



INDIAN SCHOOL AL WADI AL KABIR

INFORMATION TECHNOLOGY

CLASS X-402

PART A. UNIT 1 Communication Skills

- **Communication Skills**

- Communication Skills means how do we communicate with each other.
- The way of presenting our information is very important. Communication Skills include those areas which deal with our talking, writing, expressing our views.

Methods of Communication

- The word 'communication' comes from the Latin word *commūnicāre*, meaning 'to share'. Clear and concise communication is of immense importance in work and business environment as there are several parties involved.

Communication has three important parts:

- **1. Transmitting** — The sender transmits the message through one medium or another.
- **2. Listening** — The receiver listens or understands the message.
- **3. Feedback** — The receiver conveys their understanding of the message to the sender in the form of feedback to complete the communication cycle.

Communication Process and Elements

The various elements of the communication cycle are:

- **Sender:** the person beginning the communication.
- **Message:** the information that the sender wants to convey.
- **Channel:** the means by which the information is sent.
- **Receiver:** the person to whom the message is sent.
- **Feedback:** the receiver's acknowledgment and response to the message.

Methods of Communication

- Face-to-face informal communication
- e-mail
- Notices/Posters
- Business Meetings
- Social networks, message, phone call for communication, newsletter, blog, et
- **Choosing the right method of communication depends on**
 - Target audience
 - Costs
 - Kind/type of information
 - Urgency/priority

Verbal Communication

- 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.

- **Type of Verbal Communication**

- **Interpersonal Communication:** This form of communication takes place between two individuals and is thus a one-on-one conversation. It can be formal or informal.

Written Communication: This form of communication involves writing words. It can be letters, circulars, reports, manuals, SMS, social media chats, etc. It can be between two or more people.

Small Group Communication: This type of communication takes place when there are more than two people involved. Each participant can interact and converse with the rest.

Public Communication: This type of communication takes place when one individual addresses a large gathering.

- **Advantages of Verbal Communication**

- It is an easy mode of communication in which you can exchange ideas by saying what you want and get a quick response.

Disadvantages of Verbal Communication

- Since verbal communication depends on written or spoken words, sometimes the meanings can be confusing and difficult to understand if the right words are not used.

Mastering Verbal Communication

Think Before You Speak

- Think about your topic.
- Think about the most effective ways to make your listeners Understand the topic.
- Write or note down whatever you plan to say.

Concise and Clear

- Speak clearly, loudly and at moderate speed.
- Be sure the information you want to share is to the point.
- Do not repeat the same sentences.
- Confidence and Body Language

Be confident.

- Maintain eye contact, stand straight and be attentive.
- Be friendly.

Non-verbal Communication

- Non-verbal communication is the expression or exchange of information or messages without using any spoken or written word.

Importance of Non-verbal Communication

- **In our day-to-day communication**
 - 55% communication is done using body movements, face, arms, etc.
 - 38% communication is done using voice, tone, pauses, etc.
 - only 7% communication is done using words.

Types of Non-verbal Communication

- - Facial Expressions
 - Posture
 - Gestures or Body Language
 - Touch
 - Space
 - Eye Contact
 - Paralanguage : tone, speed and volume of our voice.

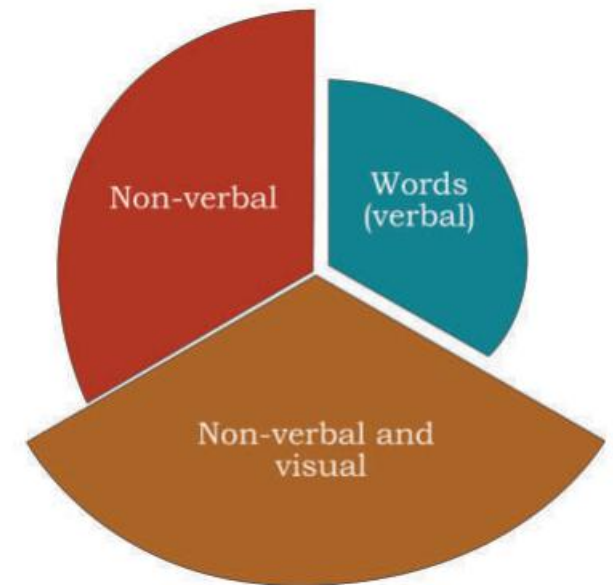


Figure 1.4: Methods of Communication

Visual communication

- Visual communication proves to be effective since it involves interchanging messages only through images or pictures and therefore, you do not need to know any particular language for understanding it.
- **Examples of Visual Communication**



No parking zone		No entry	
Danger warning		Radiation/biohazard warning	
Under CCTV surveillance		No mobile phone	

Communication Cycle and the Importance of Feedback

- For effective communication, it is important that the sender receives an acknowledgement from the receiver about getting the message across. While a sender sends information, the receiver provides feedback on the received message.

