effective questioning is therefore an essential element of verbal communication.

Reflecting

Reflecting is the feedback we provide to another person as a confirmation that information conveyed was understood by us the same way.

Reflecting is a specialised skill often used within counselling, but it can also be applied to a wide range of communication contexts and is a useful skill to learn.

Reflecting often involves paraphrasing the message communicated to you by the speaker in your own words. You need to try to capture the essence of the facts and feelings expressed, and communicate your understanding back to the speaker.

PHONE SPEAKING ETIQUETTES

Ability to identify appropriate expressions in making telephone calls is a very important skill. Formal telephone calls to prospective employers, supervisors and others are to be made in professional life. Learning to make formal telephone calls will help one perform well in the workplace.

It is necessary that we will be required to speak on the phone most of the time. Whichever type of phone user you are, it is

important to learn proper phone etiquette so you can give others a good impression of you or the business you represent, and also make it a pleasant experience for the other person on the line. There are some things you should say and you should not, here are some tips for you.

DO	DON'T
Smile when you talk to people.	Be distracted.
When you answer the phone, greet the caller warmly and advise who they are talking to.	Shout or whisper.
Speak clearly.	Leave the caller on hold for too long.
make small talk.	Talk unnecessarily.

COMMON TERMS WHILE USING TELEPHONE



An example of a phone conversation is shared here.

Jimmy: Hey, Jackie, it's Jimmy. How's it going?

Jackie: Good, good. Um, sorry Jimmy, I really gotta go in like 2 minutes. What can I help you with?

Jimmy: Oh, don't worry, I just had a very quick question for you...

If the other person says they don't have time, you should be quick or offer to call back later. You can say "Do you want me to call back at a later time?"

But here's a situation where small talk is polite and expected:

Jackie: Hey, Jimmy, this is Jackie from the Chicago office. How are you today?

Jimmy: Good, thanks. We just got back from a weekend in the mountains.

Jackie: Oh that sounds nice! I imagine it's very pretty!

Jimmy: Yeah, really nice! So, what can I help you with?

Since Jimmy initiated a little small talk, it's polite to continue, and to show interest in what she says.

The small talk doesn't need to be long, just a few exchanges before Jimmy transitioned to the "business" subject. And if you want to be the one to make this transition, the key phrase is "So, what can I help you with?"

"Say that one more time, please." When you're having difficulties understanding when you don't understand something.

ACTIVITY1

You have applied for the post of an intern in XYZ Ltd. You attended the interview a

week ago and have not heard from them yet. Make a call to the HR manager to find out your position. Remember to be polite and have all your application information ready before you make the call.

Note the Points for Conversation Here

CONCLUSION

In this lesson we learnt about verbal communication, the importance of developing it to support you in business communications. Also we discussed phone conversation, its etiquettes and points to consider when we make a phone conversation. Though verbal communication seems to be something we all know about, this makes the essence of basic conversations that helps you to create healthy conversations in work as well as in social life.

QUESTIONS TO THE STUDENTS

1. List a few occasions when you will need to make a telephone call in the workplace. What are the important things to consider when you make a formal telephone call?

2. Is it necessary to be polite when you make a formal telephone call? Give reasons.

3. What are the important things to consider when you make a formal telephone call?

4. VERBAL COMMUNICATION-WRITING

Objectives

At the end of this lesson, you shall be able to:

- Identify the features of formal letters
- Recognize the structure of formal letters
- Respond to advertisements and write letters

INTRODUCTION

In your workplace, whether you send an email, write a memo, draft meeting agendas, write bulletins, create circulars or provide briefs, your employer expects you to possess excellent written communication skills. Depending on your position, clear and concise communication ensures that you effectively communicate with everyone you work with.

WRITTEN COMMUNICATION





Ability to communicate in writing is an important skill. You require some degree of written communication skills for every type of job. Applying for jobs with resumes is a basic requirement when one applies for jobs. Formal letters and informal letters are written for many purposes in real-life contexts. A good letter of application and a resume create a favourable impression on the employer.

Written communication skills use grammar, punctuation and words. For a written communication to be effective, ensure it has the 4C's:

- clear
- concise
- complete
- courteous

Types of Verbal Communication

- Oral communication
- Written communication

Types of Verbal Communication	Examples	
Written Communication: Communication which involves written or typed words.	● Writing letters, notes, email, etc	
	● SMS (Short Message Service)	
	● Digital Communication Medium	
	● Books and newspapers	

TEMPLATE OF A FORMAL LETTER

Dated : 14 May 2016	→ Date of Writing the letter
To: The Editor Xyz Colony, XYZ City – 400001	→ Receiver's Designation and address
Respected Sir / Madam,	→ Salutation
Subject : a short description of cause of writing the letter	→ Purpose of writing letter in one sentence
Body of the letter : (i) Introduction (ii) Main content (iii) Conclusion + End of letter	→ Main content of the letter. It includes attention acquire from receiver. Your introduction and purpose of writing the letter in details. Also, the conclusion in second para.
Yours sincerely / faithfully / truly,	→ Complimentary closing



ACTIVITY 1

Look at the advertisement for vocational students. Write a formal letter of application. You may refer to the structure of the letter in the illustration. Write the letter in the table given to the Director, ABC industry, Cantonment, Bangalore.

Eligibility: 12th Pass(vocational course),
17-23 years old.

Salary: Rs. 15,000 – 25,000.



STRUCTURE OF LETTER

Date:

From

To

Dear Sir/Madam,

Sub: Application for the post of

I saw your advertisement in naukri.com. I have completed 12th std in _____ trade. I wish to apply for the post of _____. I am _____ years old. I have a _____ certificate.

I have enclosed my resume for your reference. I assure you that if I am selected, I will work hard and follow all rules and regulations of your company.

_____.

Yours Faithfully,

ACTIVITY 2

Write an informal letter to your friend about the first day at your new job.

Date:

Place:

Dear _____,

How are you? I am excited to share

Yours lovingly,





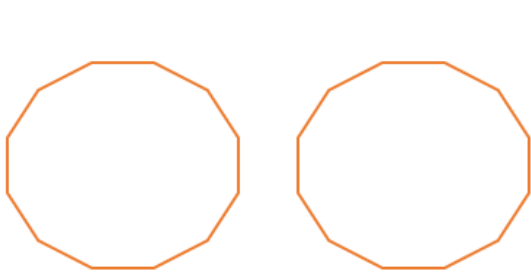
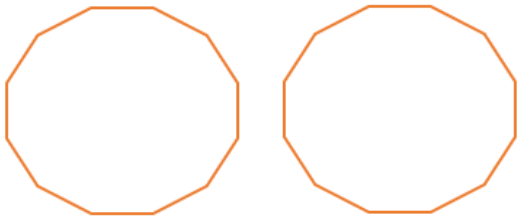
CONCLUSION

As discussed, spoken skills are not just enough to excel in our job. When we are asked to send a letter, the written form of verbal communication, understanding the types of verbal communication, writing formal and informal letters, and responding to an advertisement for a job by writing a formal letter plays a key role

QUESTIONS TO THE STUDENTS:

1. What are the important things to follow to write an effective letter to your supervisor to request for a day's leave?

2. Make a checklist of the steps you need to take for improving your written communication skills.



3. Identify the grammatical and Punctuation errors in your informal letter with the help of your teacher. (refer Activity 2)

5. NON-VERBAL COMMUNICATION

Objectives

At the end of this lesson, you shall be able to:

- Explain about the non verbal communication
- Recognize the importance of maintaining appropriate bodily movements and appearance
- Practise to maintain spatial distance and proper body language

INTRODUCTION

Non-verbal communication is the message we send to others without using any words. In other words, we send signals and messages to others, through expressions, gestures, postures, touch, space and eye contact.

It plays a significant role in our lives, as it can improve a person's ability to relate, engage, and establish meaningful interactions in everyday life. Non verbal communication is often referred to as body language and takes different forms in different cultures.





Each movement and combination of movements of the body such as shifts in posture, direction of the eyes, gestures of the limbs, and expressions on the face provide signals to others. These cues may be subtle or obvious, and they can be contradictory: A person might say one thing while body language conveys an entirely different message. Body language supports our words and implies whether it is true or not. Because nonverbal communication is often instinctive and typically not easy to fake, it is generally an indication of a person's true feelings.

NON-VERBAL COMMUNICATION		
Gestures	<ul style="list-style-type: none"> Raising a hand to greet or say goodbye. Pointing your finger at someone. 	
Expressions	<ul style="list-style-type: none"> Smiling when you are happy. Making a sad face when you are sad. 	
Body Language	Postures by which attitudes and feelings are communicated. Standing straight, showing interest.	
Spatial distances	Space is the physical distance between two people. The space between two persons while communicating, generally depends on the intimacy or closeness between them.	
Eye contact	The way we look at someone can communicate a lot. Eye contact shows that we are paying attention to the person as opposed to looking away, which can make the other person feel ignored.	

BODY LANGUAGE AND WHAT IT MEANS

Body language communicates more than the spoken word. It includes gestures, postures, facial expressions, eye contact and personal appearance. Identifying appropriate bodily movements help to achieve success in interviews as they create a good first impression.





