PART-A
Employability Skills
Chapter 1: Communication Skills

Session 1: Methods of Communication

1. Communication (Definition)

- **Communication** is the process by which two or more people exchange ideas, facts, feelings, or information.
- It is a **two-way process**:
  Sender ▶ Message ▶ Receiver ▶ Feedback ▶ Sender

2. Key Steps in the Communication Process

- **Transmitting**: Sender encodes and sends the message.
- **Receiving**: Receiver listens or reads and internalizes the message.
- **Feedback**: Receiver confirms understanding by responding.

3. Common Methods of Communication

Method	Description	When to Use
Face-to-face / Informal	In-person conversation—fastest, builds rapport, immediate feedback.	Quick discussions, small groups
Email	Electronic messages—efficient, records history, asynchronous.	Formal notices, follow-ups
Notices / Posters	Printed announcements—broad reach in common areas.	Public bulletins
Business Meetings	Formal discussion among stakeholders—structured agenda, timed.	Strategy, status updates
Newsletters	Periodic written updates—inform about organizational developments.	Internal/external audiences
Blogs	Online articles—detailed insights, interactive comments.	Thought leadership
Social Networks	Platforms like LinkedIn—broad audience, real-time interaction.	Marketing, announcements
Phone Calls	Real-time voice—personal touch, immediate exchange.	Urgent or sensitive matters

Session 2: Verbal Communication

1. Definition

- Exchange of information through **spoken words**.
- Involves tone, pitch, clarity.

2. Types of Verbal Communication

Type	Description	Example
Interpersonal	One-on-one or small group exchanges.	Teacher-student discussion
Written	Use of text (letters, emails, SMS).	Application letter to principal
Small Group	Interaction among 3–10 people.	Team brainstorming session
Public	One speaker to a large audience.	Political rally

3. Advantages

- Fast exchange and feedback
- Personal tone adds clarity (voice, body language)
- Adaptable on the spot

4. Disadvantages

- No written record (unless recorded)
- Time-consuming
- Dependent on speaker/listener skill

5. Mastering Verbal Skills

- **Preparation**: Organize your thoughts in writing.
- **Clarity & Pace**: Speak clearly at a moderate speed.
- **Body Language**: Use eye contact and an open posture.
- **Confidence & Friendliness**: Smile and use a warm tone.

Session 3: Non-Verbal Communication

1. Definition

- Communication without words using gestures, expressions, posture, proxemics, etc.

2. Importance

- Up to **93%** of a message is conveyed non-verbally.
- Builds **credibility and trust**.
- Reinforces or contradicts spoken words.

3. Types of Non-Verbal Communication

Type	Meaning	Usage Tip
Facial Expressions	Convey emotions (happy, sad, angry)	Match expression with words.
Gestures / Body Language	Indicate feelings, direction, confidence	Keep movements natural; avoid excess.
Posture	Shows engagement or disinterest.	Stand/sit straight for confidence.
Touch	Creates connection or empathy.	Use firm handshake appropriately.
Eye Contact	Indicates honesty and attention.	Maintain regular but not constant contact.
Proxemics	Personal space reflects relationship.	Adjust distance based on context.
Paralanguage	Tone, pitch, pauses, and volume.	Vary tone to maintain interest.

4. Impacts of Non-Verbal Communication

- **Positive Impact**: Builds trust and clarity.
- **Negative Impact**: Misinterpretation may cause conflict.

Session 4: Visual Communication

1. Definition

- Conveying messages through **images, symbols, graphs, and signage**.

Examples & Interpretations of Signs/Symbols

Sign / Symbol	Message / Interpretation
	**Under Construction** – Renovation area
	**No Entry** – Access prohibited
	**No Parking** – Parking not allowed
	**Radiation / Biohazard** – Danger zone
	**CCTV Surveillance** – Area monitored
	**No Mobile Phones** – Switch off phones

Session 5: Communication Cycle & Feedback

1. Elements of the Communication Cycle

- **Sender**: Originates and encodes the message.
- **Message**: The information being communicated.
- **Channel**: Medium (verbal, written, digital).
- **Receiver**: The audience who decodes the message.
- **Feedback**: Receiver's response showing understanding.

Diagram of the Communication Cycle can be inserted here.

2. Feedback (Definition)

- Response from the receiver after interpreting the message.