Types of Feedback

- • Positive Feedback
- Negative Feedback
- No Feedback

A good feedback is one that is:

- **Specific:** Avoid general comments. Try to include examples to clarify your statement. Offering alternatives rather than just giving advice allows the receiver to decide what to do with your feedback.
- **Timely:** Being prompt is the key, since feedback loses its impact if delayed for too long.
- **Polite:** While it is important to share feedback, the recipient should not feel offended by the language of the feedback.
- **Offering continuing support:** Feedback sharing should be a continuous process. After offering feedback, let recipients know you are available for support.

Importance of Feedback

- **It validates effective listening:** The person providing the feedback knows they have been understood (or received) and that their feedback provides some value.
- **It motivates:** Feedback can motivate people to build better work relationships and continue the good work that is being appreciated.
- **It is always there:** Every time you speak to a person, we communicate feedback so it is impossible not to provide one.
- **It boosts learning:** Feedback is important to remain focussed on goals, plan better and develop improved products and services.
- **It improves performance:** Feedback can help to form better decisions to improve and increase performance.

What is Effective Communication?

- All methods of communication can only be effective 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. These are further explained in Figure

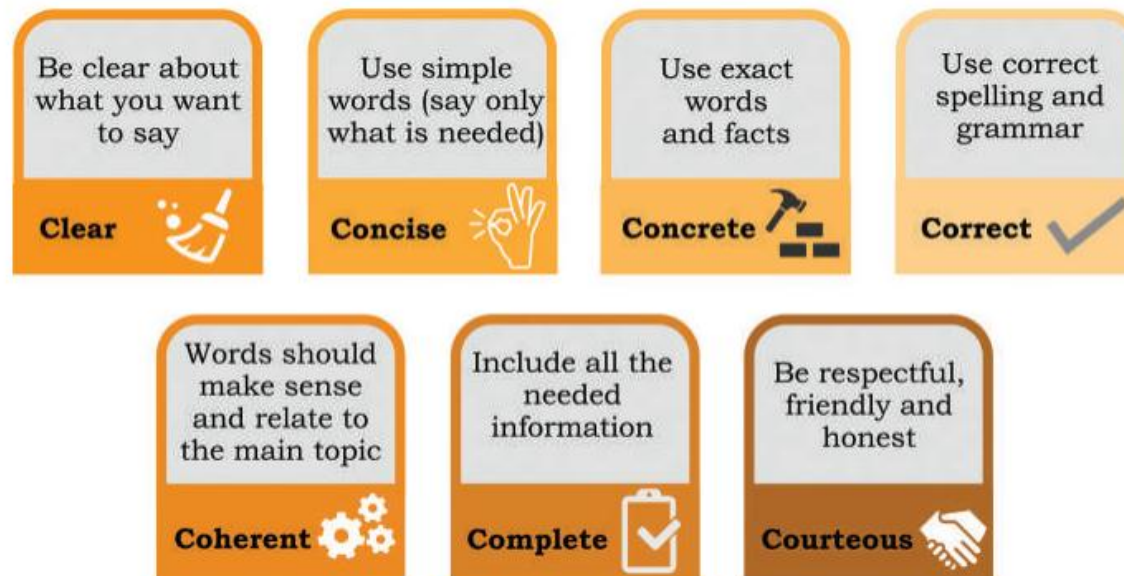


Figure 1.6: 7Cs of Effective Communication

Barriers to Effective Communication

- **What is Effective Communication?**
- Effective communication follows the basic principles of professional communication skills.