Gesture	Meaning	Gesture	Meaning
Brisk, erect walk	Confidence	Open palm, Sincere, openness,	Innocence
Sitting with legs crossed, foot kicking slightly	Boredom	Hands clasped, behind back	Anger, frustration apprehension
Arms cross on chest	Defensiveness	Quick tilt head	Interest
Biting nails	Insecurity, nervousness	Stroking chin	Trying to make decision
Rubbing eye Rubbing hands	Doubt, disbelief anticipating	Sitting legs apart Hands to cheek	Open, relaxed Evaluation, thinking

Tips for Improving Non-verbal Communication

- Be self aware of your actions.
- Manage your stress effectively.
- Assess the reaction based on spoken words.

At an early stage project meeting Hari, the project team leader, presented his project timetable to meet the project goals. During the presentation he noticed that his fellow team members, Simon was frowning and shaking his head and Justin had leant back in his chair and folded his arms.

Hari stopped what he was saying, turned to Simon and Justin and asked 'I sense you are not supportive of what I'm saying. Can I clarify anything for you?' Simon replied 'You are right. I think the project timetable is unachievable.' Hari responded by directing a question to the whole group 'How do the rest of you feel about the timetable I'm suggesting?'

By observing these valuable non-verbal cues Hari was able to open up communication amongst the team and find an early resolution to this problem. If he

had ignored or not been aware of the cues, he could well have encountered serious problems with meeting the project timetable and ultimate completion. Additionally, he might not have received the full support of two valuable team members. Examples for Non-verbal communication may include Dancing (Solo performance) and Miming (Art of being Silent)

ACTIVITY 1

Enact a Dumb Charades game

Procedures:

1. Divide the class into two groups
2. One volunteer comes forward and the teacher gives him a word or a phrase or a movie title to him
3. He volunteers and enacts the meaning of the word or a phrase or a movie title and the rest of the group members should guess the word.
4. A time limit of 3-4 minutes is given for this enactment. If the group fails to find the word, it will be passed to the next group, if they guessed it right, that group will get half of the marks



ACTIVITY 2

Read the following passage and tick the appropriate column in the table with do's and don'ts of non-verbal behaviour.

The eyes and facial expression are important to a speaker/listener. If a listener is rolling her eyes, has a bored expression or seems glazed over, it means that the listener is not actually listening or does not care about what the speaker has to say. Although some find it hard to make eye contact, attempting to do so during conversations makes you come across as alert and caring. Head movements such as nodding are also important, visual cues that let people know you are listening, processing the information and care about what is being said. This area of non-verbal communication depends on the person.

Not everyone "talks" with their hands, but integrating hand gestures into communication is a good way to get your point across. Examples to avoid would be pointing at the listener or wild hand gestures that take away from what you are saying. Speakers often use hand gestures to help solidify a point they are making. Crossing your arms over your chest signifies to a listener that you do not agree with them and you are closed off from what they are saying. Fidgeting while listening also imparts cues that you are not interested in what is going on. This includes playing with your hands or objects, as well as swinging/shaking/moving your feet.

Keeping still while listening may not be easy, but it lets the speaker know that you care about what they are saying. Body positioning is subtly different from

actual body movements. For example, even if you are sitting perfectly still but are leaning backwards, this gives the impression of disinterest or even downright disagreement. Inclining towards your listeners or the person who is speaking to you gives them the impression that you are engaged in the conversation. When people don't get along, they may give off subtle cues in their body positioning by turning slightly away, giving the impression that they want to leave the conversation. Open and engaged body positioning is important in a conversation.

Non-verbal Behaviour	Dos	Don'ts
Rolling eyes when someone is speaking		
Maintaining good eye contact with the speaker/listener		
Nodding the head makes the speaker know that you are listening		
Using your hands while speaking is a bad practice		
Using your hands while speaking is called a gesture		
Keeping hands crossed means obedience		
Playing with objects, shaking legs are good signs of listening		
Leaning forward makes listening to the speaker easy		
Leaning backwards gives the impression of indifference to the speaker		



CONCLUSION

Here in this lesson you saw about various types of Non verbal communication , how it plays a vital part in our communication, the role of body language and what it means when people are expressing. You are also provided with tips on how to improve your non verbal communication. You can now practise them and use them effectively.

QUESTIONS TO THE STUDENTS

Read the following descriptions. Identify the inappropriate behaviour. Write reasons to show why they are inappropriate.

1. Saleem is called by the instructor. The instructor tells Saleem how to use a Vernier Caliper. Saleem does not look at the instructor. He looks down when the instructor is talking to him.

2. Thomas is listening to a guest lecture on employability in his school. He is not interested in the session. He is drawing in his notebook and showing it to his friend, Ajay.

3. Mallik is called by the Principal as he has been very irregular to the School. Mallik stands very close to the Principal. He takes a paper weight on the Principal's table and starts playing with it.

6. WORKPLACE COMMUNICATION

Objectives

At the end of this lesson, you shall be able to:

- Identify the importance of workplace communication
- Recognize the ways to improve workplace communication
- Identify and eliminate the barriers to effective workplace communication

INTRODUCTION

You have already learned so much about effective communication. Why do we need to spend time learning more about communication at the workplace? Once you have cleared your interview and secured a position in a new company, you enter the life of a working professional. This life has some rules of conduct that are very different from those of your school days. Knowing how to communicate with your supervisors and co-workers can open up many opportunities for you. Not knowing how to communicate properly can make your professional life very difficult.



Workplace communication

Workplace communication is the exchange of information and ideas by employees. Communicating effectively is a critical aspect of getting any job done, whether it occurs in-person or virtually and is part of the internal communications efforts within an organization.

Data shows that businesses with an engaged management and strong communication networks are more likely to achieve their organizational goals. Teams that have good communication help team members collaborate and participate effectively in achieving defined organizational goals. With everyone on the same page, a high-performance culture is created, all because of good workplace communication.

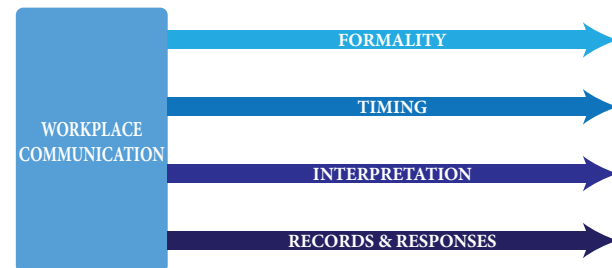
Importance

Effective communication in the workplace is an integral part of company success. **Quality communication in the workplace can eliminate unnecessary problems and promote better performance.** The ability to communicate effectively in the workplace can increase overall productivity, and create a strong team. It has the following characteristics:

- Good communication provides purpose and a common goal.
- Good communication can prevent misunderstandings and avoid confusion.
- Good communication stimulates team building and boosts company culture.
- Good communication encourages employee engagement and improves morale.
- Good communication often results in a more productive and talented workforce.



Communicating isn't just about talking—it's also about listening. Being a good listener at work is an important aspect of cooperation and problem-solving too



Ways to Boost Communication at Work

- React and respond to build relationships.
- Speak and listen with respect.
- Consider how, when, or where it makes sense to communicate.
- Give clear instructions on tasks and state what results are expected.
- Encourage open discussion and feedback exchange.
- Communicate frequently and with transparency.
- Provide specific and descriptive constructive criticism.
- Schedule regular employee check-ins.
- Use the right tools for your business.
- Organize team building activities.
- Continually work on your communication development.

CONCLUSION

Practising early will let you to achieve early. Here you have obtained insight on what and what not to do while communicating in your workplace. You now know the importance of workplace communication and also some strategies on how you can improve to make yourself be prepared. All you have to do now is look for the perfect workplace for you.

QUESTIONS TO THE STUDENTS

You have been hired by a multinational company and in your training one aspect of communicating to co-workers was given much importance. But the circulars at the company and oral information for workers reach late and are often misinterpreted. This affects the team collaboration and performance. You are working with a team of 2 other people, who are senior to you. Your seniors continuously neglect the communication issue which is important in guideline. When you ask them to communicate with you, they make fun of you.

1. What are the different ways in which one can try convincing the senior co-workers to resolve the issue?

2. What will be the effects of receiving late and misinterpreted data?

3. What is the definition of good teamwork here - Not complaining against your team or bringing their negligence about communication to supervisors attention?

7. WORKPLACE COMMUNICATION ACTIVITIES

Objectives

At the end of this lesson, you shall be able to:

- Get familiarized with various situations at workplace through activities

ACTIVITY 1

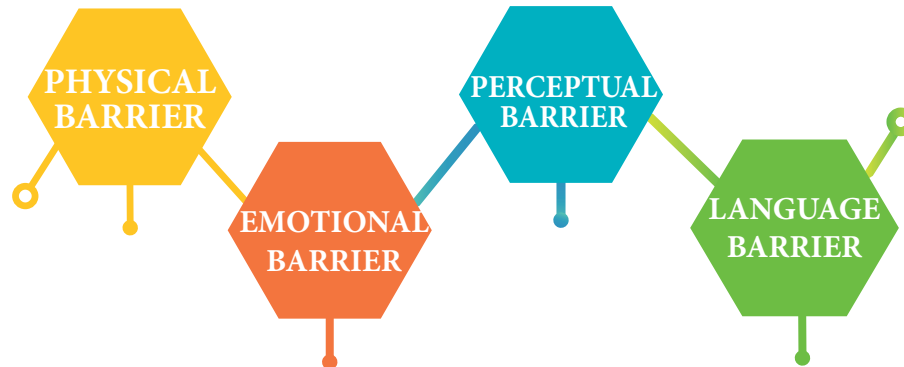
When work goes off manual!

