

ANDHRA CHRISTIAN COLLEGE :: GUNTUR

Department of English Certificate Course on **COMMUNICATION SKILLS** 2018 -2019

Objectives for Communication skills :

- 1) Enhance verbal communication
- 2) Improve Non – verbal Communication
- 3) Strengthen written Communication
- 4) Develop listening skills
- 5) Handle difficult conversations
- 6) Utilize technology for communication

Course Syllabus

UNIT.I.

Introduction to Communication:

- a) Definition and importance of communication
- b) Elements of communication process
- c) Types of Communication : Verbal, Non – verbal, written and Visual

UNIT. II.

Professional Communication:

- a) Business Communication : Essentials and best practices
- b) Communicating in meetings and conferences
- c) Presentation and public speaking in professional

UNIT. III.

Communication for Leadership:

- a) Communication styles of effective leaders
- b) Motivating and inspiring through communication
- c) Crisis communication and management

UNIT .IV.

Communication and Technology:

- a) Impact of technology on communication
- b) Effective use of digital communication tools
- c) Challenges and solutions in virtual communication

COURSE SCHEDULE COMMUNICATION SKILLS (30 hours)

Sl. No	TOPIC	HOURS
1	Introduction to Communication	8
2	Professional Communication	8
3	Communication for Leadership	7
4	Communication and Technology	7


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Does body language impact communication?

Body language is a form of non-verbal communication, which consists of body posture, gestures, facial expressions, and eye movements. Humans send and interpret such signals almost subconsciously.

John Berg asserts that human communication consists of 93% body language and paralinguistic cues, while only 7% of communication consists of words themselves; however, Albert Mehrabian, the researcher whose 1960s work finding others asserts that "Research has suggested that between 60 and 70 percent of all meaning is derived from non-verbal behaviour".

2) How can you adopt your communication style when speaking to different audience?

* To be an effective communicator, you have to adapt the things you say and write to fit different contexts. This means that you'll need to adjust your communication style to fit your audience. In the workplace, this means going out of your way to be clear, respectful, and professional. If you are concentrate on validating the other person's feelings, rather than inserting your

own opinions. If you are communicating with a group of people or giving a presentation, you can by sticking to a clear structure, emphasizing key points and working the audience to keep their energy and attention.

3) What is active listening and why is it important in effective communication?

A Effective communication consists of both speaking and listening. Active listening is a way of listening and responding to another person that improves mutual understanding. It is an important first step to defuse the situation and seek solutions to problems. Communication goes beyond the messages we send - it also includes how to receive messages. If we simply "hear" what individuals tells us, then we miss out on a vast array of messages directed at us. Listening is a active process that involves analysis and processing. Active listening helps you to avoid conflict and misunderstandings. It can positively impact your productivity and relationships. It's important for people to feel listened to when they're talking and active listening ensures that this happens!

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notes on Comprehensive listening?

Comprehensive listening involves understanding the message of messages that are being communicated. Like discriminative listening, Comprehensive listening is fundamental to all listening sub-types.

Comprehensive listening is complemented by sub-messages from non-verbal communication, such as the tone of voice, gestures and other body language. This non-verbal signals can greatly aid communication and comprehension but can also confuse and potentially lead to misunderstanding. In many listening situations it is vital to seek clarification and use skills such as reflection and comprehension.

5) What are the three systems that help us to speak?

A) There are three systems that work together to create your voice: ~~respiration~~ respiratory, phonatory ("voice box"), and resonance system. Respiratory system, also known as "breath support", includes: lungs, ribcage, chest muscles, diaphragm, and windpipe.

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6) What is communication for leadership?

A) Leadership communication occurs continuously between leaders and followers but can be trained, planned, and used with strategic intent. Strategic communication tools for leaders are framing, sensemaking, storytelling and dialogue.

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7) What are 5 good communication skills?

A) ① written communication ② oral communication ③ non-verbal and visual communication ④ Active listening ⑤ Contextual communication.

① Written communication :- Convey ideas & information through the use of written language.

② Oral communication :- Convey ideas and information through the use of ~~imagery~~ spoken language.

③ Non-verbal and visual communication :- Convey ideas and information through the use of imagery & wordless cues.

④ Active listening :- Active listening helps to open up, avoid misunderstandings, resolve conflicts and build trust.

⑤ Contextual communication :- Communicate effectively in different contexts including those pertaining to various populations, persons, situations, environments or sets of behaviors.

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are the objectives of technology and communication?

Education and communication technology can contribute to universal access to education equity in education the delivery of quality learning and teaching, teacher's professional development and more efficient education management, governance and administration. By utilizing technologies such as instant messaging, email, and collaboration platforms communication.

Q) Write about professional communication?

A) Good communication skills are crucial to any professional duties and any profession. Whether sitting in a meeting, attending an interview, or sending an email to a client communication is a vital importance. Professional communication is defined as oral, written, digital, or visual forms of information delivery in a workplace. Professional communication also involves various forms of speaking, writing and responding within and beyond the workplace environment. It is used in memos, letters, business proposals, and press releases.

How-ever, the ways in which people engage with colleagues, clients and business partners has

Shifted steadily. people no longer have to
the same office, building or even country to
business together. These changes have only made
~~effectively~~ professional communication more crucial. For
effective

Communication in the business world could lead to
loss of money, energy opportunity and time.

Professional communication takes many forms,
including speaking, listening, writing and responding. It
can be verbal and non-verbal, written or even virtual.
Accordingly, students would be well served by
developing their professional communications.

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12. P. Ragh
13. M. Avina