Barriers to Effective Communication

- **Physical Barriers**
Physical barrier is the environmental and natural condition that act as a barrier in communication in sending message from sender to receiver. Not being able to see gestures, posture and general body language can make communication less effective.
- **Linguistic Barriers**
The inability to communicate using a language is known as language barrier to communication. Language barriers are the most common communication barriers, which cause misunderstandings misinterpretations between people
- **Interpersonal Barriers**
Barriers to interpersonal communication occur when the sender's message is received differently from how it was intended.
- **Organizational Barriers**
Organizations are designed on the basis of formal hierarchical structures that follow performance standards, rules and regulations, procedures, policies, behavioral norms, etc. All these affect the free flow of communication in organizations.
- **Cultural Barriers**
Cultural barriers is when people of different cultures are unable to understand each other's customs, resulting in inconveniences and difficulties. People sometimes make stereotypical assumptions about others based on their cultural background

Ways to Overcome Barriers to Effective Communication

- • Use simple language
- Do not form assumptions on culture, religion or geography
- Try to communicate in person as much as possible
- Use visuals
- Take help of a translator to overcome differences in language
- Be respectful of other's opinions

Writing Skills — Parts of Speech

- Writing skills are part of verbal communication and include e-mails, letters, notes, articles, SMS/chat, blogs, etc.
- In all these forms of written communication, we use sentences to express ourselves.
- Sentences are important because they help to clearly present the message.
- Sentence is a group of words that communicates a complete thought. For example, Pooja goes to school.
- A group of words, which does not make complete sense, is known as a phrase. For example, Pooja goes.
- A sentence always begins with a capital letter, and it always ends with a question mark, full stop or exclamation mark.

Eg: When will you complete your homework?

I completed it yesterday.

That is good!

Writing Skills — Parts of Speech

- Capitalisation Rules

Alphabet	T	I	N	S
What it shows:	Titles	word 'I'	Names	Starting letter of sentences
Rule	Capitalise the first letter in the titles used before people's names.	Capitalise the letter 'I' when it is used as a word (Pronoun).	Capitalise the first letter in the names of people, places, days and months.	Capitalise the first letter in every sentence.
Example	Dr Malik and Mr Pandey were invited to the party.	He said that I should accompany him to the mall.	The summer break is starting this Friday and will continue till the end of June. Suresh is planning to visit London next year.	The little girl lost her book.

- **Punctuation** : Full stop, Comma, Question mark, Exclamation mark

Punctuation name	Sign	Use	Example
Full stop	.	• Used at the end of a sentence. • Used with short form of long words.	Omar is a professor. His students call him Prof. Omar.
Comma	,	• Used to indicate a pause in the sentence. • Used to separate two or more items in a row.	After getting down from the bus, I walked towards my school. The grocery store had fresh kiwis, strawberries and mangoes.
Question mark	?	• Used at the end of a question.	Where is your book?
Exclamation mark	!	• Used at the end of a word or a sentence to indicate a strong feeling.	What a beautiful dress! Hooray! We won the match.
Apostrophe	(')	• Used followed by an 's' to show possession or belonging. • Used with shortened form of words in informal speech.	That is Shobha's cat. Are these Rahim's colour pencils? Let's go for the movies today. She isn't coming to school today.

Basic Parts of Speech

- The part of speech indicates how a particular word functions in meaning as well as grammatically within the sentence.

Parts of speech	What they do	Example sentence	Example words
Noun	Words (naming words) that refer to a person, place, thing or idea.	Kavita bought a book. 'Kavita' and 'book' are nouns.	Tiger Truth India Raj January
Pronoun	Words used in place of a noun	Kavita bought a book. She has a great book collection. 'She' is used in place of the noun Kavita.	I You They Us She He
Adjectives	Words that describe other words.	Kavita bought a best-selling book best-selling is an adjective that describes the noun book.	Large Red Naughty Weak One-foot
Verbs	Words that show action	Kavita buys a new book every month. Buys is the verb that tells about Kavita's actions.	Run Eat Think Sit
Adverbs	Words that add meaning to verbs by answering How? How often? When? and Where?	Kavita quickly read her book. 'Quickly' tells us how Kavita did the action.	Easily Always Before Fast Carefully

Supporting parts of speech

Supporting Parts of Speech	Use	Example
Articles (a, an, the)	Generally used before nouns. An—used before words with a vowel sound A—used before nouns with a consonant sound The—Refers to specific or particular words	Wow! The boy was taken by surprise because he saw a bird flying over his head.
Conjunctions (and, but, because)	Joins two nouns, phrases or sentences	Wow! The boy was taken by surprise because he saw a bird flying over his head.
Prepositions (on, over, in, under)	Connects one word with another to usually answer the questions 'where', 'when' and 'how'.	Wow! The boy was taken by surprise because he saw a bird flying over his head.
Interjections (Wow!, Help!)	Expresses strong emotions, such as happiness, surprise, anger or pain.	Wow! The boy was taken by surprise because he saw a bird flying over his head.