A big manufacturing company has recently opened a plant. You have been hired as a part of its new team. You are in charge of one important section. You are very excited about your new job, and have recently completed the training. You work every day from 9 a.m - 5 p.m. At precisely, 5 p.m. the shift changes and you hand over the operation of your machine at 4.45 p.m. Today, at 4.45 p.m. the machinery started malfunctioning, as per its manual. It is the kind of symptom that must be immediately repaired. However, once started the repair



will take a minimum of 4 hours. The people from the evening shift are unwilling to accept responsibility and start the repair. Now, it's just you, your team from the morning shift and the evening shift people standing on the floor. An argument has started.

Identify the type of communication barrier which makes a problem according to you.



Validate your choice with necessary explanation.

ACTIVITY 2

You are a woman and you have secured a job in the manufacturing plant. You have always been at the top of your class in the ITI and are confident of your skills. As per company policy, you cannot be assigned a night/evening shift and are given the morning shift. However, you soon observe that the attitude of your supervisor towards you is very biased. He has openly told you that he doesn't trust you with heavy machine jobs because you are a girl. This is preventing you from working at jobs that will further your promotion. You are also afraid that this will affect your performance review, which will be submitted by this same supervisor. When you approach the HR department, it is suggested that you take up the night shift as that will mean a change in your supervisor.

There is also an option of just leaving the job or would you take up the night shift?

What are the different approaches that can be tried while speaking to the supervisor or the HR?

ACTIVITY 3

Identify whether the following given action comes under Do/ Don't of workplace etiquettes.





WORKPLACE ETIQUETTE	DO	DON'T
"Reply All" to an email chain		
Arrive early		
Overstep your boundaries		
Network with people outside of your cubicle		
Create a proper personal email address		
Dress appropriately for the office		
Gossip about fellow coworkers...or your boss		
Be flexible		
Be open-minded		
Talk back to your boss		

ACTIVITY 4

Applying for leave

You have recently joined a big automobile manufacturing company. As per the company policy, you are not eligible for more than one day leave in 30 days till you have completed the first 6 months of employment. However, in the second month of your work, your family asks you to come back to your hometown to attend a close cousin's wedding. The wedding date is fixed, and the invitations have been sent. You don't want to miss this wedding, and know that it will upset your whole family, if you don't go. If the HR on the plant is approached, they will clearly state that he/she does not have the authority to alter policy.

How will you communicate this information?

To your Family

To your HR





ACTIVITY 5

Think, and share:

1. What are the characteristics of a good employee?

2. What are the traits of an irresponsible employee?

3. What is the best way to resolve a conflict in the team during work hours?

8. SELF EXPRESSION

Objectives

At the end of this lesson, you shall be able to:

- Define self expression
- Understand why self expression is important
- Identify various ways in which you can express yourself

INTRODUCTION

Do you ever stop to think about how you share yourself with others?

We all have our own unique preferences, traits and style for sharing pieces of ourselves with those around us.

You likely have a different level of sharing comfort with each person in your life—like a sort of security clearance in which those closest to you have a “Level 5” clearance while acquaintances have a “Level 1” clearance.

How we share and express ourselves to others forms the basis of our personality, as understood by everyone but us, and sets the tone for our entire lives. It’s a vital aspect of life to pay attention to, especially if you want to feel more understood and more in tune with the people you care about.

SELF EXPRESSION

The way that we share ourselves is known as self-expression, and it turns out there are a lot of ways to do it. There are few “wrong” ways of expressing yourself, but there are some things you can do that give you a better chance of hearing and being heard than others.

Self-expression is the expression of your personality, feelings, words, your facial expressions, your body, your movements, clothing, actions, and possessions to express your authentic self.

Why is Self Expression Important?

Self-expression can help you to reflect on your life, actions, decisions, relationships, beliefs, and thoughts — rather than keep





them buried deep down. By expressing ourselves thoughtfully, we can better communicate, collaborate and build a community with others.

Often we keep our emotions to ourselves because we are fearful of the potential backlash our words or actions might create. But the key is to express yourself in a way that produces a positive result both internally as well as externally.



Self-Expression Skills

As with most skills, the best way to improve your self-expression skills is to practice them! Self-expression skills include (not limited) to the following:

- Speaking
- Writing
- Body language
- Artistic endeavours (creating music, dancing, etc.)

Ways to Self- Express Yourself

Below are a few tips to effectively express yourself to improve your communication, as well as to help people around you understand your point of view.

- Acknowledge your emotions.
- Write about your feelings.
- Verbalize your feelings in a productive way.
- Express yourself creatively.
- Speak your truth in the moment.
- Acquire self-knowledge.
- Develop a keen sense of reality (Place your feet firmly on the ground).

Examples of Self-Expression

Everywhere you look you can see examples of self-expression. This may sound like an exaggeration, but it's not people around you who are expressing themselves every day in many ways, all you need to do is look for it.

Common ways that people in your life might express themselves include:

- Sharing details about their day and how it made them feel.
- Wearing an off-trend or outdated item of clothing, not to be cool and unique, but just because they like it.
- Playing guitar on the street without a hat, cup, or other container set up to take donations.
- Yelling to express their frustration about traffic or other hindrances to getting from A to B.
- Employing body language (either consciously or unconsciously) that tells you exactly how someone feels about him- or her-self, whether it's tall and proud, slumped and defeated, or anywhere in between.



ACTIVITY1

Some list of real time situations is provided below choose how would you react for others and for yourself

SITUATION	FOR OTHERS	FOR YOURSELF
Wear a dull outfit		
Wear bright coloured accessories		
Screaming at someone in front of peers		
Tell someone you hate them in private		
Writing about your emotions in a journal		
You make a plan with your friend to meet up but she forgets to show up		
You want to inform someone of their irresponsible behaviour		
Being on time for work		
Going for a party with your colleagues		

ACTIVITY2

There are many ways to showcase , select which one is suitable/comfortable for you to showcase yourself and say in what ways will you utilize this.



CONCLUSION

Here in this lesson, you are introduced to the concept of self-expression, most of the time we do not take effort to express ourselves, but these bottled-up emotions can cause interruptions of our work in days to come. So, start expressing yourselves confidently in whatever ways possible and you have learnt about them too.



QUESTIONS TO THE STUDENTS

1. Have you participated in any talent shows or competitions at your school? List some activities where you won a prize or got appreciated.

2. Have you held yourself back from expressing yourself in front of others? Discuss some situations here.

3. Suggest your friend about the expression techniques he/she follows and he/she is good at.

9. PROJECT GROUP DISCUSSION ON A TOPIC

10. HANDLING CONFLICT AND CRITICISM:

Objectives

At the end of this lesson, you shall be able to:

- Define conflict and criticism
- Differentiate constructive and destructive criticism
- Find ways to handle conflict and criticism

INTRODUCTION

In a working environment where people have contrasting views toward the same problems, disagreements are bound to happen. As an individual or as a team it is necessary that these conflicts and criticism are to be taken seriously to avoid bigger issues in the workplace.



CONFLICT

Conflict is not a strange thing for people. Human beings experience it in their day-to-day lives with their friends, families, and more so their professional lives. In the workplace, conflict causes a massive degree of frustration, pain, discomfort, sadness, as well as anger.

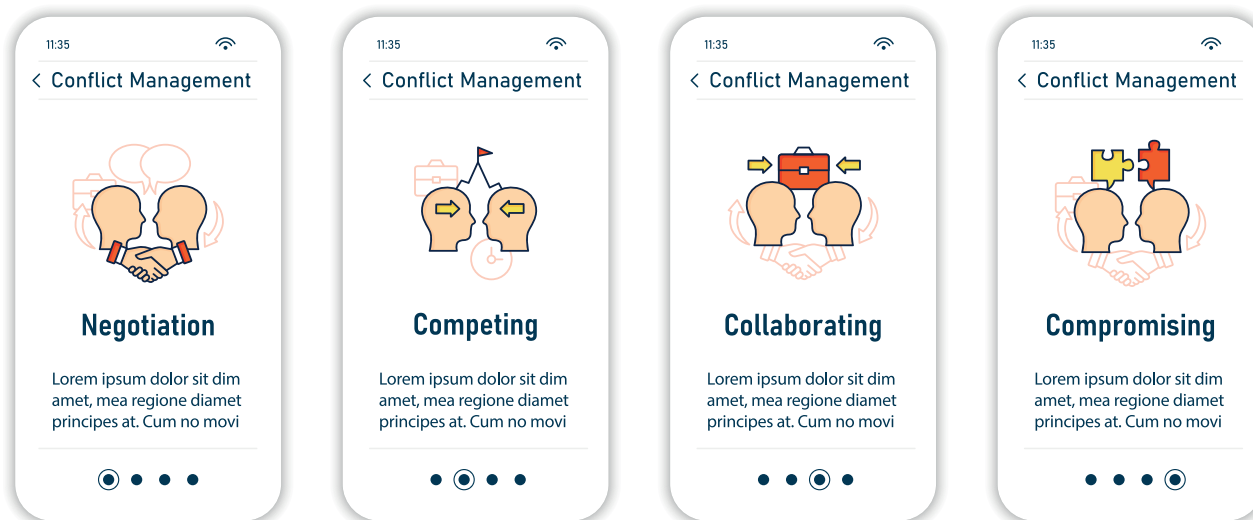
With different personalities, goals and working styles, workplace disagreements are inevitable. When handled properly, however, they can lead to innovative solutions and more



cohesive relationships. However the negative effects of workplace conflict can include work disruptions, decreased productivity, project failure, absenteeism, turnover and termination. Emotional stress can be both a cause and an effect of workplace conflict.