3. Categories of Feedback

Category	Description	Example
Descriptive	Specific feedback on performance	"Your report followed all guidelines."
Specific	Detailed on a topic	"Add a monthly breakdown of sales."
General	Broad comments with less detail	"Good job!"
Positive	Praise or approval	"Excellent work!"
Negative	Identifies errors or issues	"Please correct the figures."
No Feedback	No response given	—

4. Principles of Good Feedback

- **Timely**: Give feedback as soon as possible.
- **Polite & Respectful**: Use courteous language.
- **Constructive**: Focus on improvement, not blame.

5. Importance of Feedback

- Confirms understanding
- Encourages improvement
- Strengthens relationships
- Enhances performance

Session 5: Barriers to Effective Communication

Definition:

Effective communication is the clear and accurate exchange of information where the sender's message is understood as intended by the receiver. It involves active listening, clarity, and appropriate feedback.

Principles of Effective Communication

Communication is a basic need for humans. Different types of communication include verbal, non-verbal, and visual. Effective communication depends on the **7 Cs**.

7 Cs of Communication

To ensure effective communication, messages must follow the 7 Cs:

1. **Clear** – The message should be free of confusion.
2. **Concise** – Be brief and to the point; avoid lengthy and repetitive information.
3. **Concrete** – Provide solid facts to make the audience understand easily.
4. **Correct** – Ensure the message is free from errors.
5. **Coherent** – The message should be logical and consistent.
6. **Complete** – All necessary information should be included.
7. **Courteous** – Be respectful and polite.

Barriers in Effective Communication

Barriers are obstacles or difficulties that affect the communication process. These include anything that interferes with the transmission or reception of the message.

Types of Barriers:

Type of Barrier	Description
Interpersonal Barrier	Occurs when the message is interpreted differently due to emotions, feelings, or misunderstandings.
Organisational Barrier	Caused by company policies, unclear hierarchy, and poor communication structure.
Linguistic Barrier	Due to differences in language, pronunciation, or grammar.
Cultural Barrier	Differences in cultural norms and traditions affect understanding.
Physical Barrier	Environmental factors like noise, distance, or technical issues.
Perceptual Barrier	Differences in perception based on past experiences.
Mechanical Barrier	Faulty devices like broken phones or poor signals.
Gender Barrier	Differences in communication style between genders.
Emotional Barrier	Caused by stress, anger, or anxiety.
Attitudinal Barrier	Due to personality traits like arrogance or lack of motivation.

Note: Noise is an undesirable input that disrupts the communication process and distorts the message.

Measures to Overcome Barriers to Effective Communication

To overcome communication barriers, follow these methods:

- Use simple language.
- Avoid assumptions based on culture, religion, or geography.
- Communicate in person whenever possible.
- Listen actively.
- Seek help from a translator if needed.
- Respect others' opinions.

Session 6: Writing Skills—Parts of Speech

Writing skills aid in both oral and written communication. They enhance professionalism and increase chances of success.

Writing Skills

Writing involves composing emails, letters, notes, articles, SMS/chat, blogs, and more. It is used to convey thoughts and ideas effectively.

Using Capitals

Start each sentence with a **capital letter**.

- Capitalise proper nouns (e.g., names, days, months).
- Use the acronym **M.I.N.T.S.** to remember rules for capitalisation:

M.I.N.T.S.

Letter	Stands For	Example
M	Months and Days	My birthday is on Monday, October 21st.
I	The word "I"	I will go to the park.
N	Names of people and places	Nitin lives in Bangalore.
T	Titles	I read the novel *Malgudi Days*.
S	Start of a sentence	She is my friend.

Punctuation

Punctuation helps to:

- Convey meaning

- Structure sentences
- Avoid confusion

Common Punctuation Marks

- **Period (.)** – Ends a sentence.
- **Comma (,)** – Separates items in lists or clauses.
- **Question Mark (?)** – Indicates a question.
- **Exclamation Mark (!)** – Expresses emotions.
- **Colon (:)** – Introduces lists or explanations.
- **Semicolon (;)** – Connects closely related clauses.
- **Apostrophe (')** – Shows possession or contractions.

Basic Parts of Speech

Parts of speech describe how words function in a sentence. The main five parts are:

1. **Nouns** – Names of people, places, or things (e.g., city, book, happiness).
2. **Pronouns** – Replace nouns (e.g., he, she, it, they).
3. **Verbs** – Show actions or states (e.g., run, is, think).
4. **Adjectives** – Describe or modify nouns (e.g., big, happy).
5. **Adverbs** – Modify verbs, adjectives, or other adverbs (e.g., quickly, very).