Parts of a Sentence

- Parts of a Sentence We all know that almost all English sentences have a subject and a verb while some also have an object.
- Subject: Person or thing that performs an action.
- Verb: Describes the action.
- Object: Person or thing that receives the action

Sentence	Subject	Verb	Object
He swam in the lake.	He	swam	the lake
She rode the bicycle.	She	rode	the bicycle
He threw the ball.	He	threw	the ball
The dog chased the cat.	Dog	chased	the cat

Active and Passive Sentences

- Sentences where the subject does an action are known to be in the **Active voice**, whereas sentences in which the subject receives an action are known to be in the **Passive voice**.

Active Voice	Passive Voice
Ali changed the flat tire.	The flat tire was changed by Ali.
I will clean the house every Saturday.	The house will be cleaned by me every Saturday.
Ravi painted the entire house.	The entire house was painted by Ravi.

• Types of Sentences

Types of Sentences			
Statement or Declarative Sentence	Question or Interrogative Sentence	Emotion/Reaction or Exclamatory Sentence	Order or Imperative Sentence
- Provides information or states a fact. - Always ends with a 'full-stop' ('.').	- Asks a question. - Always ends with a question mark ('?').	- Expresses a strong emotion. - Always ends with an exclamation mark ('!').	- Shows an order, command, request or advice. - Can end with a full stop or an exclamation mark ('.' or '!').
Read aloud the related examples			
Blue is my favourite colour	Do you want tea or coffee?	This is the best day of my life!	Please lower your voice.
The farewell party begins in two hours.	Is it raining?	Oh, my goodness, we won!	Respond immediately.
You're a good man, Raj.	Have you had lunch?	I can't wait for the party!	Meet me at the office at 10am.

Activity 1

- Individual Work: Types of Sentences
- Material required Notebook, pen
- Procedure

- Each student will make a list of minimum 12 sentences.
- These should have at least three sentences of each type— declarative, interrogative, exclamatory and imperative.
- For each type of sentence, different volunteers read out their sentences to the class.
- The class gives feedback on the correctness of the sentences

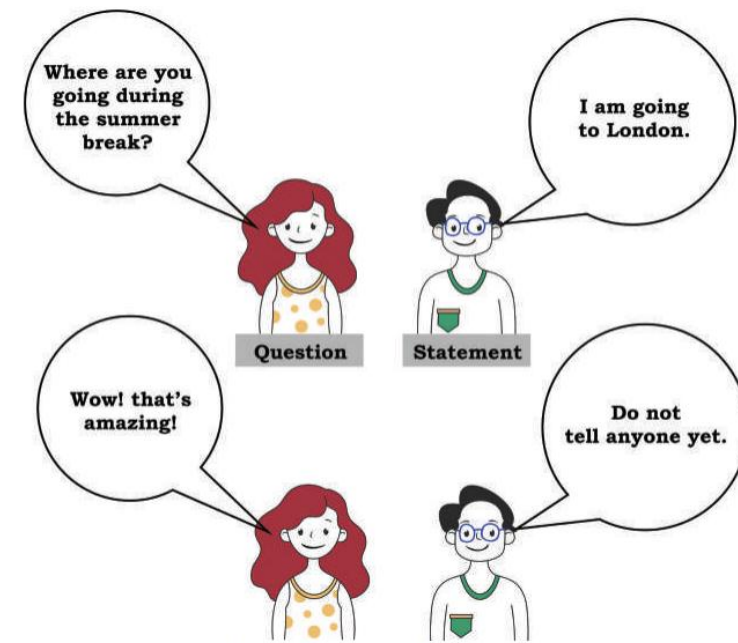


Figure 1.13: Examples of types of sentences