Learning how to manage conflict in the workplace can help business owners build better teams and healthier workplace culture.

How to manage conflicts at work



Here are some tips to help you manage conflict:

- **Take immediate action:** Resolving conflicts as soon as possible minimizes tension and keeps other employees out of disagreement. Many miscommunications are resolved with simple, transparent discussion.
- **Frame the discussion positively:** Referring to meetings as “conflict resolution” can create unnecessary tension. Instead, frame the meeting with employees as a “brainstorming” discussion or a “chat session” or simply say you’d like to get opinions on the matter.
- **Focus on the issue, not the person:** Encourage parties to avoid personal attacks and focus on problem-solving.

- **Practice active listening:** Active listening is about listening to each speaker and trying to understand their message without interruption. The best way to accomplish this is to ask open-ended questions that encourage parties to speak instead of asking questions that yield “yes” or “no.” If the discussion becomes heated, ask each party to clarify how work processes were impacted by the situation or what they need to do their jobs. Restate what you heard in your own words. Then, ask for opinions and encourage consensus on a solution.

Scenario 1: Interpersonal Conflict

Sundar works as a technician in a reputed organisation and loves his job very much. He is hardworking and always on time at work. His co-worker Jagan often comes late to work and tries to find loopholes, so



he can do the least amount of work. Both work on the same project and report to the same supervisor. The company has a policy that if an employee comes late to work, he has to meet with his supervisor before starting work. One day Jagan came in 40 minutes late to work. Out of concern, Sundar reminded Jagan about the company policy, stressing he should meet his supervisor. Jagan got angry and told Sundar that their supervisor will never know he was late. Jagan continues to come late for the next few days. Upset with Jagan's behavior, Sundar decides not to talk to him. This is an interpersonal conflict between these co-workers.

Analysis

Do you think Sundar did the right thing? For each action, state whether you agree with his decision or not. If you don't, what would you have done differently? What do you think would be the results? Respond to these questions before finding solutions.

Resolution Example

Interpersonal conflicts arise due to contrast ethics, beliefs and values. At this stage, the difference in opinions must be discussed openly to come to a solution. In this case, Sundar and Jagan should sit together and share their thoughts and concerns. Sundar is concerned about Jagan's job and wants to ensure that he doesn't get fired for not following the company's policy. Sundar needs to allow Jagan to share his reasons for coming late to work quite often. Both men should speak with respect and not out of anger. If a resolution is not possible between them, Sundar should report Jagan's behavior to their supervisor. He should include the

tension between the two men and seek future actions to reduce it.

CRITICISM

Criticism is necessary for a healthy workplace, it is the judgement about someone or something's positive and negative qualities. Accepting criticism at work can be an important step towards increasing your efficiency and professional success.



Types of Criticism

CONSTRUCTIVE CRITICISM	DESTRUCTIVE CRITICISM
It is given with compassion and helpful attitude	It is given with the intention to harm or insult someone
Focus on shortcomings of the work or strengths and weakness of the creator	Focus on the creator of the work not the creation
Main intention is to help a person improve his work	Main intention is to hurt and embarrass the creator
Offer suggestion and tips to improve	Do not offer suggestion and tips
Specific, clear, detailed and actionable	Vague and nonspecific
Critics are usually experts	Critics tend to be ignorant



Steps to Handle Criticism at Work

Handling criticism is a difficult but necessary part of being an employee. In the workplace, you will frequently have to hear and digest criticism from a supervisor, manager or other coworkers. To use their criticism to improve, you need to know how to listen, understand and apply their suggestions.

1. Control your reaction

Everything about your reaction matters, as your response can be taken as an indicator of your maturity and professionalism. Also, keep in mind that your facial expressions and body language are just as important as your words in how you react to criticism.

2. Try not to take it personally

Many people see their work at a job as an extension of themselves. It is easy to take criticism of your work performance personally. Criticism is usually aimed at your work, not you.

3. Process the criticism

Try to avoid excuses and defensiveness. Instead, articulate what you plan to do differently to improve. Then, follow through and make those changes.

4. Give yourself some grace

Everyone makes mistakes, and no one knows everything. No matter how good you are at your job and how much experience you have, there is still always more to learn.

5. Show appreciation

Though it may be difficult at that moment to get the words out, you need to acknowledge the person's honesty and their delivery if it was kind and constructive.

6. Show humility

Ego can lead you to react badly, especially to poorly delivered criticism. Remember that there is most likely some truth in it, even if it's hurtful.

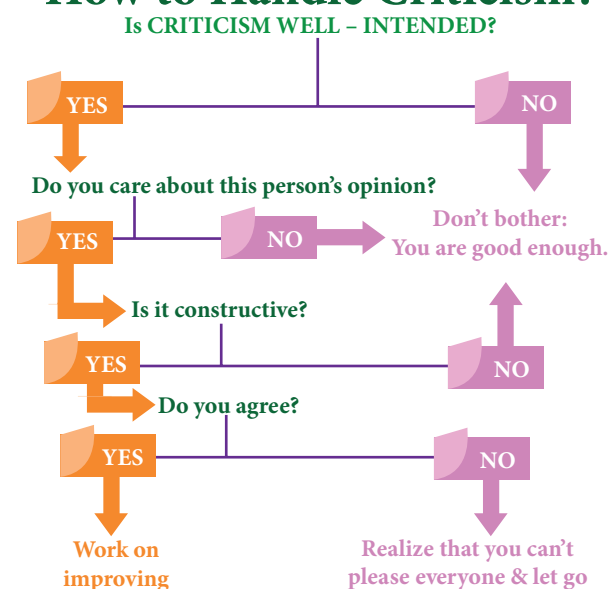
7. Apologize conservatively

A detailed explanation or an elaborate plan to make amends where none is requested only makes the conversation more awkward. Also, if delivered poorly, the words may come out sounding defensive.

8. Do not dwell on the criticism

The temptation is often to replay the conversation over and over in your mind. You may second-guess every word and wish you had said something different.

How to Handle Criticism?



Examples for constructive criticism:

1. Team member lacks organization

“When we are working on a project, you posted all the meetings in one folder and did not label them properly, which made it hard for everyone to search everything when needed”



Instead use “Please label each file with name or initials and add a date before uploading so that everyone will know how to search for the particular file they require. This would make everyone appreciate your work and will know whom to contact in case of doubts too”.

2. Team member constantly misses deadlines

“Every time I ask for a project from you, you respond only after 2 days since the deadline passes. We miss our potentials clients because of this and it seems you are terrible at your job”

Instead use “I would like to see more frequent updates and expect them by the deadline at least, but I understand you need help from others to complete your work before deadline and avoid missing our potential clients. Thank you for considering my feedback sincerely and working on importance”

ACTIVITY 1

Role play

- Choose a partner.
- One student should enact criticising the work of other student.
- Check whether the conversation leads to conflict.
- If so find solutions to resolve it.

ACTIVITY 2

Read the following story

There was once a king of Scotland named Robert Bruce. The King of England was at

war with him, and had led a great army into Scotland to drive him out of the land. Six times Bruce had led his brave little army against his foes; and six times had his men been defeated. At last his army was scattered, and he was forced to hide himself in the woods and in lonely places among the mountains.

One rainy day, Bruce lay on the ground tired and ready to give up all hope. It seemed to him that there was no use for him to try to do anything more. As he lay thinking, he saw a spider over his head, getting ready to weave its web. Six times it tried to throw its thread from one beam to another, and six times it failed. “Poor thing!” said Bruce: “you, too, know what it is to fail.” But the spider did not lose hope with the sixth failure. With still more care, it tried for the seventh time. Would it fail again? No! The thread was carried safely to the beam, and the spider had succeeded.

“I, too, will try a seventh time!” cried Bruce. He arose and called his men together. Another battle was fought, and Bruce won. The lesson which the spider had taught the king was never forgotten.

Now try to answer the following questions.

1. Why did Bruce feel tired and ready to give up all hope?
2. How did Bruce change his mind?
3. What is the lesson that the spider taught Bruce?
4. Have you felt tired and hopeless after a failure?
5. What are the things that have given you hope?





CONCLUSION

Conflict and criticism both can have a major impact on the work we do in positive and negative ways. It is necessary you understand them and implement them with your friends now so it becomes a part of your character as early as possible. You now know the difference between conflict and criticism and how to handle them.

QUESTIONS TO THE STUDENTS

1. Have you ever faced any conflict with your friend? How did you feel about it?
2. Is it necessary to be upset when you hear something negative about your performance from your colleague?

11. DIGITAL COMMUNICATION- PROFESSIONAL NETWORKING

Objectives

At the end of this lesson, you shall be able to:

- Identify the basics of professional networking
- Practice the use of effective communication in building a professional network
- Develop the ability to build professional networking.