Supporting Parts of Speech

These add meaning or connect main parts of speech:

1. **Prepositions** – Show relation (e.g., on, under, for).
    - *The young girl brought me a letter from the teacher.*
2. **Conjunctions** – Join words, phrases, or clauses (e.g., and, but, because).
3. **Interjections** – Express sudden emotions (e.g., oh!, wow!, hey!).
4. **Articles** – Define nouns as specific or unspecific.
    - *A*, *An*, and *The* are articles.

Table: Usage of Articles

Article	Usage	Examples
A	Before a singular, countable noun starting with a consonant sound	I saw a cat in the garden. She has a dog.
An	Before a singular, countable noun starting with a vowel sound	She ate an apple. He is an engineer.
The	Before specific/previously mentioned nouns (singular/plural, countable/uncountable)	The book is on the table. The water is cold.

Note: Uncountable nouns (e.g., advice, water) do not take *a* or *an*.

Session 7: Writing Skills—Sentences

Sentences are essential for clear communication. They organize words into meaningful ideas and convey information effectively.

Sentence

A sentence is a group of words that gives a complete thought. Sentences begin with a **capital letter** and end with a punctuation mark (e.g., period, question mark, exclamation mark).

Parts of Sentence

Every sentence must contain:

- **Subject**: The doer of the action.
- **Verb**: The action.

- **Object**: The receiver of the action.

Examples:

Sentence	Subject	Verb	Object
The cat eats the mouse.	The cat	eats	the mouse
They are friends.	They	are	friends
She plays the piano.	She	plays	the piano
He reads books.	He	reads	books
The students study diligently.	The students	study	diligently
We enjoy the party.	We	enjoy	the party

Types of Objects

1. Direct Object:

Receives the action directly.

- *She bought a book.* (book = direct object)

2. Indirect Object:

Refers to whom/for whom the action is done.

- *He gave her a gift.* (her = indirect object, gift = direct object)

Table: Sentences with Direct and Indirect Objects

Sentence	Subject	Verb	What? (Direct Obj.)	To Whom? (Indirect Obj.)
She bought a book.	She	bought	a book	—
They gave me a gift.	They	gave	a gift	me
I made him a sandwich.	I	made	a sandwich	him
She showed us her new car.	She	showed	her new car	us

Types of Sentences

1. Voice of Sentence

Active Voice	Passive Voice
She writes a letter.	A letter is written by her.
They are building a new house.	A new house is being built by them.
He cooks every day.	Food is cooked every day by him.
The students study diligently.	Diligent study is conducted by the students.

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2. Purpose of Sentence

Type	Description
Declarative Sentence	States a fact. Ends with a full stop. *E.g.: My car is black.*
Imperative Sentence	Gives a command/request/instruction. *E.g.: Bring me a glass of water.*
Interrogative Sentence	Asks a question. Ends with a question mark. *E.g.: Are you ready to go?*
Exclamatory Sentence	Expresses emotion. Ends with an exclamation mark. *E.g.: What a brilliant idea!*

Phrase

A phrase is a group of words without a subject-verb pair that acts as a single unit.

Types of Phrases

Type	Description & Example
Verb Phrase	Includes main verb and helping verb. *E.g.: He must make an 'A' in this class.*
Adverb Phrase	Acts like an adverb. *E.g.: He ran after the thief.*
Prepositional Phrase	Starts with a preposition. *E.g.: Around New London.*
Adjective Phrase	Acts like an adjective. *E.g.: The final exam was extremely difficult.*
Noun Phrase	Acts as a noun. *E.g.: He hopes to win the first prize.*

Paragraph

A **paragraph** is a group of sentences centered around a single idea.

Elements of Paragraph

1. **Unity** – All sentences support the main idea.
2. **Topic Sentence** – Introduces the main idea.
3. **Supporting Sentences** – Provide details, examples, or explanation.
4. **Order** – Logical flow of ideas (chronological, spatial, importance).
5. **Coherence** – Smooth transitions between sentences.
6. **Completeness** – All points related to the topic are covered.

Note: A paragraph should neither be too short nor too long. It should develop the idea fully.