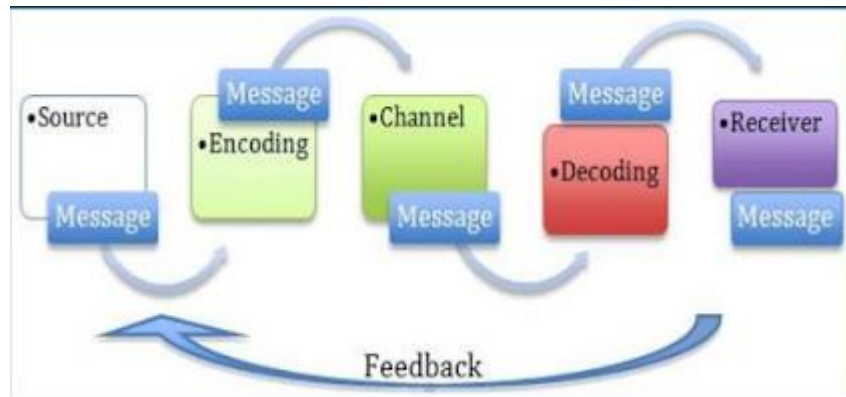


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CLASS- 9<sup>TH</sup>  
UNIT 1- COMMUNICATION SKILLS

**What is communication?**

Sharing of information from one person to other by speaking, writing, signals or by any other means is called communication.

**Communication Process (Cycle) or Elements of Communication**



- **Sender:** the person who is starting the communication
- **Message:** the information that the sender wants to send
- **Encoding:** The way the sender wants the message to be looked like.
- **Channel:** From which medium the message travels.
- **Receiver:** the person who receives the message
- **Decoding:** What the receiver understands
- **Feedback:** the receiver's response to the message.

**Perspectives in communication**

Perspectives are fixed ideas and thoughts regarding something. For Example, you have fixed the thought that your school principal is very strict so you will not be able to talk to him friendly. You always think that he is very strict.

**Factors affecting perspectives in communication**

Here are some factors which affect perspectives.

**Language:** The language is used in communication

**Visual Perception:** how the person looks

**Past Experience:** Your past experience which him

**Prejudice:** some fixed idea about the person

**Feelings:** How are you feeling at that time

**Environment:** the environmental condition during communication

**Personal factors:** Personally how are you attached to him

**Culture:** Your culture and his culture are also a factor

**Effective Communication.**

The communication in which the receiver gets the best possible message that the sender wants to convey. In other words, if the receiver gets the appropriate message that the sender wants to convey is called effective communication.

**7C's of Effective Communication**

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Clear	Concise	Concrete	Correct	Coherent	Complete	Courteous
Be clear about what you want to say	Use simple words and say only what is needed	Use exact words and phrases	Use correct spellings, language and grammar	Your words should make sense and should be related to the main topic	Your message should have all the needed information	Be respectful, friendly and honest

*Figure 1.3: 7Cs of Effective Communication*

### Verbal Communication

#### **Communication Styles/Methods**

There are four main categories of communication styles including verbal, non-verbal, written and visual.

#### **Oral Communication**

In Oral Communication words are used to communicate. This is the most common type of communication. As in this type, words are used so it is very important to use appropriate word otherwise it will cause confusion.

#### **Advantages of oral communication**

It is very easy and quick as you can exchange ideas by saying words.

#### **Disadvantages of oral communication**

Since it depends on words then it is very important to use correct words so that other person can understand easily.

#### **Written Communication**

It is an act of communicating through written words. Just like when you send messages by written mode or the information written in newspaper, books etc.

#### **Advantages of written communication**

- It is a permanent record
- It can be circulated easily
- Suitable for future references

#### **Disadvantages of written communication**

- It takes time to write documents
- Once written it is difficult to change
- It requires good knowledge of language and grammar
- Receiver can interpret it in the wrong way.

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### Non-Verbal Communication

Non-verbal communication is the way of expressing ourselves without using words. We can send many messages without using words, for example, can send a message through expression, eye contact, touch etc. More examples are given below



#### **Importance of non-verbal communication**

In our daily life, we see that most of the communication is non-verbal. Many time we express ourself just by using our eye contact or by hand movements. So we can say that non-verbal communication is very important in our life.

#### **Visual communication**

This is also a very important type of communication. Sending a message through images is very popular as you can see many advertisements on the roadside and signboards all these contain much information but in form of images. It is not bounded to any language anyone can understand what is being expressed in the image.

### Writing Skills: Parts of Speech

*From these sessions, you are going to study those topics which comes in the English language. All these topics are not relevant to the Employability skills Class 9 examination. So we will discuss only some important concepts.*

#### **There are 8 Parts of Speech**

**Noun:** Words for people, place and things

**Pronoun:** Words used in place of Noun

**Adjective:** Word used to describe Noun or Pronoun.

**Verb:** Doing words

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**Adverb:** Words used to describe Verb. Ex-fast, Slow

**Preposition:** Used before Noun or Pronoun to show its position. Ex- on, in, at

**Conjunction:** Used to join words or group of words. Ex- Beacause, and

**Interjection:** It shows Emotion. Ex- Alas, Hurrah

### **Pronunciation Basics**

Correct pronunciation of words is very important to communicate well. Listen to correct speeches and practising more and more you can achieve good pronunciation of words.

#### **Different Sounds in English**

**Vowels:** There are 5 vowels in the English language like a, e, i, o, u

**Consonants:** A total of 21 Consonants are there.

**Diphthongs:** Combination of two vowel sounds like ou, ea