INTRODUCTION

After completing your school education you might find you have countless contacts on your phone. Imagine one day you lose or accidentally miss all the contacts you have. In this situation, how will you gather your contacts again? The answer might include

social media. Having a social network helps us to stay connected to our friends anywhere in the world. Similarly even in our job several professional networks are available to help us stay connected or get updates regarding jobs. Let us explore it here.

PROFESSIONAL NETWORK

A professional network can be defined in very simple terms as your circle of acquaintances (friends) who are from your chosen field of work. Is it a nuisance or a benefit to have a large circle of such acquaintances? A large professional network can help you find great job opportunities. It can also help you stay updated about industry trends and technology. This network is a resource for life.

Professional networking is the act of developing and maintaining relationships with professionals from your field and others. This lets you foster relationships that are mutually beneficial to you and others.

Let's learn how to make friends in the professional world, and grow our network. Easy ways to create a professional network are:

- Join online networking websites, like LinkedIn, Indeed, etc.
- Attend job fairs organized by both government and private companies.
- Keep in touch with your teachers and fellow students.
- Sports groups or teams composed of professionals.





IMPORTANCE OF CREATING A PROFESSIONAL NETWORK

- Finding the right job based on your personal brand.
- Obtaining valuable career advice.
- Discovering opportunities.
- Positioning yourself for a referral.
- Developing long-lasting relationships.



Support of Professional Network in Your Career Growth

- **Find new jobs:** If you are in a management role and are responsible for hiring new employees, your network can help you discover a talent you may not otherwise connect with.
- **Learning about Job opening:** If you are currently unemployed or left your job recently having a professional network lets you enhance your opportunities of getting more options and have relevant information about companies currently hiring.
- **Get professional advice:** Whether you are making a switch in your career or presenting a professional session, you might need advice from professional experts in that field, which you will get from this professional network.
- **Find potential clients:** If you are expanding or growing your company you are in need of new clients. This network may let you get introduced to new clients.

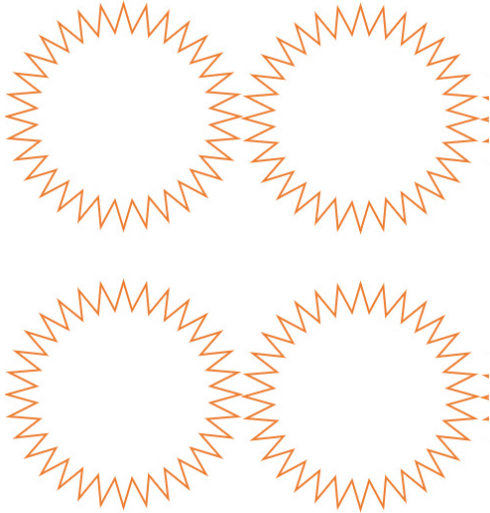
Professional networking tips





ACTIVITY 1

Your seniors have been placed in a prestigious service sector company in your city. What can be the possible ways to stay in touch with your seniors?



ACTIVITY 2

Read and discuss with your friends! You have been asked to go to a job fair in your city. Make a list of all the documents that you will carry with you to this event.

- i. _____
- ii. _____
- iii. _____
- iv. _____
- v. _____

CONCLUSION

Now you know the importance of creating and maintaining a professional network, unlike social networks, these are useful to find new jobs, come across vacancies in the corners of the world, narrow your jobs related to particular interests and even to meet clients. Some tips for maintaining a professional network are also learnt through this lesson.

QUESTIONS TO THE STUDENTS

1. How can we search for better job opportunities through our network?

2. How can we make our existing network stronger? How can we use our communication skills to build our professional network?

3. What are some of the online websites that you can use to build a professional network?





12. DIGITAL COMMUNICATION- EXPLORE, CREATE AND COMMUNICATE THROUGH EMAIL

Objectives

At the end of this lesson, you shall be able to:

- Create and use an email account
- Attach a document or file to the email
- Explain the Email message format

INTRODUCTION

There are many ways in which communication can be made, in earlier days to send information to long distances letters were used. After the advent of computers, information is sent electronically. This was found to be the most convenient way to communicate formally and informally with large amounts of data.

E-MAIL

Electronic mail (E-mail) is an electronic message transmitted over the Internet or computer network from one user to another. It consists of lines of text and can include file attachments. Attachments could be pictures, documents, spreadsheets, audio files, video files, etc.

EXPLORE

To set up an email account, there are a number of popular providers to choose from:

Gmail (run by Google)

Outlook (run by Microsoft)

Yahoo! Mail (run by Yahoo)



EMAIL MESSAGE FORMAT

From: Shows a sender's email address

To: Shows a recipient's email address. This can be more than one.

CC: The full form of CC is Carbon Copy. Email addresses of other people who have been sent a copy of the email. The recipients of the email can see all of the email contacts to whom the copies have been sent.

BCC: The full form of BCC is Blind Carbon Copy. Email addresses of other people who have been sent blind carbon copies of the email. The recipients of the email do not know that the same email has been sent to another email address in BCC.

Subject: Shows the topic of the message.

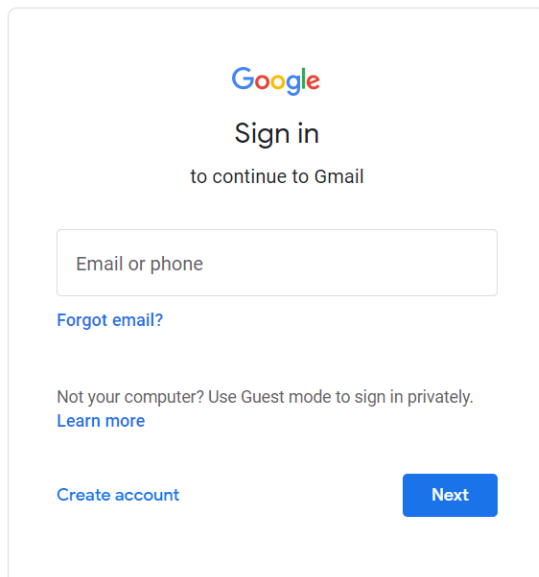
Message body: The body consists of the text message and any attachments to be sent.

When an email appears in your inbox, you can tell if it is a new or unopened email as it will appear in bold. You can see who the email is from and the subject of the email.

HOW TO CREATE A GMAIL ACCOUNT?

Gmail is one of the most used email services around the world. If you want to create a Gmail account in just a few simple steps you can create it. But before that, you need to sign up for a Google account.

Step 1: Visit Google account creation page, accounts.google.com



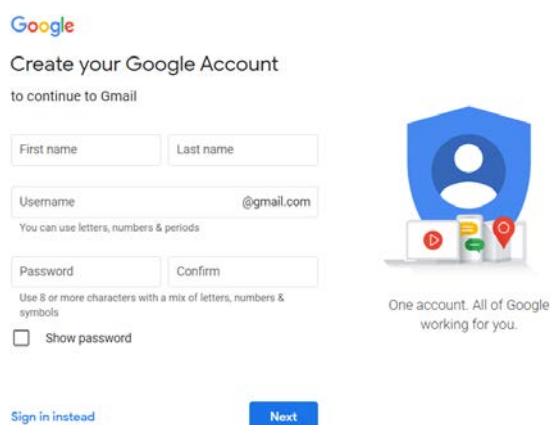
Step 2: Click on Create account.

Step 3: The sign-up form will appear. Enter your first and last name.

Step 4: Choose a Username for your account. (Here you can also use an existing email address)

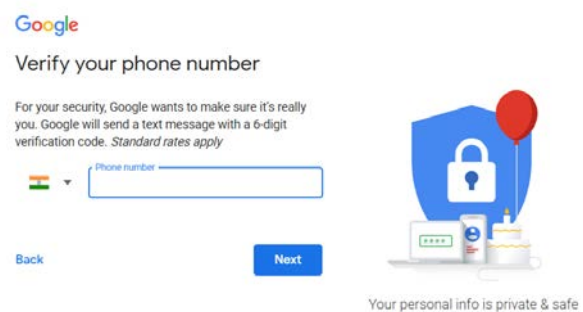
Step 5: After choosing a username, enter a password. Type the password again to confirm. (As per Google's instruction always use 8 or more characters with a mix of letters, numbers & symbols)

Step 6: At last tap on Next. (Right corner of the screen)



Step 7: On the next page enter your phone number to verify your account. (It is a two-step verification process for security)

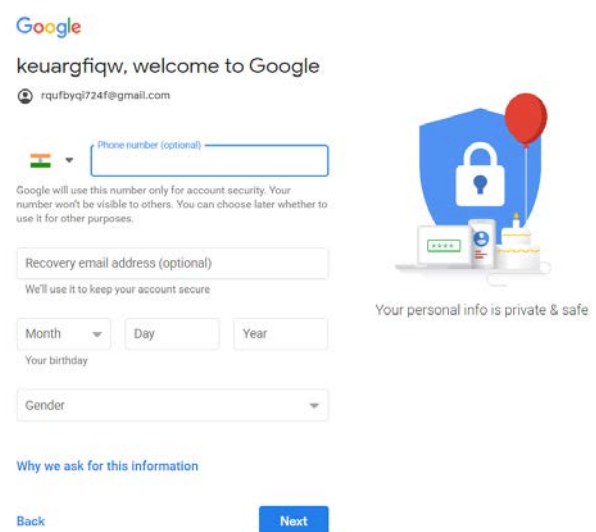
Step 8: On the given mobile number you will receive a text message from Google with a verification code. Enter the verification code and tap on Verify.



