

Chapter - 1

Communication & Self Management Skills

Question / Answer :-

Q-1 Discuss the importance of being silent.

Ans The importance of being silent may be ⁱⁿ great quality of a person. If we are not communicating & sitting silently then it may be our grossly mistake. If we thought that to protect ourselves from being scolded of any of our mistake is silent, then it is a false way. ^{The} posture, facial expression, dressing style, the way our hands are held are sufficient to describe about an individual. So we must be careful even when we are not directly engaging as it is a false way of keeping support of being silent while holding someone.

Q-2 How does meditation assist in self help?

→ Meditation is the most effective & simple & also a helpful way to deal with the pressure to which we are suffering. Because stress is a medium by which we are disabling the capacity of mind to think, it is caused when our mind is unable to deal with pressure of doing something. Meditation calm our mind & enable us to deal with any sour of situation without stress.



What are the 7Cs of communication?

The 7Cs of communication demonstrate how the messages should be drafted, there are also considered as the characteristics of the message to be communicated over the channel:-

i) Clear - The most important aspect of any communication is that it must be easily understood. A sender should always clear in mind what have to be communicated.

ii) Concise - we should use minimum amount of words & sentence to convey our message. Any message which has to be communicated over the network should be brief & to the point. Because a lengthy message let the receiver not to take enough interest to read it.

iii) Concrete - to keep the message brief doesn't mean the message is unable to convey sender's whole idea. A sender should draft the message by giving all the essential points of idea.

iv) Correct - a message should always imply the correctness, hence correctness of the message includes use of correct vocabulary, no grammatical errors, proper arrangements of sentences & phrases acc. to audience's level of understanding.

v) Coherent - a coherent message means all

the statements or ideas present in it should be logically related. A coherent message always present a unified single idea. Here each sentence must relate to the previous one as well as the next one.

vi) Complete - The message that we're trying to convey must have all the ^{useful} information that the receiver might need to ^{take} action or to make a decision.

vii) Considerate - whether we are communicating with customers, team members or senior members, our tone must always be considerate. A considerate message always creates greater impact on the receiver. So while drafting a msg we should be careful to speak or to write with respect.

Ques 4 Explain communication cycle.

→ The purpose of communication is to give information & context of that information. Communication is a dynamic process that starts with the formation of idea by the sender who transmits the information through a communication channel to the receiver. Then receiver gives feedback in the form of a message or signal within pre-decided time frame. This process is based on the following elements:-

i) Sender - Sender is a person who wants to communicate with someone else.

ii) Idea - The message that the sender's want to convey is the idea it could be facts, guidelines, suggestions, feelings, a piece of text, etc.



iii) Encoding - encoding is the process in which pictures, words, gestures, etc. are used to encode the message. These are used to translate the information into a message.

iv) Communication Channel - the communication channel is a medium through & by which the message is transmitted to recipient. The message can be transmitted orally or in writing. This communication channel may be the email-service provider, training classes, telephonic conversation, face to face interviews etc. The choice of channel must be done carefully as it has a lot of impact on making the communication effective. P.T.O

Ques-5 Why should your message be concise?

→ Our ideas are the main element that is shared to a receiver. To concise a message refers to that we should use minimum amount of words & limited number of sentences & when conveying a message it should be concise to concise because the lengthy messages unable a user/receiver to understand what the sender is sharing. So we should try to keep our communication brief & to the point & also touch upon the fact without sharing your own perspective about them unless your perspective is important for decision.

Ques-6 Decoding - It is the most significant component in the process of communication. It is

the process of converting & expanding symbols or graphics, text into understandable format.

This process is performed at the receiver's end. The decoding of the message by the receiver depends on his experience, trust, relationship with the sender & especially on the knowledge about the subject matter.

vii) Receiver - the receiver is the person for whom the message is meant. After receiving the message, the receiver comprehends it in the best possible way & acts according to the message.

viii) Feedback - It is the last phase of the communication cycle. The sender must receive the feedback from the receiver for the communication process to complete.