Step 9: On the next page enter your DOB in the specified fields.

Step 10: Choose a Gender.

Step 11: Tap on Next.



Step 12: Read, Google's Terms of Service and Privacy Policy will appear on the screen and click on I agree.



Privacy and Terms

To create a Google Account, you'll need to agree to the [Terms of Service](#) below.

In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:

Data we process when you use Google

- When you set up a Google Account, we store information you give us like your name, email address, and telephone number.
- When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.
- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that use Google services like ads, Analytics, and the YouTube video player.



You're in control of the data we collect & how it's used

Combining data

We also combine this data among our services and across your devices for these purposes. For example, depending on your account settings, we show you ads based on information about your interests, which we can derive from your use of Search and YouTube, and we use data from trillions of search queries to build spell-correction models that we use across all of our services.

You're in control

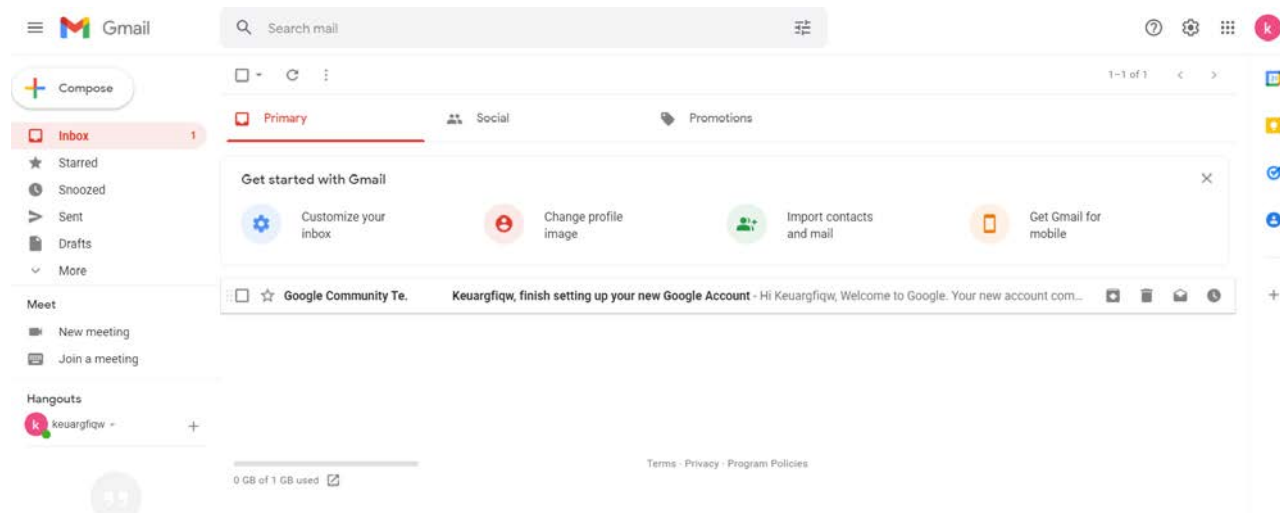
Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More Options" below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account (myaccount.google.com).

[More options](#) ▼

[Cancel](#)

[I agree](#)

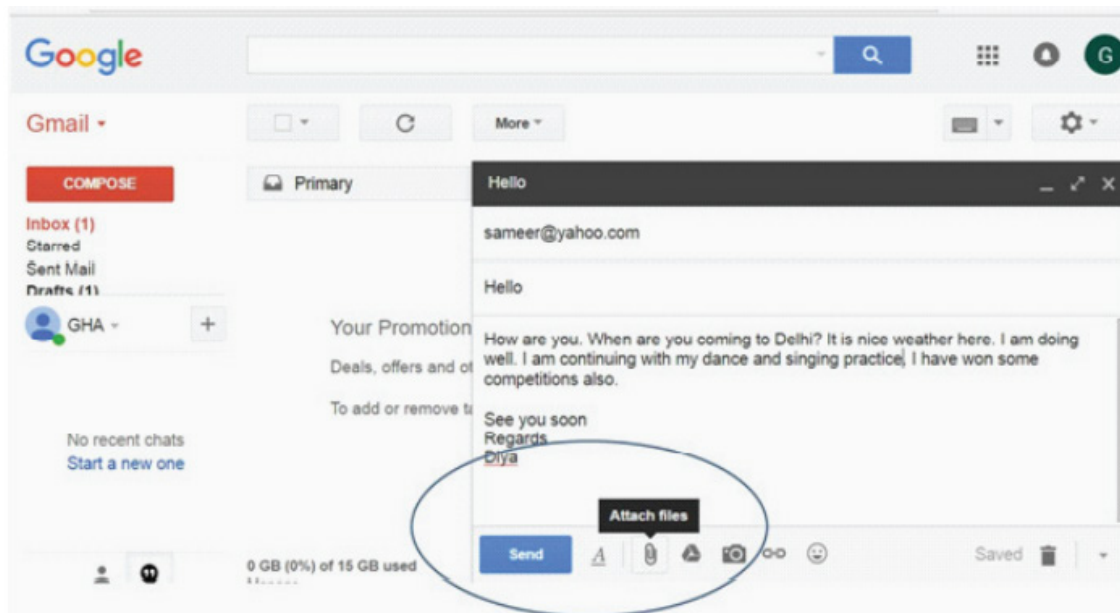
Congrats!!! This is how your Gmail page will look like.



Attaching a file to an email

An attachment is a type of file such as a photo or document that you can send along with your email. To add an attachment, you need to click on the Attach button.

- The Attach button often has a paperclip as its symbol
- When you click on the Attach button, it opens up a new window
- The window shows you files and folders on your computer
- Find and then click on the file you want to attach and press OK
- The file will now show as an attachment in your email
- The name of the file will be shown next to a paper clip symbol. Look at the image given for reference



ACTIVITY 1

Identify the purpose of various symbols provided in the compose mail column. Write them here.



ACTIVITY 2

Send an email to your higher authority with details regarding the number of employees working in your company as an attachment.

CONCLUSION

In this lesson we learnt about email, how to create it in google. Now you have your own google Gmail id. Start exploring sending messages, emoticons and attachments and many more.

QUESTIONS TO THE STUDENTS

1. Why do you think it is important to have an email address?

2. What were the difficulties you faced sending mail?



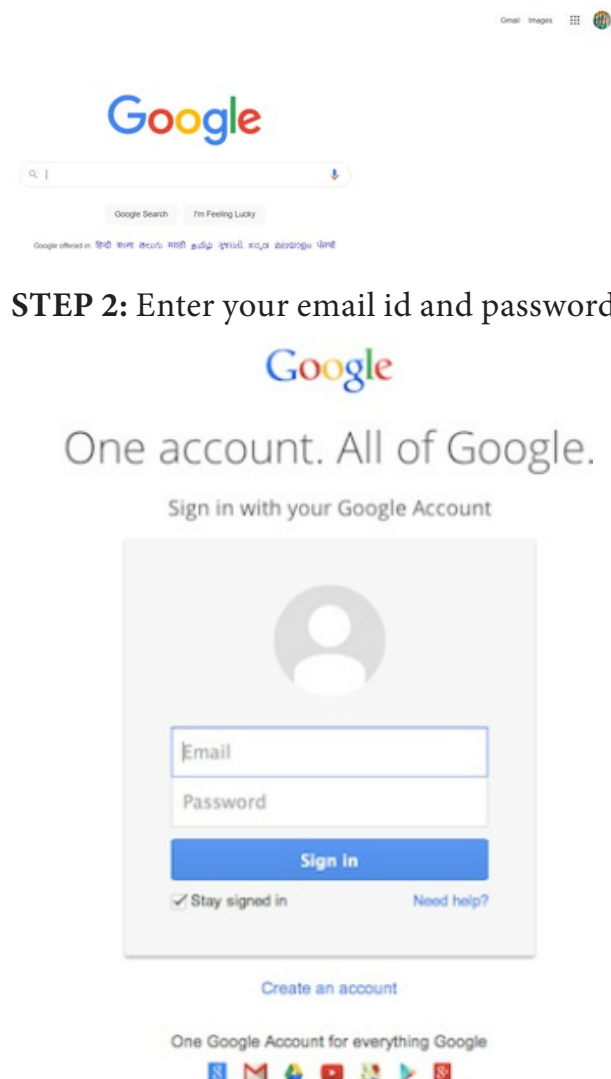
3. Which email features of Yahoo or Gmail seem most exciting to you?

13. PROJECT

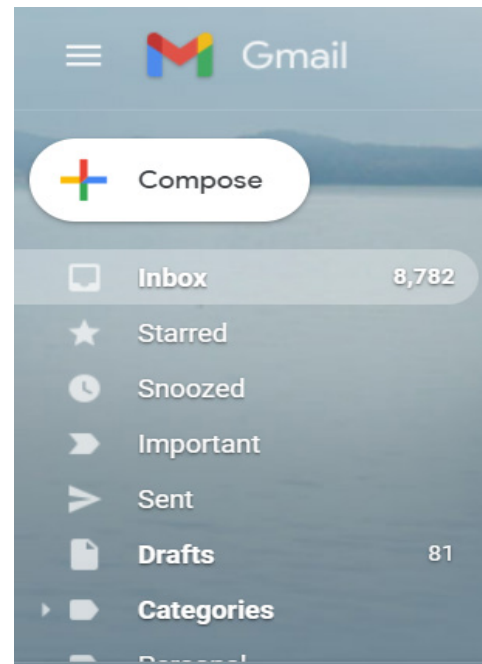
Project: Create an email and send the message to the facilitator

PROCEDURE:

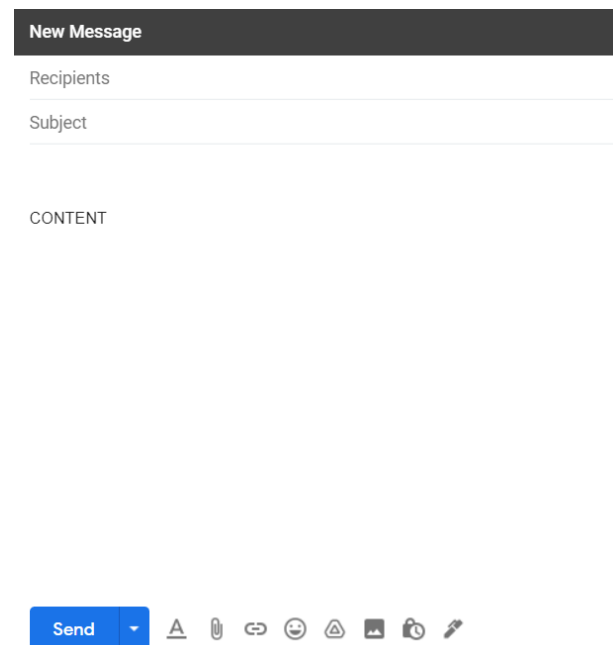
STEP 1: Open your google account



STEP 3: Select compose to create a new mail



STEP 4: Enter recipient mail id, subject of your mail and the content



STEP 5: Click send your message is now sent to the respective id.

13. PRACTICING EFFECTIVE COMMUNICATION

Objectives

At the end of the lesson you will be able to

- Identify formal and informal communication
- Distinguish formal and informal way of communication
- Understand about things to remember while making a conversation

INTRODUCTION

Have you been to a shopping mall or any places where there is a huge crowd? It is likely that you run into someone you know. Imagine you are with your friends chatting, eating and enjoying when you suddenly meet your boss, Sanjay. How will you greet him? Can you just say HI! Hello Sanjay(casually). Now you meet the same person in your office. How will you greet him now? Hello Sir. Good Morning! This is formal and informal Communication, Now let us learn about it in detail.

FORMAL COMMUNICATION



This type of communication involves information exchanging through proper and predefined set of rules. It is followed widely

in the workplace because employees are expected to follow formal communication while performing their duties. Some general examples of formal communication are reports, commands, orders, etc.

INFORMAL COMMUNICATION

Informal communication is multidimensional, it flows freely without any predefined set of rules. It is comparatively very quick and relational.

In organizations it is often called the 'grapevine'. It is also important for the growth of a company because employees can discuss work-related issues more openly which ultimately saves the company's time and money. Some general examples are - chats between team members, a private journal or diary, etc.

EFFECTIVE COMMUNICATION

Effective communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. Words are easier to control. We must learn to control our body and tone, if we want to communicate effectively! If your body appears nervous or aggressive, nobody will pay attention to your words. We have already discussed the various barriers we face during communication in the previous sessions. In Order for us to be an effective communicator it is necessary to overcome these barriers.

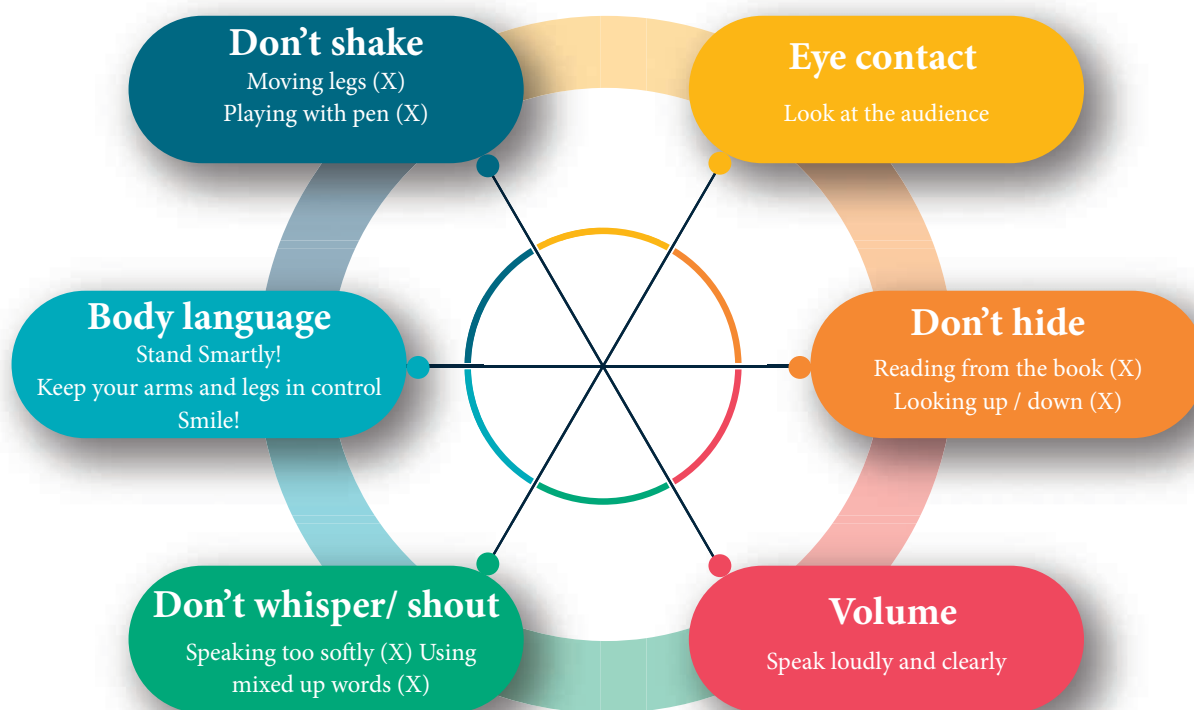
Ways to Overcome the Barriers to Effective Communication:

- Make your ideas clear before communicating.

- Ensure the time of your communication is good.
- Use a language your listener can understand.
- Make your message to the point and short.
- Check if the other person has understood your message.
- Take care of your body language, tone and content of the message.
- Listen before you speak again.
- Do not interrupt when someone else is speaking.
- Make your message judgement free.



Things to remember while communicating



ACTIVITY1

Introducing yourself





Step 1: Frame your introduction for a formal and an informal setting. Take care to include 4-5 points in your introduction

Parts of your introduction	Formal (interviews and workplace)	Informal (meeting new friends)
Greeting	Hello / good morning / Good afternoon / good evening	Hi / Hey / Hello
About me	Name / qualification / interests (work-related)	Name / interests / hobbies

Step 2 : Let's prepare the non-verbal components of our introduction!

Parts of your introduction	Formal (interviews and workplace)	Informal (meeting new friends)
Greeting	A firm handshake	Wave and say hi / a firm handshake
Dress	Shirt / pant / salwar / kurta / sari / formal shoes	Casual everyday clothes.
Expression	Smile confidently, but don't laugh	Smile a lot!
Body language	Reserved and formal	Open and warm!

CONCLUSION

Now you will be able to understand the difference between formal and informal communication, When and where it should be used. Also you practised how to introduce yourself formally and informally. You are now improving at making your communication effective, you can master your skills in the next lesson.

QUESTIONS TO THE STUDENTS

1. What should we talk about while introducing ourselves?

2. What are the different kinds of communication you understand from these activities?
List them below

3. Discuss - how can we use our body and tone to improve our communication?



15. MASTERING EFFECTIVE COMMUNICATION

Objectives

At the end of this lesson, you shall be able to:

- Modify the rate of your speech
- Speak confidently using the 7C's of communication.
- Practise and master effective communication.

INTRODUCTION

Communication needs to be effective and efficient for better and smooth functioning of an organization.

Effective communication is defined as communication between two or more persons in which the intended message is:

- properly encoded
- delivered through appropriate channel
- properly decoded and understood by the recipient(s)

In other words, communication is said to be effective when all the parties (sender and receiver) in the communication, assign similar meanings to the message and listen carefully to what

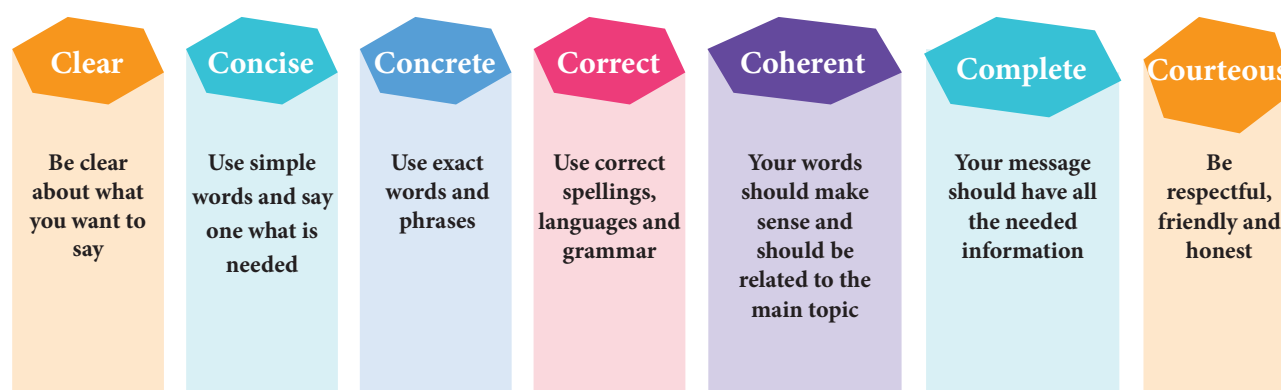
all have been said and make the sender feel heard and understood.