Ques-6 What is feedback?

→ Feedback is a response that receiver provides to the sender in any communication. If the sender sends the message but the receiver is not able to understand that is the complete breakdown of the communication. Even if the sender says that he followed all the rules & regulation of sending communication, it is still a failure. Because the main aim of communication has not been achieved. So it is essential for the sender to receive feedback from the receiver.

Ques-7 What is descriptive feedback?

→ Feedback may be written or oral; written



feedback is in the form of comments or detailed conversation discussing about the outcome of the communication. It is called descriptive feedback. It is more applicable in situations where a teacher or trainer is trying to make others learn something. Descriptive feedback helps the learners to evaluate his/her own performance in depth.

Ques 3 What do you mean by stress management?
→ Feeling the pressure to perform some task, meeting others' expectations, facing problems that seem insoluble can create stress. Stress can have physical, emotional as well as psychological effects on a person. Besides these, stress can also affect the way we function. So managing stress is very important for both personal & professional growth. Instead of taking stress, we should aim at finding the root cause of problem & solving them.

Ques 4 What are 2 methods of communication?
→ Communication is the ability to exchange the information with each other. We communicate all the time. There are 2 possible methods of communication.

i) Verbal Communication - Verbal communication refers to the form of communication in which the

message is transmitted verbally. It is done by word of mouth or as a piece of writing. Verbal communication may occur face to face conversation, telephonic conversation, video call, radio, television voice, through letters, seminars, etc. In oral communication, it is influenced by the volume, speed and clarity of the speaking. In written communication, the message is influenced by vocabulary, grammar, writing style, sentence arrangement, etc.

ii) Non-Verbal Communication - Peter Dinklage says that "the most important thing in communication is hearing what is not said". It totally describes non verbal communication. The muscles of our face, body language, tone of voice, convey our emotions & a change in our emotional state. Facial expression & therefore the message we can send is a silent message without saying a word. We always sit or stand properly, speak clearly, be properly dressed, demonstrate our body language.

iii) Visual Communication - Visual communication is the transmission of ideas or information with the help of symbols and imagery. As we know a picture is more worth than thousand of words. When we use real objects, models, charts, graphs, etc. while communication, we have a better chance of success. This is so because people are able to understand better when they see something. It is believed to be the communication



type that people rely on the most

7C's OF Communication

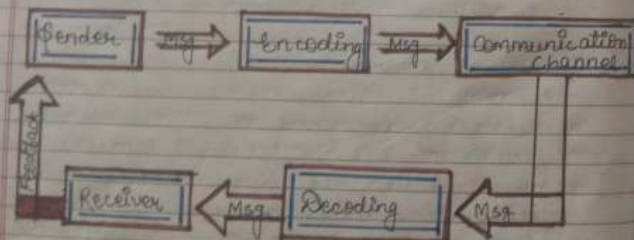
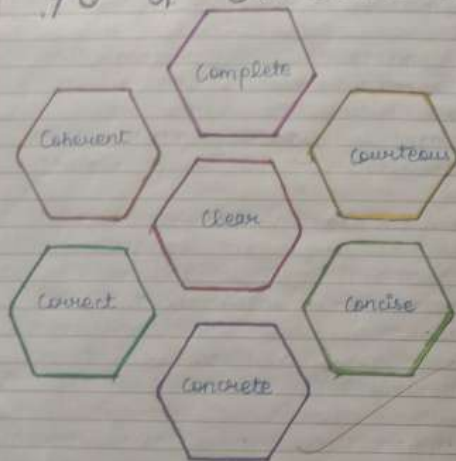


Fig Communication Cycle

Q- what do you mean by 2 way communication?
A- Communication must be always two-way between the two parties concerned. A two way communication means that there is a exchange of ideas between sender & receiver. If exchange of idea is only between 1st person to 2nd person but 2nd person is not responding to 1st then it is one way communication.