We have been working very hard to overcome our hesitation to speak. We have also spent some time trying to learn the English language. And, in the past few sessions, we have been practising how to communicate effectively with each other. Now, it is time to learn a few tips and tricks that will help us become excellent communicators! In this session, we will learn how we can speak more expressively and influentially.

But all too often, when we try to communicate with others something goes in an unintended way. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue. This can cause problems in your home, school, and work relationships.

7C'S OF 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.



7c's of Effective Communication



Some examples for your understanding:

1. Dear James,

I would like to talk to you about the new client's project which the engineering team had discussed yesterday. I might need the help of John from your team.

Regards,

Kevin

There are innumerable things that are wrong in this email. The information is not complete and clear. James might not even know who the new client is or what the project is about. He probably was not part of the meeting with the engineering team. Furthermore, there might be more than one John in James' big team. Kevin also mentions that he wants to talk. However, he hasn't mentioned what time he would like to talk, nor has he asked James if he would be free at any of the time slots available.

Here's how this email could be made clearer.

Dear James,

As you may know we have signed up XYZ as our new client. I had a meeting with the engineering team yesterday and had discussed the campaign requirements for this project. John Redden from your team had done a pretty good job last time doing the social media campaign for ABC and so I would like him to work on the XYZ campaign too. Would you be available sometime tomorrow to discuss this further?

Regards

Kevin

This email has all the information James needs to know. He can be well prepared for the meeting and also check on John's availability and have an answer for Kevin when they meet the next day – in whichever time slot both the men are free.

2. Hi all,

Let us meet tomorrow to discuss the product launch event. Please be there on time.

Thanks

Chris

There is no mention of the time of the meeting scheduled for, or the location, neither is there any set agenda. The recipients of the email would have to write back or call back to Chris to clarify.

The best way to have written this email is:

Hi all,

Let us meet tomorrow at 11 am at Conference room 3 to discuss the product launch event. We will have to decide the keynote speakers and complete the event invite draft tomorrow. Please be there on time.

Thanks

Chris

ACTIVITY 1

Giving and getting directions.

Step 1: Pair up with one student from your class (someone who has never been to your home!).

Step 2: Ask your friend to draw a map to your home – by asking you the directions to your home. You should answer his / her questions in complete detail, but do not tell him/ her which questions to ask.





Step 3 In reply to your friend's question, share detailed directions including landmarks, etc., to your home. Do not tell your friend if the map he/she is drawing is correct or incorrect.

1. Discuss – Was your friend able to draw a correct map to your home?
2. Ask your friend for feedback on the clarity of your directions. How could you have communicated the directions more clearly?
3. What were the instructions that confused her/him the most?

Tips and Tricks to Improve Your Speech



ACTIVITY 2

Group Exercise — Role-play of a Phone Conversation

1. Form groups with three students in each group.
2. One student acts as caller and the other as receiver. Enact a conversation where you are in need of conveying information about a project and tomorrow is the deadline and the work

needs to be completed in an hour. Speak out the conversation aloud.

3. The third student gives feedback. The student gives feedback based on the way you spoke to the other person.

CONCLUSION

We have now discussed how to make effective communication by using the 7C's of communication. We have practised the art of making a communication or



conversation using the tips for controlling the tone of your voice through role play activities. Now to become more confident you need to practice it and shape yourself by assessing your communication for flaws in the next lesson.

QUESTIONS TO THE STUDENTS

1. List some ways you can do to get better feedback on your ability to communicate

2. Discuss-why is it important to vary the tone to convey emotion?

3. How can you learn to improve the clarity of your communication?

16. ASSESSING YOUR COMMUNICATION ABILITY

Objectives

At the end of this lesson, you shall be able to:

- Identify your strengths and areas that need improvement in communication
- Speak confidently in public using the 3P method
- Identify and create opportunities to improve your communication ability outside the classroom

INTRODUCTION

Learning is a lifelong process! You have not mastered the art of communication yet. You have only begun your journey towards mastery. This module will help you assess your own ability to communicate. After completing this session, you will know what your strengths are and what your weaknesses are in communicating like making a conversation, introducing ourselves or making a speech in front of the crowd.





Public Speaking

Have you ever stood in front of the assembly of 250 students on stage to organise the event? What were your feelings and reactions? Speaking in front of a large group makes most people nervous. Yes, Speaking to the crowd requires special skill. Effective speaking involves three main areas: the words you choose, how you say them, and how you reinforce them with other non-verbal communication.

Here we will make you get familiarised with the concept of Public Speaking. One way is to use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker.

3Ps of Public Speaking

Prepare: Think about your topic. Think about what your listeners need to know about the topic. Think about the best way to make your listeners understand your topic. Write what you plan to say.

Practice: Practice by yourself first. Talk in front of a mirror, talk in front of your family and friends and ask them what they think. Speak clearly, loudly and at the right speed (not very fast nor very slow).

Perform: Take a few deep breaths if you are feeling nervous. Think about what you have prepared and start speaking confidently.

Look at some of the famous public speakers who moved mountains with their ability to talk!

1. Swami Vivekananda earlier known as Narendranath was a legendary orator who changed the course of Indian History in the west with his

famous speech that started with the arousing words “Sisters and Brothers of America”, in World Parliament of religions in Chicago held a century ago. For some who are familiarised with “My dear Ladies and Gentleman” this made them change their notions of Indian Culture. Such was the impact of a skillful orator. What made him stand out? He was mastered in capturing the audience’s attention, He was clear in delivering his contents, His words were limited yet thought provoking. He was a dynamic platform present personality.



2. Jane Goodall, an avid public speaker, environmentalists and primatologists of the world, does public speaking more than 300 times a year. In fact, despite being in her 80s, she still frequently delivers speeches. Her work on the diversion between apes and the human species is widely celebrated. What is interesting about her case is that she originally had a stark fear of public





speaking. This is a good example of where rigorous work and practice can take you.

On considering what makes her speech great, She often mimics animal voices, gives stories and pauses when needed for information to sink in. She is humorous and keep us in our toes all along the speech



ACTIVITY 1

Review the following introductions and rate them!



	1 Yes	2 Somewhat	3 Neutral	4 Mostly no	5 No
CLEAR					
CONCISE					
CONCRETE					
CORRECT					
COHERENT					
COMPLETE					
COURTEOUS					

CONCLUSION

After looking at some legendary examples you now know what is necessary to make your speech reach the audience. Now you will be able to assess your ability and make proper changes required to make yourself an excellent communicator.





QUESTIONS TO THE STUDENTS

1. What are your strengths and areas of improvement as a communicator?
2. How can you continue to practice communication while studying?
3. While working in teams, what are the tips of good communication that you have learned by observing others in the team?

KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

ASSESSMENT

I. Choose the Best Answer

1. Communication that involves exchanging information without use of words is called.....
A. Verbal communication
B. Non verbal communication
C. Written communication
D. Pictorial communication
2. Gesture “Quick tilt head” shows
A. boredom
B. confidence
C. interest
D. insecurity
3. Which one of the following is a barrier to speaking?
A. confidence
B. nervousness
C. calmness
D. friendliness
4. In face to face communication, body language accounts for.....
A. 7%
B. 38%
C. 55%
D. 100%



5. An angry person's body language will be
A. Calm and composed
B. Friendly and smiling
C. Nervous and aggressive
D. Relaxed and soothing
6. Which of the following should be avoided while speaking before a group?
A. Maintaining eye contact
B. Memorizing the speech
C. Feel energetic
D. Stand rigidly
7. When you want to make a quick point it is better to be
A. Clear and long
B. Clear and concise
C. Concise and confusing
D. Concise and slow
8. Recording oneself speak in a smartphone can be useful for
A. Looking at it whenever you are free
B. Showing to friends
C. Assessing strengths and weaknesses in one's communication
D. Posting it on facebook





9. LinkedIn is website that can be used to
 - A. Meet new members of our profession
 - B. Share photos and videos
 - C. Watch movies
 - D. Wish people on their birthdays
10. Which of the following are Email services?
 - A. Google.com
 - B. Hotstar.com
 - C. Cartoon Network
 - D. Hotcrossmail.com

II. Answer the Following

1. What is communication?
2. What is the cultural barrier under communicative perspective?
3. What are the 3 P's of public speaking?
4. What is Non-Verbal communication?

5. What is workplace communication?
6. What do you mean by conflict?
7. List the importance of teamwork.
8. What is Professional Networking?
9. Define email.
10. What are the various ways to express yourself?

III. Answer the Following

1. Explain the barriers for effective communication.
2. What are the 7 C's of effective communication?
3. Differentiate constructive and destructive criticism.
4. List the various gestures involved in body language and what it means?
5. Explain the steps involved in creating an Electronic Mail.

